

#1683445 930 Laurel Ave, 55104 - Q2 Hearing Inquiry

Submitted February 27, 2026 at 2:36 PM Received via Voicemail Requester Harini Mody <modyhp98@gmail.com>

Status category Solved Ticket status Solved Type Question Priority Normal Group PW - Garbage Assignee Phil Reilly

Latitude/Longitude -93.13959,44.94479 Location 930 Laurel Ave, St. Paul, Minnesota, 55104 Is this a repeat report? No Ward Ward 1

Do you need an interpreter? No Please select the reason you are contacting the solid waste team Billing or Assessments Billing Year 2025

What is your billing or assessment question? Other Total time spent (sec) 174 Time spent last update (sec) 174

Language English Language confidence High Billing Quarter Quarter 2 (April 1 – June 30)

Harini Mody February 27, 2026 at 2:36 PM

Internal note

Voicemail from +1 (804) 244-7467

Call Details:

Call from: +1 (804) 244-7467

Call to: +1 (651) 372-8578

Time of call: 2026-02-27 20:33:02 UTC

Location: Mechanicsville, Virginia, United States

Answered by: Harini Mody

Length of phone call: 3 minutes, 29 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA4628a0173c2c7d77c8c348a4be5f4c3b/twilio/voice/mail/recording>

system February 27, 2026 at 2:36 PM

Internal note

Call transcript:

0
0 Hi. My name is Harini Modi. My address is 930 Laurel Avenue, Saint Paul, Minnesota
: **Customer** 55104. I'm calling about a garbage bill dispute. It is for quarter 2, and I and, like, I just
0 need more information on how to get the money back that I overpaid on the bill.
2
0 **Customer** So please call me back. My phone number is 804247467. Thank you. Have a nice day.
0
:

2
2

If you redact any data from this comment, you must also delete the call recording file to ensure that data is deleted from all Zendesk systems

Phil Reilly March 2, 2026 at 11:06 AM

Internal note

Outbound call to +1 (804) 244-7467

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (804) 244-7467

Time of call: 2026-03-02 17:05:44 UTC

Called by: Phil Reilly

Length of phone call: 1 minute, 9 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA334549da61e2d258943e5605e17ee369/twilio/recording>

Phil Reilly March 2, 2026 at 11:07 AM

Internal note

Resident wanted to dispute Q2 bill. LM explaining this is not possible, the deadline has passed.

Support software by Zendesk