

#1295575 258 Wyoming St W - Billing Inquiry

Submitted	Received via	Requester			
August 7, 2025 at 10:07 AM	Voicemail	*Denise Karas - PO's Mom			
Status category	Ticket status	Type	Priority	Group	Assignee
Solved	Solved	Question	Normal	PW - Garbage	Jillian Barden

Latitude/Longitude	Location	Is this a repeat report?	Property Type
-93.09647,44.92058	258 Wyoming St W, St. Paul, Minnesota, 55107	No	property_sud

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

Total time spent (sec)	Time spent last update (sec)
451	12

***Denise Karas - PO's Mom** August 7, 2025 at 10:07 AM

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: 2025-08-07 15:04:07 UTC

Location: Saint paul, Minnesota, United States

Answered by: Denise - PO's Mom

Length of phone call: 3 minutes, 15 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAdc2d2a9f9f68583d2d828562671f8d9f/twilio/voicemail/recording>

Transcription:

But please return my phone call at 651506109. Thank you.

Jillian Barden August 10, 2025 at 3:52 PM

Internal note

Outbound call to +1 (651) 500-6109

Call Details:

Call from: +1 (651) 372-8578

Call to: +1 (651) 500-6109

Time of call: 2025-08-10 20:44:25 UTC

Called by: Jillian Barden

Length of phone call: 7 minutes, 38 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA73c0d443e5b5182e0baac9f99bc640b5/twilio/recording>

Jillian Barden August 10, 2025 at 3:56 PM

Internal note

Her family owns Twin City Refuse and PO is upset that I called her on a Sunday and that she is billed. PO believes she is being double charged. She is not

PO also states she cancelled service in Jan, but we do not have that inf, plus she is occupying the home, so she cannot cancel her city ordinance.