

#1682583 1014 Euclid St, 55106 - General Billing Inquiry

Submitted		Received via		Requester	
February 27, 2026 at 10:40 AM		Voicemail		Antonio Burns <antonioburns30@yahoo.com>	
Status category	Ticket status	Type	Priority	Group	Assignee
Solved	Solved	Question	Normal	PW - Garbage	Phil Reilly
Latitude/Longitude	Location			Is this a repeat report?	Ward
-93.05746,44.95489	1014 Euclid St, St. Paul, Minnesota, 55106			No	Ward 7
Do you need an interpreter?		Please select the reason you are contacting the solid waste team			
No		Billing or Assessments			
What is your billing or assessment question?			Total time spent (sec)	Time spent last update (sec)	
Other			191	191	
Language	Language confidence				
English	High				

Antonio Burns February 27, 2026 at 10:40 AM

Internal note

Voicemail from +1 (612) 807-4473

Call Details:

Call from: +1 (612) 807-4473

Call to: +1 (651) 372-8578

Time of call: 2026-02-27 16:37:13 UTC

Location: Minneapolis, Minnesota, United States

Answered by: Antonio Burns

Length of phone call: 2 minutes, 48 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAf74eb53f077703fb0a415b93c9887a34/twilio/voicemail/recording>

system February 27, 2026 at 10:40 AM

Internal note

Call transcript:

0 Hi. My name is Antonio Burns, property owner at 1014 Euclid Street, Saint Paul,
0 Minnesota. Calling in regards of my, um, high trash bill and, um, not having, uh, being
: **Customer** charged for having 2, uh, regular trash cans that I haven't had in in several years and
0 been getting charged. And I my tenants told me they needed 1, but it was actually 2.
3 I've been having 2 recycling bins this whole time, and I did not know.

0 **Customer** It was a yellow and green 1 and a blue 1. I ordered 1 gray trash can. They actually
0 delivered 2. So, obviously, they knew that I didn't have the proper trash cans, and
:

3 people been leaving trash on the side and by the old recycling bins that I had, and
9 I've been getting charged \$5.50 per bag. You can call me back at (612) 807-4473.

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 8:38 AM

Internal note

Outbound call to +1 (612) 807-4473

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (612) 807-4473

Time of call: 2026-03-02 14:36:47 UTC

Called by: Phil Reilly

Length of phone call: 1 minute, 54 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA2295302bb99239c6596fe5f9905ff1e6/twilio/recording>

Phil Reilly March 2, 2026 at 8:40 AM

Internal note

PO called about billing. Seems to dispute the number/size of carts he is being billed for. PO requested cart delivery [#1677490](#) due to missing cart earlier in the week. When our crew arrived, there was already a cart full of trash, so they do have two carts now. LM.