

#1484711 Extra bag charge - 40 Geranium Ave W, 55117

Submitted	Received via	Requester
November 12, 2025 at 15:16	Phone call (inbound)	Maria E Marin Ortiz <marimmarim39@gmail.com>

Status category	Ticket status	Type	Priority	Group	Assignee
Open	Re-opened	Question	Normal	PW - Garbage	Jillian Barden

Latitude/Longitude	Location	Is this a repeat report?	
-93.10182,44.97547	40 Geranium Ave W, St. Paul, Minnesota, 55117	No	
Other Telephone	Please select which language you need an interpreter for	Other Name	Ward
6514040511	Español (Spanish)	Maria	Ward 5
Do you need an interpreter?	Please select the reason you are contacting the solid waste team		
Yes	Billing or Assessments		
Billing Year	What is your billing or assessment question?	What were you charged for?	
2025	Extra Charges on My Bill	Garbage Bags	
Total time spent (sec)	Time spent last update (sec)	Language	Adjustment Approved
827	149	Spanish	Yes
Original Amount Billed	Reason for adjustment	New Amount Billed	
106.52	Removing Trash Bag Charges	101.01	
Billing Quarter			
Quarter 3 (July 1 – September 30)			

Philip Reilly November 12, 2025 at 15:16	Internal note
Call from: +1 (651) 404-0511	
Call to: +1 (651) 372-8578	
Time of call: November 12, 2025 at 9:15:16 PM UTC	
Answered by: Philip Reilly	

Philip Reilly November 12, 2025 at 15:17	Internal note
Consultation call	
Initiated by: Philip Reilly	
Received by: Language Line	

Philip Reilly November 12, 2025 at 15:18	Internal note
Conference call	
Added: Language Line	

Philip Reilly November 12, 2025 at 15:31	Internal note
Inbound call from +1 (651) 404-0511	
Call Details	
Call from: +1 (651) 404-0511	
Call to: +1 (651) 372-8578	
Time of call: 2025-11-12 21:15:16 UTC	
Location: Minnesota, United States	
Answered by: Philip Reilly	
Length of phone call: 15 minutes, 56 seconds	

Philip Reilly November 12, 2025 at 15:32

Internal note

Resident was charged for extra bag on 07-11 but says they were not using the service at that time. They need a Spanish interpreter. Thanks!

Support Software by **Zendesk**