#1380750 2103 Iglehart Ave, 55104 - Credit YW Subscription / Cancel Subscription

Submitted	Received via	Requester
September 15, 2025 at 2:22 PM	Voicemail	Michael J Burke <mburke1234@gmail.com>

Status category	Ticket status	Type	Priority	Group	Assignee
Solved	Solved	Question	Normal	PW - Garbage	Lydia Kopf

Latitude/Longitude	Location	Other Name
-93.18912,44.9499	2103 Iglehart Ave, St. Paul, Minnesota, 55104	Michael J Burke

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

What is your billing or assessment question?	Total time spent (sec)	Time spent last update (sec)
Yard Waste Billing Issue	899	899

Billing Quarter
Quarter 2 (April 1 – June 30)

Michael J Burke September 15, 2025 at 2:22 PM Internal note

Voicemail from +1 (651) 324-6138
Call Details:

Call from: +1 (651) 324-6138
Call to: +1 (651) 413-6624
Time of call: 2025-09-15 19:17:20 UTC
Location: Minneapolis, Minnesota, United States
Answered by: Michael J Burke
Length of phone call: 4 minutes, 28 seconds
Listen to the recording:
https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA336edf98a22fa94ddcd54f0832f72596/twilio/voicemail/recording

Transcription:

So this is my for my address 21. 03. I go heart avenue saint paul, Minnesota. I am calling about bill, which is my 2nd call. Uh, let's see. What can I get on the bill? Uh, the project number account number 250500 bills for a $119.06. Regardless collection. I left a message that I do not have a yard waste in for this year. And so I'm surprised by the bill. I got a voice mail back at the old system, transfered. Uh, the old system transferred his information to the new system. I used to have been like, oh man, okay, without having him in push no response that I have 2 options. I can ask for him, or I can ask for a credit. And then now calling the young to ask for a credit. I don't need to then you can reach me at 651-324-6138 confirm that this voice mail will credit my account. Yeah, thank you very much. Goodbye.

Summer Keown September 16, 2025 at 4:43 PM Internal note

Outbound call to +1 (651) 324-6138
Call Details:

Call from: +1 (651) 413-6624
Call to: +1 (651) 324-6138
Time of call: 2025-09-16 21:41:19 UTC
Called by: Summer Keown
Length of phone call: 1 minute, 49 seconds
Listen to the recording:
https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAc05efe1e4a20aea3a88bb4c387561b2d/twilio/recording

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Summer Keown September 16, 2025 at 4:56 PM Internal note

PO called to confirm he doesn't have a YW cart and doesn't want one delivered. Entered in Q2 adjustment doc.

Left return VM confirming we will credit it back to his bill and it may take about a week to show the change.

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