

#943389 258 Wyoming St W - Assessment - (Republic Services)

Submitted Received via Requester
January 23, 2025 at 2:19 PM Voicemail *Denise Karas - PO's Mom

CCs

Jillian Barden <jillian.barden@ci.stpaul.mn.us>

Status category	Ticket status	Type	Priority	Group	Assignee
Solved	Solved	Question	Normal	City of Saint Paul	Jillian Barden

Latitude/Longitude	Location	Is this a repeat report?
-93.09647,44.92056	258 Wyoming St W, Saint Paul, Minnesota, 55107	No

Other Telephone	Ticket Referred From	Property Type	Other Name	Do you need an interpreter?
6515006109	Direct/Personal Line	property_sud	Denise	No

*Denise Karas - PO's Mom January 23, 2025 at 2:19 PM

Internal note

Voicemail from +1 (651) 500-6109
Call Details:

Call from: +1 (651) 500-6109

Call to: +1 (651) 413-6624

Time of call: 2025-01-23 20:18:50 UTC

Location: Saint paul, Minnesota, United States

Answered by: Caller +1 (651) 500-6109

Length of phone call: 51 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA1573c8bb04d19f6c9aacef942cb7b1c9/twilio/voicemail/recording>

Transcription:

Yes, could you please call me back tomorrow? This is Denise kara. My phone number is 651506109. Thank you.

Gaby Cimadevilla January 23, 2025 at 3:32 PM

Internal note

Outbound call to +1 (651) 500-6109
Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (651) 500-6109

Time of call: 2025-01-23 21:25:44 UTC

Called by: Gaby Cimadevilla

Length of phone call: 6 minutes, 41 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAa57ef2e9592e274e69b53eb147661585/twilio/recording>

Gaby Cimadevilla January 23, 2025 at 3:34 PM

Internal note

Denise located at 258 Wyoming St W, Saint Paul, Minnesota, 55107 contacted the City RE: - States that she paid garbage for the entire year of 2024 and doesn't understand why she received an assessment. She already tried contacting Republic Services. Reassigning to Jill to f/u. [Jillian Barden](#) can you please call her back?

Jillian Barden January 29, 2025 at 2:22 PM

Internal note

Outbound call to +1 (651) 500-6109

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (651) 500-6109

Time of call: 2025-01-29 20:20:49 UTC

Called by: Jillian Barden

Length of phone call: 1 minute, 49 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA303b198eaf76c7a7c518d77778116005/twilio/recording>

Jillian Barden January 29, 2025 at 2:26 PM

Internal note

Left VM

Payment on 10/25 was attempted but it declined, causing her \$55.63 payment to become \$63.99 after late fees

Her payment history:

- 1/18/24 - \$188.95 - Good
- 1/25/24 - \$52.87 - Declined
- 10/25/24 - \$55.65 - Declined

CG2502A1 Delinquent Garbage Bill October to December 2024 1/16/2025 1 \$63.99

Jillian Barden January 31, 2025 at 11:14 AM

Internal note

Outbound call to +1 (651) 500-6109

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (651) 500-6109

Time of call: 2025-01-31 17:11:38 UTC

Called by: Jillian Barden

Length of phone call: 2 minutes, 25 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA8b18de034b258421df5e062cfccf8ac9/twilio/recording>

Jillian Barden January 31, 2025 at 11:50 AM

Internal note

CG2502A1 Delinquent Garbage Bill October to December 2024 1/16/2025 1 \$63.99

Left message to have PO call us back. I thought I had it figured out, but I have more questions for Republic still

Jillian Barden February 3, 2025 at 12:46 PM

Internal note

Outbound call to +1 (651) 500-6109

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (651) 500-6109

Time of call: 2025-02-03 18:38:39 UTC

Called by: Jillian Barden

Length of phone call: 7 minutes, 48 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA6216a4831cf08a5ef543593871b71063/twilio/recording>

Jillian Barden February 3, 2025 at 12:48 PM

Internal note

PO is not happy she only prepaid for 3 quarters and believed she paid for 4 quarters. She ended up nanging up on me.

Here is the year of 2024 to clarify things up...

Q1 2024:

- Billing: \$62.48
- Payment: \$188.95 on 1/18/24 - \$62.48 (Q1 2024 invoice) = \$126.47 leftover
 - \$52.87 on 1/25/24 – Declined
- Size: 30gal

Q2 2024:

- Billing: \$62.48
- Payment: \$126.47 (credit on acct from payment in Q1 2024) - \$62.48 = \$63.99 leftover
- Size: 30gal

Q3 2024:

- Billing: \$66.77 (billed for an extra bag)
- Payment: \$63.99 (credit on acct from payment in Q1 2024) - \$66.77 = \$2.78 still owe
- Size: 30gal

Q4 2024:

- Billing: \$62.48 - \$6.83 (credit for miss in Q3 2024) = \$55.65 + \$8.34 = \$63.99
- Payment: \$55.65 – declined on 10/25
- Size: 30gal

