

#1470617 1538 Pacific St - Q3 Billing Inquiry

Submitted November 5, 2025 at 11:33 Received via Phone call (inbound) Requester 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

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