#1477944 1042 Reaney Ave - Q3 2025 Billing Adjustment

Submitted	Received via	Requester
November 10, 2025 at 10:24	Voicemail	Rob Callahan <goldenticket@gmail.com>

CCs

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

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

Latitude/Longitude	Location	Is this a repeat report?
-93.05662,44.96387	1042 Reaney Ave, St. Paul, Minnesota, 55106	No

Other Telephone	Other Name	Do you need an interpreter?
16123277101	Robert J Callahan	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	676	27

Adjustment Approved	Original Amount Billed	Reason for adjustment	New Amount Billed
Yes	275.06	Incorrect Cart Count	137.53

Billing Quarter

Quarter 3 (July 1 – September 30)

Robert J Callahan November 10, 2025 at 10:24 Internal note

Voicemail from +1 (612) 327-7101

Call Details
Call from: +1 (612) 327-7101
Call to: +1 (651) 413-6624
Time of call: 2025-11-10 16:20:07 UTC
Location: Minneapolis, Minnesota, United States
Length of phone call: 3 minutes, 57 seconds

Transcription
A good morning. I'm calling about an invoice you've sent me uh, which appears be charging me for 296 gallon carts. Uh, I don't have 2 cards. Um, I have never had 2 cards. So I'd like you to give me a call and uh get this straightened out. Uh, property id is 282922340061. Invoice date is, let's see, november 1st. Account number 260133. My phone number is 6123277101. My name is Rob galahad, again calling about the invoice. You shouldn't be charging me for 2 carts when I do not have 2 carts. And my number is 6123277101. Thanks. I.

Sophia Yang November 10, 2025 at 13:32 Internal note

Outbound call to +1 (612) 327-7101

Call Details
Call from: +1 (651) 413-6624
Call to: +1 (612) 327-7101
Time of call: 2025-11-10 19:28:21 UTC
Called by: Sophia Yang
Length of phone call: 4 minutes, 5 seconds

Sophia Yang November 10, 2025 at 13:32

PO doesn't not have 2 - 96 gal cart and the property was on hold till May 2025. Internal note

Melanie Harding November 12, 2025 at 12:48 Internal note

PO was charged for 96(2) but has 96(1) at property. Added to Q4 Corrections to Base. Jillian Barden Please adjust Q3 bill and let PO know the new amount to pay.

Jillian Barden November 17, 2025 at 07:52 Internal note

- Original Invoice Amount: $275.06
- Corrected Invoice Amount: $137.53

Jillian Barden November 18, 2025 at 16:17 Internal note

Outbound call to +1 (612) 327-7101

Call Details
Call from: +1 (651) 413-6624
Call to: +1 (612) 327-7101
Time of call: 2025-11-18 22:10:36 UTC
Called by: Jillian Barden
Length of phone call: 6 minutes, 54 seconds

Jillian Barden November 18, 2025 at 16:29 Internal note

certified for occupancy in may
category 2 vacant building
Moved in around mid may

Charged for two carts but only had one. confirmed he had 96 gal cart

Jillian Barden November 18, 2025 at 16:31 Internal note

Told PO about bill being reduced from 275 to 137.53

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