



December 2023

Dear Recology Customer,

Recology is committed to providing you with the best service our industry has to offer. As one of the only 100-percent employee-owned companies in our industry, we are committed to paying market wages to our hardworking employees while offering competitive rates to our customers.

On August 31, 2023, the Refuse Rate Board, representing the City and County of San Francisco, adopted new residential and apartment refuse collection rates for Rate Years 2024 and 2025. The Board adopted a two-step increase to the recycling, organics, and landfill collection rates billed to residential and apartment customers. This comes after the Refuse Rates Administrator and Refuse Rate Board conducted a seven-month rate-setting process considering rate change proposals, public comments, and input from City Departments.

The adopted rate maintains and enhances programs and services available to you as a resident or business owner in San Francisco.

Under the adopted Refuse Rate Order, current collection rates will adjust by:

- 1.33 percent on January 1, 2024
- 2.55 percent on October 1, 2024

*A record of all collection and post-collection rate changes is available in the Rate Order*

These rates fund a system of programs and services designed to support our customers and help the City achieve climate action goals. These rates also cover operating costs such as employee wages, vehicle repairs, and fuel.

Recology is dedicated to partnering with our customers to increase the amount of recycling and composting, and decreasing the amount of material sent to landfill. Reducing the size of the landfill cart will also help reduce your bill. In addition, low-income households may be eligible for a discount. Participation in programs such as the Pacific Gas and Electric (PG&E) CARE, CalFresh, Medi-Cal and others will qualify you for Recology's low-income rate program.

For more information, please visit our website at [recologysf.com](https://recologysf.com) and click the "2023 Adopted Rate Order" link on the homepage. If you have specific questions regarding your account, please email us at [customerservice@recologysf.com](mailto:customerservice@recologysf.com) or you may call us at 415.330.1300.

Thank you for being a valued Recology customer!

Sincerely,

Recology Golden Gate  
Recology Sunset Scavenger  
Recology San Francisco