

#1674278 993 Charles Ave - Q4 2025 Billing Adjustment - Cart Count

Submitted February 24, 2026 at 9:35 AM
Received via Voicemail
Requester Sean Goff

CCs

Jillian Barden <jillian.barden@ci.stpaul.mn.us>, Melanie Harding <melanie.harding@ci.stpaul.mn.us>

Status category	Ticket status	Type	Group	Assignee
Open	Open	Question	PW - Garbage	Jillian Barden

Latitude/Longitude	Location	Is this a repeat report?	Other Telephone
-93.14221,44.9577	993 Charles Ave, St. Paul, Minnesota, 55104	No	16513537852

Other Name	Legislative Hearing Required	Do you need an interpreter?
Sean Goff	Yes	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?	What were you charged for?	Total time spent (sec)
Extra Charges on My Bill	Extra Carts	2092

Time spent last update (sec)	Language	Language confidence	Adjustment Approved
76	English	High	Yes

Original Amount Billed	Reason for adjustment	New Amount Billed	Billing Quarter
550.12	Incorrect Cart Count	275.06	Quarter 4 (October 1 - December 31)

Sean Goff February 24, 2026 at 9:35 AM

Internal note

Voicemail from +1 (651) 353-7852
Call Details:

Call from: +1 (651) 353-7852

Call to: +1 (651) 372-8578

Time of call: 2026-02-24 15:32:06 UTC

Location: Minneapolis, Minnesota, United States

Answered by: Caller +1 (651) 353-7852

Length of phone call: 3 minutes, 51 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAba20bc0f75087254b4b0e9b743718966/twilio/voice/mail/recording>

system February 24, 2026 at 9:36 AM

Internal note

Call transcript:

0
0
: **Customer** Hi. My name is Sean Goff. I was could someone please call me back? I just have a question on our bill that we received. It looks like we're being overcharged.

0
3
0
0
: **Customer** You're billing us for 4 containers, and we only have 2 containers. And I would like to get this cleared up so I can mail out payment. Again, my name is Sean Goff. The property address is 993 Charles Avenue. The property ID is 352923230197.

1
6
0
0
: **Customer** And the phone you can return call me back is (651) 353-7852. Thank you.

4
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

Sophia Yang February 25, 2026 at 3:27 PM

Internal note

Outbound call to +1 (651) 353-7852
Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (651) 353-7852

Time of call: 2026-02-25 21:25:58 UTC

Called by: Sophia Yang

Length of phone call: 1 minute, 29 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAdc1f7e182235d849d27186e912c61a01/twilio/recording>

Sophia Yang February 25, 2026 at 3:28 PM

Internal note

PO was charged for 4 garbage carts and he has only 2 carts.

Sophia Yang February 25, 2026 at 3:28 PM

Internal note

Left VM

Melanie Harding February 26, 2026 at 3:38 PM

Internal note

Outbound call to +1 (651) 353-7852
Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (651) 353-7852

Time of call: 2026-02-26 21:36:56 UTC

Called by: Melanie Harding

Length of phone call: 1 minute, 50 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAbe7d1eb9ec09d9e50ab21668876b5b0d/twilio/recording>

Melanie Harding February 26, 2026 at 3:42 PM

Internal note

PO is being charged for 96(4) but has 96(2) at property. Left VM that we would correct the error and adjust the Q4 bill. Added to Q1 Corrections to Base. [Jillian Barden](#) Please adjust the Q4 bill and let the PO know the new amount to pay.

Jillian Barden February 27, 2026 at 10:03 AM

Internal note

Outbound call to +1 (651) 353-7852

Call Details:

Call from: +1 (651) 413-6624

Call to: +1 (651) 353-7852

Time of call: 2026-02-27 15:55:57 UTC

Called by: Jillian Barden

Length of phone call: 7 minutes, 34 seconds

Listen to the recording:

<https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CA24c58f2258f8f026f1d50997d2ffd7e1/twilio/recording>

Jillian Barden February 27, 2026 at 10:15 AM

Internal note

Mother (resident's mom) passed away in August. Adjusted bill to \$275.06, PO already paid bill and it appears the sister did too? Briefly discussed Q3 bill and told him it would require a Leg Hearing. PO did not say he did or did not want hearing. PO did not ask about Q2

Jillian Barden March 11, 2026 at 12:47 PM

Internal note

mother became ill and passed away in August. Entered hearing for Q3 adjustment