#1865459 1993 Sheridan Ave, 55116 - Missed 2026 YW Cancelation Deadline

Submitted	Received via	Requester
June 9, 2026 at 8:50 AM	Inbound phone	Josephine Nguyen <mattajosephi3@gmail.com>

Status category	Ticket status	Type	Priority	Group	Assignee
Solved	Solved	Question	Normal	PW - Garbage	Melanie Harding

Latitude/Longitude	Location	Is this a repeat report?
-93.18443,44.90185	1993 Sheridan Ave, St. Paul, Minnesota, 55116	No

Other Telephone	Other Name	Ward	Yard Waste Request Type
16518909463	Josephine Nguyen	Ward 3	Cancel Seasonal Service Subscription

Do you need an interpreter?	Please select the reason you are contacting the solid waste team
No	Yard Waste

Property owner or tenant?	Total time spent (sec)	Time spent last update (sec)
Property owner	1225	750

Sophia Yang June 9, 2026 at 8:50 AM — Internal note

Call from: +1 (651) 890-9463
Call to: +1 (651) 372-8578
Time of call: June 9, 2026 at 1:49:50 PM UTC
Answered by: Sophia Yang

Sophia Yang June 9, 2026 at 8:56 AM — Internal note

Inbound call from +1 (651) 890-9463
Call Details:

Call from: +1 (651) 890-9463
Call to: +1 (651) 372-8578
Time of call: 2026-06-09 13:49:50 UTC
Location: Minneapolis, Minnesota, United States
Answered by: Sophia Yang
Length of phone call: 6 minutes, 33 seconds
Listen to the recording:
https://saintpaul.zendesk.com/api/v2/channels/voice/calls/CAb9ce761dbea75ba55fa99ea4a05a6f3c/twilio/call/recording

Sophia Yang June 9, 2026 at 8:57 AM — Internal note

PO requests to cancel her yard waste. She is not using the service since April till now. She hired someone to do her yard waste.

Melanie Harding June 10, 2026 at 3:51 PM

Hello Josephine,

I understand you inquired about canceling Yard Waste Service at 1993 Sheridan Ave. The deadline to cancel this service was February 28. We posted this deadline on the website for several months, on social media and also in the newsletter that accompanies the garbage bills. We have this deadline in place so the billing can be prepared for the end of Quarter 1 and the haulers know how many properties they can count on servicing. To be consistent and fair to the other property owners who have been turned away, we cannot remove the charge from your account for 2026. We are only making cancelation exceptions for new homeowners who unknowingly inherited the service from a previous owner. I am adding your name to an email list so you can receive a reminder in the fall to cancel for 2027. Once you receive the email, you can reach out to us and we'll cancel the Yard Waste Subscription, remove the cart, and remove you from the billing list for 2027.

Thank you,

Melanie

City of Saint Paul
Solid Waste & Recycling
651-266-6101

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