

#1470617 1538 Pacific St - Q3 Billing Inquiry

Submitted	Received via	Requester
November 5, 2025 at 11:33	Phone call (inbound)	Roland Ochoa <rolandochoa78@gmail.com>

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

Latitude/Longitude	Location	Is this a repeat report?
-93.03551,44.95122	1538 Pacific St, St. Paul, Minnesota, 55106	No

Other Telephone	Ward	Do you need an interpreter?
5628332464	Ward 7	No

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)
Billing Inquiry	2191	86

Philip Reilly November 5, 2025 at 11:33

Internal note

Call from: +1 (562) 833-2464
Call to: +1 (651) 413-6624
Time of call: November 5, 2025 at 5:32:23 PM UTC
Answered by: Philip Reilly

Philip Reilly November 5, 2025 at 11:48

Internal note

Inbound call from +1 (562) 833-2464

Call Details
Call from: +1 (562) 833-2464
Call to: +1 (651) 413-6624
Time of call: 2025-11-05 17:32:23 UTC
Location: Long beach, California, United States
Answered by: Philip Reilly
Length of phone call: 15 minutes, 54 seconds

Philip Reilly November 5, 2025 at 11:59

Internal note

PO called about garbage bill/service. He called in May because the property was unoccupied and he had put a hold on service with previous company [#1164173](#). A cart removal was scheduled in October, but PO told crew not to remove carts [#1420178](#). FCC reports carts were out for collection as recently as 09-24 ([#1408104](#)). PO now says he has tenants in the building and claims trash is not being picked up and he should be refunded as he paid a bill on 07-30-25 for \$248.63.

Jillian Barden November 12, 2025 at 12:13

Internal note

Outbound call to +1 (562) 833-2464

Call Details
Call from: +1 (651) 413-6624
Call to: +1 (562) 833-2464
Time of call: 2025-11-12 17:53:27 UTC
Called by: Jillian Barden
Length of phone call: 20 minutes, 19 seconds

Jillian Barden November 12, 2025 at 12:22

Internal note

water damage in Feb 2024 caused property to be uninhabitable

Recommending removal of quarter 2, and possibly Quarter 3

The carts were not removed from the property because they were behind a 8ft tall fence

October 20 start date on both units. Updated Q4 base with prorated amounts

Jillian Barden November 12, 2025 at 12:43

Internal note

Charge \$30 for one bulky per images and convo with FCC

Support Software by **Zendesk**