

#1308214 1147 Reaney Ave - Q2 2025 Billing adjustment

Submitted	Received via	Requester
August 12, 2025 at 1:42 PM	Inbound phone	Nicole M Loscheider <nicole.loscheider@yahoo.com>

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

Latitude/Longitude	Location	Is this a repeat report?	Other Telephone
-93.05216,44.96414	1147 Reaney Ave, St. Paul, MN, 55106	No	16513133325

Property Type	Other Name	Do you need an interpreter?
property_sud	Nicole	No

Please select the reason you are contacting the solid waste team	Billing Quarter	Billing Year
Billing or Assessments	Quarter 2 (April 1 – June 30)	2025

What is your billing or assessment question?	Total time spent (sec)	Time spent last update (sec)
Other	799	128

Emily Torralba August 12, 2025 at 1:42 PM

Internal note

Call from: +1 (651) 313-3325
Call to: +1 (651) 413-6624
Time of call: August 12, 2025 at 6:41:21 PM UTC
Answered by: Emily Torralba

Emily Torralba August 12, 2025 at 1:45 PM

Internal note

Inbound call from +1 (651) 313-3325
Call Details:

Call from: +1 (651) 313-3325
Call to: +1 (651) 413-6624
Time of call: 2025-08-12 18:41:21 UTC
Location: Minnesota, United States
Answered by: Emily Torralba
Length of phone call: 3 minutes, 38 seconds
Listen to the recording:
<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAd6c0112fe01c06a3fdb6c600e7459f36/twilio/call/recording>

Emily Torralba August 12, 2025 at 1:51 PM

Internal note

PO states their home has been vacant for some time and that their home is under construction due to a house fire. PO states that it has been vacant and not livable for over a year now.

Jillian Barden August 15, 2025 at 5:10 PM

Internal note

Outbound call to +1 (651) 313-3325

Call Details:

Call from: +1 (651) 650-2004

Call to: +1 (651) 313-3325

Time of call: 2025-08-15 22:06:07 UTC

Called by: Jillian Barden

Length of phone call: 3 minutes, 57 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA9578cccf33dd8f17df14aaacb8f88b6/twilio/recording>

Jillian Barden August 15, 2025 at 5:10 PM

Internal note

- Original Invoice Amount: \$165.39
- Corrected Invoice Amount: \$0

Called PO and let her know of the outcome

Still needs to have UDRFs added on the account for both sides. Fire in April 2024

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