

#1883968 2195 Benson Ave - Q1 2026 Billing Adjustment - Trash Bags

Submitted June 18, 2026 at 2:11 PM
Received via Inbound phone
Requester Henry Winter <hwinteriii@gmail.com>

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

Latitude/Longitude -93.16008,44.90562
Location 2195 Benson Ave, St. Paul, Minnesota, 55116
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 2025-2026

What is your billing or assessment question? Extra Charges on My Bill
What were you charged for? Garbage Bags
Total time spent (sec) 1375

Time spent last update (sec) 15
Adjustment Approved Yes
Original Amount Billed 155.09

Reason for adjustment Removing Trash Bag Charges
New Amount Billed 149.24
Billing Quarter Multiple Quarters

Phil Reilly June 18, 2026 at 2:11 PM

Internal note

Call from: +1 (612) 541-1954
Call to: +1 (651) 372-8578
Time of call: June 18, 2026 at 7:09:16 PM UTC
Answered by: Phil Reilly

Phil Reilly June 18, 2026 at 2:26 PM

Internal note

Inbound call from +1 (612) 541-1954
Call Details:

Call from: +1 (612) 541-1954
Call to: +1 (651) 372-8578
Time of call: 2026-06-18 19:09:16 UTC
Location: Minnesota, United States
Answered by: Phil Reilly
Length of phone call: 17 minutes, 37 seconds
Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA967c5c129a5a061188321ea2bfcedc11/twilio/call/recording>

Phil Reilly June 18, 2026 at 3:05 PM

Hello Henry,

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,

Phil

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

garbage@ci.stpaul.mn.us | stpaul.gov/garbage

Phil Reilly June 18, 2026 at 3:06 PM

Internal note

PO disputes extra bag charges from 2025 Q4 and 2026 Q1.

Jillian Barden June 25, 2026 at 3:11 PM

Hello Henry,

Thank you for reaching out to the city of Saint Paul about your garbage bill. Our records indicate you had extra bags out on (INSERT DATES HERE), which resulted in the charges you see on your invoice. Extra bags are \$4.25 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

@ <https://saintpaul.zendesk.com/attachments/token/yvROw9KHO9A5UyhUXhSdhStYJ/?name=image.png>
@ <https://saintpaul.zendesk.com/attachments/token/i4YxkWPwIFRz1Nt5kPaFkdH0Z/?name=image.png>

Jillian Barden June 25, 2026 at 3:28 PM

Internal note

Outbound call to +1 (612) 541-1954
Call Details:

Call from: +1 (651) 413-6624
Call to: +1 (612) 541-1954

Time of call: 2026-06-25 20:08:56 UTC

Called by: Jillian Barden

Length of phone call: 19 minutes, 26 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAbfaf2528e4c2b91975408311ee5fd2e1/twilio/recording>

Jillian Barden June 25, 2026 at 3:38 PM

Hello Henry,

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. Overpaid amounts are not automatically refunded; they are 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: \$155.09
- Corrected Invoice Amount: \$149.24

Thank you,

Jillian

City of Saint Paul

Public Works - Solid Waste

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

stpaul.gov/garbage