

## **Explanation of possible charges on your Apartment (6+ units) bill**

(Ref: <https://www.sf.gov/departments--office-refuse-rates-administrator>)

|                                                  |                                                                                                                                                                                                                                                                                                                                                               |
|--------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b><u>Fixed Rate</u></b>                         | \$6.57 per month per dwelling unit.                                                                                                                                                                                                                                                                                                                           |
| <b><u>Volume Rate</u></b>                        | \$31.65 per month per 32 gallons of service capacity collected once per week. Collection volume is charged equally for <b>Trash</b> , <b>Recycling</b> , and <b>Composting</b> .                                                                                                                                                                              |
| <b><u>Diversion Discount</u></b>                 | A landfill diversion discount equal to the diversion volume percentage less 25% is then subtracted. Diversion volume percentage equals Recycling and Composting volume divided by total volume. The diversion discount is available for those who have sorted their materials properly, allowing for the greatest amount of recovery from the landfill.       |
| <b><u>Additional Volume</u></b>                  | Additional service volume is charged proportional to the 32-gallon bin rate.                                                                                                                                                                                                                                                                                  |
| <b><u>Elevation</u></b>                          | A charge of 25% times the volume rate (before Diversion Discount) for weekly collection for each 8-foot increment beginning at 4 feet from street level. No charge for less than 4 feet elevation changes from street level. Elevation is from street level to each bin.                                                                                      |
| <b><u>Distance</u></b>                           | A charge of 12.5% times the volume rate (before Diversion Discount) for weekly collection for each 50-foot increment beginning at 50 feet from the curb. No charge for bins placed less than 50 feet from curb. Distance is from curb to the furthest bin.                                                                                                    |
| <b><u>Access</u></b>                             | \$8.87 monthly charge per bin/per collection per week when a key, keypad, combination lock, or other locking mechanism is used to enter or leave the premises or to open a bin.                                                                                                                                                                               |
| <b><u>Trap Door</u></b>                          | An additional 50% of volume rate (before Diversion Discount) applies to each trap door.                                                                                                                                                                                                                                                                       |
| <b><u>Frequency</u></b>                          | Rate will be multiplied by the number of collections per week greater than one.                                                                                                                                                                                                                                                                               |
| <b><u>Weekend Service</u></b>                    | Saturday service is allowed with 3-day or 5-day weekday service and will be charged at 75% of the applicable base rate for once-a-week service. For 7-day service, Saturday will be charged at 75% and Sunday will be charged at 175% of the applicable base rate for once-a-week service. Saturday and Sunday rates are additional to the weekday charges.   |
| <b><u>Bin Contamination</u></b>                  | Improperly sorted Recycling and Composting may be charged as Trash. Trash bins containing excessive recyclables or compostables may have the Diversion Discount removed and be charged a 100% contamination charge.                                                                                                                                           |
| <b><u>Lids must be closed</u></b>                | A City ordinance requires all refuse (Trash, Recycling, and Compost) to be inside bins with lids completely closed. Setout must comply with regulations or a fine could be levied.                                                                                                                                                                            |
| <b><u>E-bill Customers</u></b>                   | \$1 credit for each e-bill received and paid electronically by the 15 <sup>th</sup> of the month for a maximum of \$1 per bill cycle.                                                                                                                                                                                                                         |
| <b><u>Returned Payments</u></b>                  | \$25 minimum will be charged for checks and electronic payments returned unpaid by the maker's bank.                                                                                                                                                                                                                                                          |
| <b><u>Unpaid Balance</u></b>                     | Current charges are due the 15 <sup>th</sup> of the month.                                                                                                                                                                                                                                                                                                    |
| <b><u>Previous Balance</u></b>                   | A previous balance not paid immediately to Recology may result in a lien procedure by the San Francisco Department of Public Health (DPH) per Ordinance Number 47-83.                                                                                                                                                                                         |
| <b><u>DPH Lien Applied</u></b>                   | If you have received a credit on your bill for DPH Lien Applied, the lien procedure has been completed by the Department of Public Health. Please contact the Department of Public Health at (415) 252-3872 to arrange a payment. Questions regarding liens and complaints as to service should be made to the Department of Public Health at (415) 252-3872. |
| <b><u>Adjustments</u></b>                        | <b>Billing adjustments or credits will not exceed 30 days from the time of notification by customer.</b>                                                                                                                                                                                                                                                      |
| <b><u>New Account Charge</u></b>                 | \$20 administrative charge to open a new service account.                                                                                                                                                                                                                                                                                                     |
| <b><u>Closing Account</u></b>                    | Call prior to the last day of collection service. Credit for closed accounts will not be provided for billings more than 30 days prior to the date of the account closure notification.                                                                                                                                                                       |
| <b><u>Damaged or Missing Bins/Containers</u></b> | Customers are responsible for damages to bins and containers beyond normal wear and tear. Report missing carts and sign the related form; customers will be financially responsible for excessive missing bins. Container cleaning service is available for an additional charge.                                                                             |
| <b><u>Debris Box Service</u></b>                 | Debris Box hauling and other specialized cleanup services are available. Call (628) 222-4215.                                                                                                                                                                                                                                                                 |
| <b><u>Pets &amp; Belongings</u></b>              | Recology is not responsible for lost pets or personal items in or near bins.                                                                                                                                                                                                                                                                                  |

**For questions about this bill and our services:**

**Email:** [CustomerService@RecologySF.com](mailto:CustomerService@RecologySF.com) | **Call:** (415) 330-1300 | **Website:** [RecologySF.com](https://www.sf.gov/departments--office-refuse-rates-administrator)