

# #1526501 81 Western Ave S - Q3 2025 Billing Inquiry - Trash Bags

**Submitted** December 4, 2025 at 2:07 PM  
**Received via** Inbound phone  
**Requester** S Melaine Schwahn-Doyle <shamiere@yahoo.com>

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

**Latitude/Longitude** -93.11637,44.93889  
**Location** 81 Western Ave S, St. Paul, Minnesota, 55102  
**Is this a repeat report?** No

**Other Telephone** 6124506586  
**Other Name** S Melaine  
**Ward** Ward 2  
**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?** Extra Charges on My Bill  
**What were you charged for?** Garbage Bags  
**Total time spent (sec)** 2518

**Time spent last update (sec)** 36  
**Adjustment Approved** Yes  
**Original Amount Billed** 115.75

**Reason for adjustment** Removing Trash Bag Charges  
**New Amount Billed** 93.71  
**Billing Quarter** Quarter 3 (July 1 – September 30)

**Phil Reilly** December 4, 2025 at 2:07 PM

Internal note

Call from: +1 (612) 450-6586  
Call to: +1 (651) 372-8578  
Time of call: December 4, 2025 at 8:06:53 PM UTC  
Answered by: Philip Reilly

**Phil Reilly** December 4, 2025 at 2:19 PM

Internal note

Inbound call from +1 (612) 450-6586  
Call Details:  
Call from: +1 (612) 450-6586  
Call to: +1 (651) 372-8578  
Time of call: 2025-12-04 20:06:53 UTC  
Location: Minnesota, United States  
Answered by: Philip Reilly  
Length of phone call: 12 minutes, 22 seconds  
Listen to the recording:  
<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAc2484af3f02548e7a52b113987a6a96b/twilio/call/recording>

**Phil Reilly** December 4, 2025 at 2:20 PM

Internal note

PO disputes extra bag charge. Her email does not work, you will have to call her. :)

---

**Jillian Barden** December 9, 2025 at 1:28 PM

Internal note

Outbound call to +1 (612) 450-6586

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (612) 450-6586

Time of call: 2025-12-09 18:57:09 UTC

Called by: Jillian Barden

Length of phone call: 31 minutes, 11 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA6f4c986292d23f6f23c843c4d6e604f4/twilio/recording>

---

**Jillian Barden** December 9, 2025 at 1:29 PM

Internal note

PO requesting photo to be mailed out.

Wants to dispute remaining fee of \$11.02. Told her to call back in late Feb

- Original Invoice Amount: \$115.75
- Corrected Invoice Amount: \$93.71

FCC billed property for 6 bags, but provided photos showing 2 bags

---