

Explanation of possible charges on your Commercial bill

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

<u>Rates</u>	All collection containers for Trash , Recycling , and Composting are subject to the same fixed rates pursuant to initiative ordinance.
<u>Volume Rate</u>	Collection volume is charged equally for Trash, Recycling, and Composting.
<u>Diversion Discount</u>	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. To be eligible for the Diversion Discount, all Recycling and Composting service must be provided by Recology Sunset Scavenger or Recology Golden Gate. The diversion discount is available for those who have sorted their materials properly, allowing for the greatest amount of recovery from the landfill.
<u>Elevation</u>	Containers located 4 feet or more above or below ground level will be charged a 25% premium.
<u>Distance</u>	Containers located inside: • 100 feet or less from the curb will be charged a 10% premium. • More than 100 feet from the curb will be charged a 25% premium.
<u>Access</u>	\$17.40 will be charged each time a key, keypad, combination lock, or other locking mechanism is used per bin/per collection. Access charges are subject to weekend premium rates.
<u>Bin Contamination</u>	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.
<u>Close Lids</u>	A City ordinance requires all refuse (Trash, Recycling, and Composting) to be in containers with the lids completely closed. Setout must comply with regulations or a fine could be levied.
<u>Cardboard</u>	You must have an active refuse collection account to receive cardboard or any other recycling service. Cardboard must be placed in a recycling bin with the lid closed, a cardboard box, or paper bags and not exceed 2 feet in any dimension (8 cubic feet) on your service day. Customers with excess cardboard placed beside a bin will be charged \$18.45 per 8 cubic feet of material.
<u>E-bill Customers</u>	\$1 credit for each e-bill received and paid electronically by the 15 th of the month for a maximum of \$1 per bill cycle.
<u>Returned Payments</u>	\$25 minimum will be charged for checks or electronic payments returned unpaid by the maker's bank.
<u>Unpaid Balance</u>	Current charges are due the 15 th of the month. If payment is 30 days past due, a late charge of 1.5% per month will be added to the balance.
<u>Previous Balance</u>	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.
<u>DPH Lien Applied</u>	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.
<u>Adjustments</u>	Billing adjustments or credits will not exceed 30 days from the time of notification by customer.
<u>New Account/Restart Charge</u>	\$20 administrative charge to open a new service account/restart account after suspending service.
<u>Closing Account</u>	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.
<u>Damaged/Missing Bins/Containers</u>	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.
<u>Debris Box Service</u>	Debris Box hauling and other specialized cleanup services are available. Call (628) 222-4215.
<u>Pets & Belongings</u>	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 | Call: (415) 330-1300 | Website: [RecologySF.com](https://www.sf.gov/departments--office-refuse-rates-administrator)