

# #1691057 621 California Ave E., St Paul, 55130 - Billing Inquiry - Trash Bags

**Submitted** March 4, 2026 at 3:56 PM  
**Received via** Web form  
**Requester** James Ryba <rybajames@outlook.com>

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

**Latitude/Longitude** -93.0744,44.99123  
**Location** 621 California Ave E, St. Paul, Minnesota, 55130  
**Other Telephone** 12188392849

**Property ID Number** 202922120026  
**Billing period for Delinquent Garbage Bill Assessment** Quarter 3 (July - September)

**Billing year for Delinquent Garbage Bill Assessment**  
2025

**Total amount due for Delinquent Garbage Bill Assessment** 27.55  
**Stated Reason for Appeal (if given)** I was over-billed for that quarter

**Other Name** James Ryba  
**Did you receive a Saint Paul City Council Public Hearing Notice Ratification of Assessment?** Yes

**Have you contacted the Saint Paul Garbage Team about this garbage bill before?** Yes  
**Ward** Ward 5

**Legislative Hearing Required** Yes  
**Do you need an interpreter?** No  
**Total time spent (sec)** 578

**Time spent last update (sec)** 1  
**Intent** Billing::Wrong charge::Incorrect amount charged  
**Intent confidence** High

**Language** English  
**Language confidence** High  
**Sentiment** Negative  
**Sentiment confidence** High  
**Hauler** City of Saint Paul

**James Ryba** March 4, 2026 at 3:56 PM

I called after receiving my Q3 bill for 2025 and noticed I was over charged. I emailed Jillian Barden about the issue and she said that there was a mistake and that I only needed to pay \$113.19 for that quarter, so I paid that amount and she said she would correct the invoice. I then received a letter in January saying that I still owed \$27.55 so I called in and talked to Lydia Detweiler and forwarded the email chain I had from Jillian to her that proves I was told to only pay \$113.19. Lydia told me that she would pass it on to her boss and flag it as urgent. I now have an assessment on my property for something I had thought I had taken care of twice. I would like it resolved. I am attaching screenshots of the email chain that I have that clearly shows City of St. Paul staff telling me that the amount I paid was correct. I also attached a screenshot of when I forwarded that same chain to Lydia in January

**Jillian Barden** March 4, 2026 at 4:14 PM

Internal note

There is additional details in other tickets

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**Jillian Barden** March 6, 2026 at 3:35 PM

Internal note

Outbound call to +1 (218) 839-2849

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (218) 839-2849

Time of call: 2026-03-06 21:32:00 UTC

Called by: Jillian Barden

Length of phone call: 3 minutes, 14 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAcf5a98562bd64f07908e2063d6c6b6c2/twilio/recording>

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**Jillian Barden** March 6, 2026 at 3:37 PM

Internal note

Let PO know we made a mistake, and will bring it to hearing..

Removed bags from neighbors address instead of his, do to geocoordinated map/address lookup tool.

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