#1484711 Extra bag charge - 40 Geranium Ave W, 55117

Submitted	Received via	Requester
November 12, 2025 at 15:16	Phone call (inbound)	Maria E Marin Ortiz <marimmarim39@gmail.com>

Status category	Ticket status	Type	Priority	Group	Assignee
Open	Re-opened	Question	Normal	PW - Garbage	Jillian Barden

Latitude/Longitude	Location	Is this a repeat report?
-93.10182,44.97547	40 Geranium Ave W, St. Paul, Minnesota, 55117	No

Other Telephone	Please select which language you need an interpreter for	Other Name	Ward
6514040511	Español (Spanish)	Maria	Ward 5

Do you need an interpreter?	Please select the reason you are contacting the solid waste team
Yes	Billing or Assessments

Billing Year	What is your billing or assessment question?	What were you charged for?
2025	Extra Charges on My Bill	Garbage Bags

Total time spent (sec)	Time spent last update (sec)	Language	Adjustment Approved
827	149	Spanish	Yes

Original Amount Billed	Reason for adjustment	New Amount Billed
106.52	Removing Trash Bag Charges	101.01

Billing Quarter

Quarter 3 (July 1 – September 30)

Philip Reilly November 12, 2025 at 15:16 Internal note

Call from: +1 (651) 404-0511
Call to: +1 (651) 372-8578
Time of call: November 12, 2025 at 9:15:16 PM UTC
Answered by: Philip Reilly

Philip Reilly November 12, 2025 at 15:17 Internal note

Consultation call
Initiated by: Philip Reilly
Received by: Language Line

Philip Reilly November 12, 2025 at 15:18 Internal note

Conference call
Added: Language Line

Philip Reilly November 12, 2025 at 15:31 Internal note

Inbound call from +1 (651) 404-0511

Call Details
Call from: +1 (651) 404-0511
Call to: +1 (651) 372-8578
Time of call: 2025-11-12 21:15:16 UTC
Location: Minnesota, United States
Answered by: Philip Reilly
Length of phone call: 15 minutes, 56 seconds

Philip Reilly November 12, 2025 at 15:32 Internal note

Resident was charged for extra bag on 07-11 but says they were not using the service at that time. They need a Spanish interpreter. Thanks!

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