

# #1480658 1665 Payne Ave - Q3 2025 Billing Adjustment - Trash Bags

**Submitted** November 11, 2025 at 12:23 PM  
**Received via** Mail  
**Requester** James Ryba <rybajames@hotmail.com>

**Status category** Solved  
**Ticket status** Solved  
**Type** Question  
**Priority** Normal  
**Group** PW - Garbage  
**Assignee** Jillian Barden

**Latitude/Longitude** -93.07391,44.99137  
**Location** 1665 Payne Ave, St. Paul, Minnesota, 55130  
**Is this a repeat report?** No

**Missed Collection (Recycling)** Other  
**Other Name** James Ryba

**Please select the reason you are contacting the solid waste team** Billing or Assessments  
**Billing Year** 2025

**What is your billing or assessment question?** Extra Charges on My Bill  
**Total time spent (sec)** 1796  
**Time spent last update (sec)** 134

**Intent** Billing::Wrong charge::Incorrect amount charged  
**Intent confidence** High  
**Language** English  
**Language confidence** High

**Sentiment** Negative  
**Sentiment confidence** High  
**Adjustment Approved** Yes  
**Original Amount Billed** 129.72

**Reason for adjustment** Removing Trash Bag Charges  
**New Amount Billed** 113.19  
**Billing Quarter** Quarter 3 (July 1 – September 30)

**James Ryba** November 11, 2025 at 12:23 PM

Hello,

I received my quarter 3 bill yesterday and noticed that there was a charge for five extra bags of garbage at \$4 a piece on my bill. I know that since the city has taken over the garbage service from Gene's Disposal that I have not put out any extra bags of garbage and have been able to fit everything in the 64 gallon cart that was provided. My neighbor who lives at 620 Larpenteur does bring his cans down the alley and places them next to mine so the service truck can access them more easily, and I know they have had to put out extra bags recently. My other neighbors at 1661 Payne Ave also have extra bags of garbage frequently, but I could not state with certainty which of those two would have had extra bags out that could have been mistaken for mine. I just don't want to be charged for a service that I did not use and would appreciate if someone could reach out so we could resolve this issue.

Thank You,  
James Ryba

e: rybajames@outlook.com  
ph: 218-839-2849

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**Rose Mary Lohr** November 15, 2025 at 12:45 PM

Hello James,

Thank you for notifying us about a potential discrepancy in your garbage bill. I have forwarded your question to our billing specialist and she will get back to you with a resolution within a week.

Thank you,

Rose

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City of Saint Paul  
Public Works - Solid Waste  
651-266-6101

[garbage@ci.stpaul.mn.us](mailto:garbage@ci.stpaul.mn.us) | [stpaul.gov/garbage](http://stpaul.gov/garbage)

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**Jillian Barden** November 20, 2025 at 12:52 PM

Hello James,

Thank you for reaching out about your garbage invoice. I have investigated your concern and corrected the error. This will be reflected on the assessments website within a week. The corrected amount can be viewed and paid at [stpaul.gov/assessments](http://stpaul.gov/assessments)

- Original Invoice Amount: \$129.72
- Corrected Invoice Amount: \$113.19

Thank you,

Jillian

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City of Saint Paul  
Public Works - Solid Waste  
651-266-6101 | [garbage@ci.stpaul.mn.us](mailto:garbage@ci.stpaul.mn.us)

[stpaul.gov/garbage](http://stpaul.gov/garbage)

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**James Ryba** December 1, 2025 at 10:08 AM

The amount due for my assessment had not been changed as of this morning, so I payed what you had indicated in this response email. You had also emailed saying that my original bill was correct, so I'm unsure if what I submitted today will be correct. Please reach out to me as soon as possible to confirm that I paid the correct amount so I don't accrue any late fees.

Thank you

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**Jillian Barden** December 1, 2025 at 12:07 PM

Hello James

The amount you need to pay for your Quarter 3 2025 invoice is \$113.19. It is taking a little longer than anticipated to have the adjustment updated on the website. Also, we do not charge late fees.

Thank you,

Jillian

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City of Saint Paul  
Public Works - Solid Waste & Recycling  
[stpaul.gov/garbageandrecycling](http://stpaul.gov/garbageandrecycling)

651-266-6101 | [garbage@ci.stpaul.mn.us](mailto:garbage@ci.stpaul.mn.us)

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