

# #1682583 1014 Euclid St, 55106 - General Billing Inquiry

Submitted February 27, 2026 at 10:40 AM Received via Voicemail Requester Antonio Burns <antonioburns30@yahoo.com>

Status category Solved Ticket status Solved Type Question Priority Normal Group PW - Garbage Assignee Phil Reilly

Latitude/Longitude -93.05746,44.95489 Location 1014 Euclid St, St. Paul, Minnesota, 55106 Is this a repeat report? No Ward Ward 7

Do you need an interpreter? No Please select the reason you are contacting the solid waste team Billing or Assessments

What is your billing or assessment question? Other Total time spent (sec) 191 Time spent last update (sec) 191

Language English Language confidence High

Antonio Burns February 27, 2026 at 10:40 AM

Internal note

Voicemail from +1 (612) 807-4473

Call Details:

Call from: +1 (612) 807-4473

Call to: +1 (651) 372-8578

Time of call: 2026-02-27 16:37:13 UTC

Location: Minneapolis, Minnesota, United States

Answered by: Antonio Burns

Length of phone call: 2 minutes, 48 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAf74eb53f077703fb0a415b93c9887a34/twilio/voicemail/recording>

system February 27, 2026 at 10:40 AM

Internal note

## Call transcript:

0 Hi. My name is Antonio Burns, property owner at 1014 Euclid Street, Saint Paul,  
0 Minnesota. Calling in regards of my, um, high trash bill and, um, not having, uh, being  
: **Customer** charged for having 2, uh, regular trash cans that I haven't had in in several years and  
0 been getting charged. And I my tenants told me they needed 1, but it was actually 2.  
3 I've been having 2 recycling bins this whole time, and I did not know.  
0 **Customer** It was a yellow and green 1 and a blue 1. I ordered 1 gray trash can. They actually  
0 delivered 2. So, obviously, they knew that I didn't have the proper trash cans, and  
:

3 people been leaving trash on the side and by the old recycling bins that I had, and  
9 I've been getting charged \$5.50 per bag. You can call me back at (612) 807-4473.

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*If you redact any data from this comment, you must also delete the call recording file to ensure that data is deleted from all Zendesk systems*

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**Phil Reilly** March 2, 2026 at 8:38 AM

Internal note

Outbound call to +1 (612) 807-4473

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (612) 807-4473

Time of call: 2026-03-02 14:36:47 UTC

Called by: Phil Reilly

Length of phone call: 1 minute, 54 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA2295302bb99239c6596fe5f9905ff1e6/twilio/recording>

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**Phil Reilly** March 2, 2026 at 8:40 AM

Internal note

PO called about billing. Seems to dispute the number/size of carts he is being billed for. PO requested cart delivery [#1677490](#) due to missing cart earlier in the week. When our crew arrived, there was already a cart full of trash, so they do have two carts now. LM.