

## Explanation of possible charges on your Residential (1-5 units) bill

(Ref: <https://sf.gov/refuse-rates-administration-office-controller>)

<b><u>Fixed Rate</u></b>	\$17.78 per month per dwelling unit.
<b><u>Volume Rates</u></b>	
<b>Trash</b>	\$7.43 per month per 16 gallons collected once a week.
<b>Recycling</b>	\$7.43 per month per 32 gallons collected once a week.
<b>Composting</b>	\$7.43 per month per 32 gallons collected once a week.
<b>Additional Volume</b>	\$11.86 per collection for more than 32 gallons of Trash service per dwelling unit. Additional service volume for Recycling and Composting is charged proportionally to the 32-gallon rate.
<b><u>Low-income Rate</u></b>	Low-income households may be eligible for a 25% discount on basic refuse collection. Visit our website <a href="http://Recology.com">Recology.com</a> or call Customer Service at 415-330-1300 for more information.
<b><u>Elevation</u></b>	\$13.78 monthly charge per bin for each 8-foot elevation change when 4 feet or more from street level. No extra charge for collection less than 4 feet from street level.
<b><u>Distance</u></b>	\$12.70 monthly charge per bin for each 25-foot increment when 25 feet or more from the curb. No extra charge for collection less than 25 feet from the curb.
<b><u>Access</u></b>	\$7.98 monthly charge per bin 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% weekly charge of the applicable rate will be charged for entrance through trap door.
<b><u>Split Charges</u></b>	Volume, elevation, distance, access, and other charges are per location. Charges may be split among customers at the same location at 150% of the otherwise applicable rate. When service charges are split between customers, they are applied to each bill payer equally or as designated by the customers subject to approval by Recology.
<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 charged a 100% contamination charge.
<b><u>Close Lids</u></b>	A City ordinance requires all refuse to be inside bins with lids completely closed. Setout must comply with regulations or a fine could be levied.
<b><u>Cardboard</u></b>	Cardboard must be placed in a recycling bin, cardboard box, or paper bags not exceeding 2 feet in any dimension (8 cubic feet). Customers with excess cardboard not in a bin on service day may be charged \$5.52 per 8 cubic feet.
<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 credit per bill cycle.
<b><u>Returned Checks</u></b>	\$25 minimum will be charged for checks 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>Vacation Holds</u></b>	Credit will be allowed for suspension of service for up to three months. Customers must notify Recology <i>before</i> the suspension begins. A restart date must be provided at time of notification or the account will be closed instead of suspended. *The dwelling unit charge is not eligible for a vacation-hold credit and a \$10 administration fee is charged to restart accounts suspended for vacation holds.
<b><u>Adjustments</u></b>	Service adjustments or credits will not exceed 30 days or one billing cycle, whichever is greater, from the time of notification by the customer.
<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 to our customer service team; 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>	Bin-by-the-day and other specialized hauling and clean-up services are available. Call (888) 404-4008.
<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](http://RecologySF.com)**