

#1765242 700 Stryker Ave - Cart Size Inquiry

Submitted	Received via	Requester
April 20, 2026 at 12:01 PM	Inbound phone	Dana Nekambuza <houseofconversion@gmail.com>

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

Ward	Please select the reason you are contacting the solid waste team	Billing Year	What is your billing or assessment question?
Ward 2	Billing or Assessments	2025	Extra Charges on My Bill

What were you charged for?	Total time spent (sec)	Time spent last update (sec)	Billing Quarter
Extra Carts	459	425	Quarter 3 (July 1 – September 30)

Sophia Yang April 20, 2026 at 12:01 PM

Internal note

Call from: +1 (651) 332-9100

Call to: +1 (651) 372-8578

Time of call: April 20, 2026 at 4:59:23 PM UTC

Answered by: Sophia Yang

Sophia Yang April 20, 2026 at 12:01 PM

Internal note

Consultation call

Initiated by: Sophia Yang

Received by: Jillian Barden

Jillian Barden April 20, 2026 at 12:01 PM

Internal note

Call transferred.

From: Sophia Yang

To: Jillian Barden

Jillian Barden April 20, 2026 at 12:15 PM

Internal note

Inbound call from +1 (651) 332-9100

Call Details:

Call from: +1 (651) 332-9100

Call to: +1 (651) 372-8578

Time of call: 2026-04-20 16:59:23 UTC

Location: Prior lake, Minnesota, United States

Answered by: Jillian Barden

Length of phone call: 16 minutes, 23 seconds

Listen to the recording: <https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA8a84901d74d57f476614fcabea364934/twilio/call/recording>

Jillian Barden April 20, 2026 at 1:56 PM

Internal note

Spoke with PO about carts, she wants to contest. States her cart is not the small one in the images PW staff was able to provide, and states her cart is collected in front of home

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