

#1683398 317 Daly St - Q4 2025 Billing Adjustment - Trash Bags

Submitted February 27, 2026 at 2:17 PM Received via Mail Requester ELIZABETH EIRWOOD <e.eirwood@gmail.com>

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

Latitude/Longitude -93.12725,44.9318 Location 317 Daly St, St. Paul, Minnesota, 55102 Is this a repeat report? No

Do you need an interpreter? No 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 What were you charged for? Garbage Bags Total time spent (sec) 1777

Time spent last update (sec) 349 Adjustment Approved Yes Original Amount Billed 132.28

Reason for adjustment Removing Trash Bag Charges New Amount Billed 110.24 Billing Quarter Quarter 4 (October 1 - December 31)

OFS - Assessments February 27, 2026 at 2:17 PM

From: Elizabeth Eirwood <e.eirwood@gmail.com>
Sent: Friday, February 27, 2026 3:57 AM
To: *CI-StPaul_OFS-Assessments <OFS-Assessments@ci.stpaul.mn.us>
Subject: Billing Question r/t Extra Bag fee

You don't often get email from e.eirwood@gmail.com. [Learn why this is important](#)

Hello,

My statement has a charge for nine extra bags. We only lived at the property for eight weeks and for at least two of those weeks, the trash was not on the curb at all. An extra bag was not set out during any of those weeks. All trash fit into the bin. If the bin was especially full, it would have been for the weeks of Christmas and New Year's.

I request that these extra bag charges be removed.

Thank you,

Elizabeth Eirwood

Account Number 260142

OFS - Assessments February 27, 2026 at 2:22 PM

OFS-Assessment Inquires are answered between 8:00AM and 4:30 PM Monday through Friday, except holidays and weekends.

Please allow up to 48 hours for a response.

Thank You

Phil Reilly March 2, 2026 at 1:53 PM

Hello Elizabeth,

Thank you for contacting the City about your garbage bill. Would you please confirm the address that was billed for extra bags?

Thank you,

Phil

City of Saint Paul
Public Works - Solid Waste & Recycling
stpaul.gov/garbageandrecycling

651-266-6101 | garbage@ci.stpaul.mn.us

ELIZABETH EIRWOOD March 3, 2026 at 3:31 AM

Hi,

The address is 317 Daly St, 55102.

Thanks,
Elizabeth Eirwood

Megan Beuthien March 3, 2026 at 7:48 AM

Hello ELIZABETH,

Thank you for reaching out to the city of Saint Paul about your garbage bill. Our records indicate you had extra bags out on the dates below, which resulted in the charges you see on your invoice. Extra bags are \$4.00 each, plus taxes and fees. If garbage bags are present in or next to your cart, it is not possible for us to remove the charges. If you believe there was an error, please respond to this email.

317 DALY ST 11/25/2025 3 \$12.00

317 DALY ST 12/2/2025 6 \$24.00

**Please note extra bag fees are applied whenever the lid is open by six inches or more; and large overages or oversized bags will count as more than one bag.

Please let us know if you have any additional questions.

Thank you,

Megan

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

ELIZABETH EIRWOOD March 3, 2026 at 7:58 AM

Hi Megan,

I did not have extra bags out on either date. As I mentioned, it is possible that the bin was extra full around Christmas but those dates aren't included and it was certainly no where near six bags worth. My bin only holds 3 bags. Six extra bags would have been a total of three bins. Do you have photos of the bags? Are you certain they were from my address? The properties are very close to each other here.

Elizabeth Eirwood

Jillian Barden March 3, 2026 at 12:26 PM

Hello ELIZABETH,

Thank you for reaching out to the city of Saint Paul about your garbage bill. Our records indicate you had extra bags out on Nov 25 and Dec 2, which resulted in the charges you see on your invoice. Extra bags are \$4.00 each, plus taxes and fees. If garbage bags are present in or next to your cart, it is not possible for us to remove the charges. If you believe there was an error, please respond to this email.

**Please note extra bag fees are applied whenever the lid is open by six inches or more; and large overages or oversized bags will count as more than one bag.



Please let us know if you have any additional questions.

Thank you,

Jillian

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

ELIZABETH EIRWOOD March 5, 2026 at 1:37 AM

Hi Jillian,

Thank you for the photos. These pictures show that I was significantly over charged. On 11/25 I will agree that was one extra bag. It was not three bags.

On 12/2 the bin clearly tipped over in the snow. That's not an extra bag, it's the top bag that fell out. It is certainly not six extra bags, which is what I was charged for. I understand it's annoying that the bin tipped over. If the driver didn't want to get out in the cold they could have left it. It was not okay for them to charge me \$24 because the bin tipped over.

Please adjust my bill to reflect what is shown in the photos: one additional bag on 11/25.

Thank you,
Elizabeth Eirwood

Jillian Barden March 5, 2026 at 4:11 PM

Internal note

I didn't realize there was an adjustment here

Jillian Barden March 10, 2026 at 8:29 AM

Hello ELIZABETH,

The hauler agreed to remove charges for four bags, so I have corrected the invoice to reflect the new amount. You should see this update on the assessments website within a week. If you already paid the full bill, the overpaid amount is not automatically refunded; it is applied as a credit to the next garbage invoice. If you prefer a refund, please contact the Assessment Department at 651-266-8858 or ofs-assessments@ci.stpaul.mn.us

The corrected amount can be viewed and paid at stpaul.gov/assessments

- Original Invoice Amount: \$132.28
- Corrected Invoice Amount: \$110.24

**Please note extra bag fees are applied whenever the lid is open by six inches or more; and large overages or oversized bags will count as more than one bag.

Let us know if you have any other questions

Thank you,

Jillian

City of Saint Paul
Public Works - Solid Waste
651-266-6101 | garbage@ci.stpaul.mn.us

stpaul.gov/garbage

ELIZABETH EIRWOOD March 10, 2026 at 3:59 PM

Hi Jillian,

The photos clearly show one additional bag. I will not be paying for five bags. Please correct the invoice to reflect what is shown in the photos.

Thank you,
Elizabeth Eirwood

Jillian Barden March 13, 2026 at 8:27 AM

Hello ELIZABETH,

We understand your frustration, however if garbage bags are present in or next to your cart, it is not possible for us to remove the charges.

Please let us know if you have any additional questions.

Thank you,

Jillian

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

ELIZABETH EIRWOOD March 13, 2026 at 8:58 AM

Hi Jillian,

I understand that charges for bags in or next to the cart can not be removed. However, I am being charged for bags that were not present. This is clearly shown in the photos. Am I understanding correctly that you can charge for bags whether they exist or not and those charges can not be removed?

Sincerely,
Elizabeth Eirwood

Jillian Barden March 23, 2026 at 11:21 AM

Hi Elizabeth

I understand your concerns, and have provided an image below to show how the hauler determined there were three extra bags in the Nov 25th image. There are three bags present in the cart. The bag labeled as [#2](#) would prevent the lid from closing properly, resulting in a bag charge, plus the two other bags on top of bag [#2](#).

The image from Dec 2 shows two extra bags that were next to your cart. If garbage bags are present in or next to your cart, it is not possible for us to remove the charges.

I also process all the Assessment Inquiries and Legislative Hearing Inquiries, and see you filled out a form this morning. If you wish to dispute the charges further, you would need to attend a legislative hearing in May.

Please review:



Thank you,

Jillian

City of Saint Paul
Public Works - Solid Waste & Recycling
stpaul.gov/garbageandrecycling

651-266-6101 | garbage@ci.stpaul.mn.us

ELIZABETH EIRWOOD March 24, 2026 at 1:04 AM

Hi Jillian,

Thank you for your response. Please remember that this is a small garbage bin. It only holds 2-3 bags. The photo from 11/25 shows one bag. If [#3](#) was another bag the lid would not be able to be partially closed. There is not room behind bag [#1](#) for a bag [#3](#). It's one bag. It does not appear that bag [#2](#) would have kept the lid open by six inches. The lid is domed so the bags often go over the top of the bin while still allowing the lid to close. Bag [#2](#) is only slightly above the top of the bin.

The photo from December 2 shows the bin tipped over and the bag spilled out. There is no evidence this was an additional bag. All that is clear in these photos is that one extra bag was present.

I will request a legislative hearing if that is necessary.

Sincerely,
Elizabeth Eirwood

Jillian Barden March 26, 2026 at 2:21 PM

Hi Elizabeth

Legislative hearings for Quarter 4 are currently scheduled for the morning of May 14. I will put you on the schedule. We do them via teleconference, which means we would call you the morning of May 14, between 9:30 and 10:30 am. If you do not answer when we call, we will move on to the next case, and try calling you again a

few minutes later.

Let me know if you have questions

Thank you,

Jillian

City of Saint Paul

Public Works - Solid Waste & Recycling

stpaul.gov/garbageandrecycling.

651-266-6101 | garbage@ci.stpaul.mn.us

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