

# #1479137 621 CALIFORNIA AVE E- Q3 2025 Billing Inquiry - Extra Bags

**Submitted** November 10, 2025 at 3:50 PM  
**Received via** Voicemail  
**Requester** James Ryba <rybajames@outlook.com>

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

**Latitude/Longitude** -93.07439,44.99132  
**Location** 621 California Ave E, St. Paul, Minnesota, 55130  
**Is this a repeat report?** No

**Other Telephone** 12188392849  
**Other Name** James Ryba  
**Ward** Ward 5  
**License Plate: State** Minnesota

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

**What is your billing or assessment question?** Billing Inquiry  
**Total time spent (sec)** 562  
**Time spent last update (sec)** 128

**Billing Quarter**  
Quarter 3 (July 1 – September 30)

**James Ryba** November 10, 2025 at 3:50 PM

Internal note

Voicemail from +1 (218) 839-2849  
Call Details:

Call from: +1 (218) 839-2849  
Call to: +1 (651) 413-6624  
Time of call: 2025-11-10 21:46:11 UTC  
Location: Brainerd, Minnesota, United States  
Answered by: James Ryba  
Length of phone call: 3 minutes, 48 seconds  
Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA1277097b0356fa7dc46d570e78e5be2f/twilio/voice/mail/recording>

Transcription:

Hello, my name is James rabbit, and I currently have garbage service at 621, california avenue East in Saint paul here. And I just got my quarterly bill. And I noticed for some reason I have an extra bag fee for \$5.00 bags at \$4.00 totaling \$20.00 on my quarterly bill. And I have not put out any extra trash for that quarter starting july go into september. So I'm a little confused. Why that extra charges on there. So if you can give me a call back at 218-839-2849. To explain that to me. That'd be great. Again, my name is James rabashaw. I'm services 621 california avenue East. In Saint paul, my phone number is 218-839-2849. Thank you. Bye.

**Sophia Yang** November 13, 2025 at 1:24 PM

Outbound call to +1 (218) 839-2849

Internal note

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (218) 839-2849

Time of call: 2025-11-13 19:21:10 UTC

Called by: Sophia Yang

Length of phone call: 3 minutes, 7 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAddc84aa1f260527e0e8ff972f05def89/twilio/recording>

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**Sophia Yang** November 13, 2025 at 1:24 PM

Internal note

PO was charge for 5 extra bags garbage. He doesn't have extra bags of garbage.

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**Jillian Barden** November 20, 2025 at 12:28 PM

Hello James,

Thank you for reaching out to the city of Saint Paul about your garbage bill. I have reached out to the hauler and requested additional information and they stated the charges are correct.

Sept 11 - 2 bags

Sept 25 - 3 bags

\*\*Please note that if the lid on the garbage cart is open six inched or more, that will result in extra bag fee(s).

Please let us know if you have any additional questions.

Thank you,

Jillian

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City of Saint Paul

Public Works - Solid Waste & Recycling

651-266-6101