

#1526501 81 Western Ave S - Q3 2025 Billing Inquiry - Trash Bags

Submitted	Received via	Requester
December 4, 2025 at 2:07 PM	Inbound phone	S Melaine Schwahn-Doyle <shamiere@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?
-93.11637,44.93889	81 Western Ave S, St. Paul, Minnesota, 55102	No

Other Telephone	Other Name	Ward	Do you need an interpreter?
6124506586	S Melaine	Ward 2	No

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

What is your billing or assessment question?	What were you charged for?	Total time spent (sec)
Extra Charges on My Bill	Garbage Bags	2518

Time spent last update (sec)	Adjustment Approved	Original Amount Billed
36	Yes	115.75

Reason for adjustment	New Amount Billed	Billing Quarter
Removing Trash Bag Charges	93.71	Quarter 3 (July 1 – September 30)

Phil Reilly December 4, 2025 at 2:07 PM

Internal note

Call from: +1 (612) 450-6586
Call to: +1 (651) 372-8578
Time of call: December 4, 2025 at 8:06:53 PM UTC
Answered by: Philip Reilly

Phil Reilly December 4, 2025 at 2:19 PM

Internal note

Inbound call from +1 (612) 450-6586
Call Details:

Call from: +1 (612) 450-6586
Call to: +1 (651) 372-8578
Time of call: 2025-12-04 20:06:53 UTC
Location: Minnesota, United States
Answered by: Philip Reilly
Length of phone call: 12 minutes, 22 seconds
Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/Cac2484af3f02548e7a52b113987a6a96b/twilio/call/recording>

Phil Reilly December 4, 2025 at 2:20 PM

Internal note

PO disputes extra bag charge. Her email does not work, you will have to call her. :)

Jillian Barden December 9, 2025 at 1:28 PM

Internal note

Outbound call to +1 (612) 450-6586

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (612) 450-6586

Time of call: 2025-12-09 18:57:09 UTC

Called by: Jillian Barden

Length of phone call: 31 minutes, 11 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA6f4c986292d23f6f23c843c4d6e604f4/twilio/recording>

Jillian Barden December 9, 2025 at 1:29 PM

Internal note

PO requesting photo to be mailed out.

Wants to dispute remaining fee of \$11.02. Told her to call back in late Feb

- Original Invoice Amount: \$115.75
- Corrected Invoice Amount: \$93.71

FCC billed property for 6 bags, but provided photos showing 2 bags

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