

#1731530 578 Lafond Ave - Q4 2025 Billing Adjustment - Cart Size

Submitted		Received via		Requester	
March 25, 2026 at 4:04 PM		Inbound phone		Judy Caravalho	
Status category	Ticket status	Type	Priority	Group	Assignee
Solved	Solved	Question	Normal	PW - Garbage	Jillian Barden
Latitude/Longitude		Location		Is this a repeat report?	Ward
-93.1246,44.96009		578 Lafond Ave, St. Paul, Minnesota, 55103		No	Ward 1
Do you need an interpreter?		Please select the reason you are contacting the solid waste team			Billing Year
No		Billing or Assessments			2025
What is your billing or assessment question?			Total time spent (sec)	Time spent last update (sec)	
Billing Inquiry			3803	95	
Adjustment Approved	Original Amount Billed	Reason for adjustment		New Amount Billed	
Yes	82.69	Incorrect Cart Size		58.47	

Billing Quarter

Quarter 4 (October 1 - December 31)

Phil Reilly March 25, 2026 at 4:04 PM

Internal note

Call from: +1 (651) 402-9797

Call to: +1 (651) 413-6624

Time of call: March 25, 2026 at 9:03:21 PM UTC

Answered by: Phil Reilly

Phil Reilly March 25, 2026 at 4:05 PM

Internal note

Consultation call

Initiated by: Phil Reilly

Received by: Jillian Barden

Jillian Barden March 25, 2026 at 4:05 PM

Internal note

Call transferred.

From: Phil Reilly

To: Jillian Barden

Jillian Barden March 25, 2026 at 4:44 PM

Internal note

Inbound call from +1 (651) 402-9797

Call Details:

Call from: +1 (651) 402-9797

Call to: +1 (651) 413-6624

Time of call: 2026-03-25 21:03:21 UTC

Location: Minneapolis, Minnesota, United States

Answered by: Jillian Barden

Length of phone call: 40 minutes, 53 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA623edb2c648aef176c99fec8cc1f4290/twilio/call/recording>

Jillian Barden March 25, 2026 at 5:20 PM

Internal note

Judy called in on PO's behalf. She is his neighbor

PO is trying to get garbage charges reduced or removed for a variety of reasons, all of them are extreme circumstances. Wants temp hold or UDRF but PO does live at home intermittently. Told PO that is not what service holds are intended for, and an EOW would best suit their needs. They agreed to set up EOW service

PO also states they do not have a cart and have not had one for years

It appears they have a cart and have service



Jillian Barden March 27, 2026 at 3:20 PM

Internal note

Outbound call to +1 (651) 402-9797

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (651) 402-9797

Time of call: 2026-03-27 20:17:43 UTC

Called by: Jillian Barden

Length of phone call: 2 minutes, 25 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA6f37871f499f725643ab4f8004fdb275/twilio/recording>

Jillian Barden March 27, 2026 at 3:23 PM

Internal note

just left a VM stating we will adjust bill to \$58.47 for Q3 and Q4, and mentioned her active hold might not be valid

Jillian Barden March 27, 2026 at 3:35 PM

Internal note

- Original Invoice Amount: \$82.69
- Corrected Invoice Amount: \$58.47

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