



August 2025

Dear Residential Customer,

The Refuse Rate Board for the City and County of San Francisco has adopted a 3-year rate order that includes annual rate adjustments for recycling, composting, and garbage collection. This comes after a 10-month rate-setting process, including several public hearings, that considered Recology proposals, public comments, and input from City Departments.

Recycling, composting, and garbage collection rates have not been adjusted since Jan. 1, 2023. The new Rate Order includes increases of 12.24% on Oct. 1, 2025, 7.15% on Oct. 1, 2026, and 3.42% on Oct. 1, 2027. These adjustments are based on actual costs and projections, including growth and inflation.

The new rate order maintains current service levels for collection and processing and funds additional activities to help keep San Francisco clean. One of the new activities will be afternoon pickups of abandoned waste.

Another new program will permit city residents to drop off mattresses at the Transfer Station for FREE. The order also calls for additional outreach promoting the Bulky Item Recycling program to apartment residents. These program improvements benefit residential customers and should help reduce instances of illegal dumping on city sidewalks.

The monthly rate for standard residential service in San Francisco remains lower than the rates Oakland and San Jose charge for comparable service.

Low-income households may be eligible for a discount on Recology rates. For more information, please visit our website [recology.com](https://www.recology.com).

If you have specific questions regarding your account, please email us at [customerservice@recologysf.com](mailto:customerservice@recologysf.com) for the fastest service, or call 415.330.1300.

Thank you very much for your business.

Sincerely,

Recology Golden Gate | Recology Sunset Scavenger | Recology San Francisco