#1953670 940 Idaho Ave W - Q1 2026 Assessment Inquiry - Service Hold Not Applied

Submitted	Received via	Requester
July 31, 2026 at 9:39 AM	Inbound phone	Georgene Riegel <riegel_81@hotmail.com>

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

Latitude/Longitude	Location	Ward	Total time spent (sec)
-93.13973,44.98995	940 Idaho Ave W, Saint Paul, Minnesota, 55117	Ward 5	370

Time spent last update (sec)
1

Emily Torralba July 31, 2026 at 9:39 AM — Internal note

Call from: +1 (651) 398-3053
Call to: +1 (651) 413-6624
Time of call: July 31, 2026 at 2:39:10 PM UTC
Answered by: Emily Torralba

Emily Torralba July 31, 2026 at 9:42 AM — Internal note

Consultation call
Initiated by: Emily Torralba
Received by: Jillian Barden

Jillian Barden July 31, 2026 at 9:42 AM — Internal note

Call transferred.
From: Emily Torralba
To: Jillian Barden

Jillian Barden July 31, 2026 at 9:48 AM — Internal note

Inbound call from +1 (651) 398-3053
Call Details:

Call from: +1 (651) 398-3053
Call to: +1 (651) 413-6624
Time of call: 2026-07-31 14:39:10 UTC
Location: Minneapolis, Minnesota, United States
Answered by: Jillian Barden
Length of phone call: 8 minutes, 52 seconds
Listen to the recording:

https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAbf2c66d21c373e1f20e339ac1b602764/twilio/call/recording

---

Jillian Barden July 31, 2026 at 9:53 AM

Internal note

Service hold was not applied to Q1 invoice. PO called to have invoice adjusted and staff only adjusted for first holed request (of Dec 2025 - March 12, 2026), not realizing she asked for extension to March 31 later on. Staff recommend removing assessment

---

Support software by Zendesk