Refuse Rates Administrator's (RRA) response to Recology's initial refuse rate change request (submitted March 7th, 2023)

Weekly update dated 4/07/23

This document is an update to the RRA's prior response letters and includes only the request items which have been shared with Recology to-date in the shared Questions And Requests workbook. As discussed in previous meetings, the RRA will accept submissions not broken out by the Audited Financial cost centers, and ratepayer class will be based on fee schedule breakout. The RRA's initial and subsequent reviews of the Recology March 7th submission identified 23 missing or incomplete schedules and 8 simplified schedules out of 42 total. This update identifies current missing or incomplete schedules as well as additional exhibits which will be necessary for the RRA to conduct analyses which lead to recommendation on future rates. This update also details any additional submissions or clarifications provided by Recology. Recology has not yet submitted any of the requested exhibits. The RRA has requested that Recology inform them as to when the complete submission can be expected, as the timing by which it is submitted will impact the timeline of the rate review and the RRA's ability to produce a recommendation based on the information available.

This document contains the following tables:

- Table 1. Status of Rate Change Request Schedules
- Table 2. Supporting Exhibits
- Table 3. Line Item Questions
- Table 4. Environment Department Exhibits Request
- Table 5. Environment Department Deliverables Request
- Table 6. Environment Department Reports
- Table 7. Abbreviations or Acronyms

04/07/2023

Item I	Request date	Schedule	Current Status	Initial Status	RRA Notes	Response Date	Recology Timing Response
							Provided 4/2/2023 response: "As discussed with the Refuse Rate Administrator during the development of the Refuse Rate Change Request forms, the allocation of costs and other information between residential, apartment and commercial customers is being deferred. We agreed that allocation is not possible at this time due to the integrated nature of operations, the need to update Recolegy's underlying data collection and the need to develop agreed upon allocation methodologies and models. Agart from billed revenue, which is organized by
							customer class due to differing rate structures, all other rate activity, including all
1.01		A.2 Total Sources and Uses	In Review	Incomplete	Breakdown of Total Uses needed. Missing Residential Multi-Family, 5 units or less.	4/2/2023	costs, is presented in aggregate, without separation by customer class."
1.02	3/21/2023	C.1 Ratepayer Revenue	In Review	Validate	Reconcile commercial revenue with rate reports (i.e. debris box?)		
1.03	3/15/2023	C.2 Waste Collection Revenue Detail	Missing	Missing	Recology has said they will be able to provide this schedule		Will provide April 3-7
1.04	3/21/2023	C.3 Other Ratepayer Revenue	Missing	Missing	Include line-item for Contamination Fees		Will provide April 3-7
1.05		D.2 Revenue Offsets	Missing	Missing	include line item for contamination reco		This provide rights ?
1.06	3/24/2023	D.3 Recycling Revenue	In Review	Incomplete	Revenue by Customer Type missing, i.e., rows 34-78. Actuals would have to exist in order to have done accurate billings.	4/2/2023	Provided 4/2/2023 response: "As discussed with the Refuse Rate Administrator during the development of the Refuse Rate Change Request forms, the allocation of costs and other information between residential, apartment and commercial customers is being deferred. We agreed that allocation is not possible at this time due to the integrated nature of operations, the need to update Recology's underlying data collection and the need to develop agreed upon allocation methodologies and models. Apart from billed revenue, which is organized by customer class due to differing rate structures, all other rate activity, including all costs, is presented in aggregate, without separation by customer class."
1.07	3/24/2023	D.4 Disposal Revenue	In Review	Incomplete	All but 2 rows missing from rows 13-129	4/2/2023	Provided 4/2/2023 response: "As discussed with the Refuse Rate Administrator during the development of the Refuse Rate Change Request forms, the allocation of costs and other information between residential, apartment and commercial customers is being deferred. We agreed that allocation is not possible at this time due to the intergrated nature of operations, the need to update Recology's underlying data collection and the need to develop agreed upon allocation methodologies and models. Apart from billed revenue, which is organized by customer class; due to differing rate structures, all other rate activity, including all customs class; a presented in aggregate, which spears produced to success the support of the produced produced to the produced pr
					Rows 46-48 Missing, and important for policymaker and public sightline, to know the impact on		Provided 4/5/2023
1.08	3/24/2023	D.5 Processing Tonnage	In Review	Incomplete	the Landfill Disposal Agreement's time-to-cap exceedance.	4/5/2023	7,
1.09		D.6 Toxics Collection E.1 Operating Expense	In Review	Incomplete	RY23-RY25 projections not included. Recology has said they will be able to provide projections.	3/16/2023	Recology provided RY23-25 HHHW tonnage and collections
1.1	3/15/2023		Missing	Missing			Will provide April 3-7
1.11		F.1 Service Apportionment	Missing	Missing	Recology has said they are working on a cost allocation methodology and will provide		Will provide April 3-7
			Ü	Ü	Identification of Fixed/Variable cost, and Combined and Eliminiations columns are missing.		Recology provided revised refuse collection detail allocated to RSF and SS/GG, not
1.12		G.1 Refuse Collection Detail	In Review	Incomplete	Include columns to disaggregate RSF from SS/GG		by audit expenditure category.
1.13	3/15/2023	J.3 Depreciation Expenses	In Review	Incomplete	Actuals are missing	3/28/2023	Recology provided actuals
1.14	3/15/2023	K.1 Insurance Expenses L.2 Intercompany Processing 0.1 Professional Services	Incomplete In Review	Incomplete Incomplete	Recology submitted cost of coverage actuals on 4/3. RRA has requested written response for type of coverage, incurred vs. claims made, and value of coverage. Recology verbally conveyed all insurance is claims-made, that DRO insurance from 2020-2021 is not included as a cost for rate payers. Recology will adjust the value column to say "limit of coverage" and complete. Some categories of recyclables are missing		Initial provided 4/3/2023 Provided 4/2/2023
1.16	3/15/2023		Incomplete	Incomplete	FTE and performing and requesting companies are missing		Recology will provide by March 24th
-		O.2 Corporate Services		-	FTEs for RY20 and RY21, as well as all years for performing and requesting companies are		Provided 4/5/2022
1.17	3/15/2023	Expenses	In Review	Incomplete	missing	4/5/2023	1.01000 4/3/2023

Item	Request Date	Exhibits	Current Status	Initial Status	Notes	Response Date	Recology Timing Response
					What are current services and costs associated with outreach. What		8,100
					changes to outreach are being made, and what are the associated		
2.01	3/15/2023	Outreach	Missing	Missing	cost changes?		
					What is the current level of service for abandoned materials		
					collections and what are the associated costs? What changes to		
	3/15/2023,				abandoned materials collections are being made and what are the		
	amended				associated costs? How were decisions made to propose enhanced		
2.02	3/31/23	Abandoned Materials Collection	Missing	Missing	service? What is the current level of service for "City can" service and what		
					are the associated costs? What are the current routes and		
	3/15/2023,				schedules for "City can" service and how will this change? What are		
	amended				the associated cost changes? How were decisions made to propose		
2.03		Increased "City can" service	Missing	Missing	enhanced service?		
2.04		Changes to FTE count	Missing	Missing	Please specify what the additional FTE will support.		
					Please provide list of all fees and charges. Please identify any fees		
2.05	3/15/2023	List of Fees and Charges	Missing	Missing	not included in one of the 6 rate schedules		
		-					
					For the 2 year rate period, please explain what the annual cost is		
					assumed for the cash-funded portion of the pension contribution,		
2.06	3/15/2023	Pension Costs	Missing	Missing	and what it is by month for each of the 24 month periods.		
					Please provide current charges and procedures as well as proposed		
					charges and procedures outlining changes, identify impacted		
2.07	3/21/2023	Contamination Fees	Missing	Missing	populations and impact to customer waste collection costs.		
					Diagram and the street of the		
2.08	2/24/2022	Balancing Account	Missing	Missing	Please provide a justification for the proposed 100% adjustment for the difference between actual net profits or losses.		
2.08	3/31/2023	Balancing Account	IVIISSING	Missing	the difference between actual net profits or losses.		
					Please describe the service provided at Pier 94. What are the		
					associated costs with this service? What are the impact to revenues		
					and costs related to this closure? What are the impact to revenues		
2.09	3/31/2023	Sustainable Crushing at Pier 94	Missing	Missing	needs and other material needs related to this closure?		
	0,00,000	Programs included in proposed rate					Recology to assess what data is available and had
		(Programs 4-29 in Narrative			Please provide current and proposed labor and costs associated		planned to respond on April 5th with understanding
2.10	3/31/2023	Summary)	Missing	Missing	with these programs.		of limitations/ability
					Please provide a summary of which costs have been and are		
					proposed to be: 1) (Full) Accrual Basis, 2) Cash Basis, or 3)		
					Otherwise, e.g. Modified Accrual Basis (along with the recognition		
					period, if modified accrual, i.e., 30-days following the RY end, 60-		
2.11	4/4/2023	Cost Accrual Basis	Missing	Missing	days, etc.).		
					Nicona contain contrain contrain contrain de contrain		
					Please explain why certain assets are being depreciated (Full		
					Accrual Basis Cost) vs. others like equipment are Leased-to-Own		
					(Cash Basis). What is Recology's policy to lease or to own? For		
					leased-to-own, is Recology Leasing earning a profit on the assets and is Recology SS/GG also earning a Profit Margin on the cash-		
					basis lease cost charged to them by Recology Financing or other		
					Recology entities? What is the difference in cost for leasing		
					equipment from Recology entities plus profit margin on lease profit		
					for Recology entities compared with Recology SS/GG directly		
		Profit on Equipment Purchasing vs.			purchasing equipment and then depreciated over the useful life of 7-		
2,12	4/4/2023		Missing	Missing	10 years?		
	. ,		-	-	·		
					What is the basis for assumed revenue offsets? Please detail which		
					market analyses and pricing sources are being used and assumed by		
					Recology for revenues associated with Organics, Recyclables, etc. to		
					ensure SF Ratepayers are benefitting from and having some costs of		
					service covered by those parts of the waste stream? How do		
					Recology revenue offset prices for these products compare with		
2.13		Basis for Revenue Offsetts	Missing	Missing	competitors in California?		
2.14	4/6/2023	AUP	Missing	Missing	AUP expected Monday April 17		

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	Dute	Schedule	Question from Refuse Rate Administrator	Current Status	Prior week status	Response Date	Response from Recology	Recology Timing Response
							NY 2023 invenue is based on Q-1 times 4, with tan - tep increased by the X.BinS. Cost of Using Adjustment (COLD) effective 11/2021. NY 2022 Customers were fixed at 13/[X1/22]. Customers (prev in 24 and 2) as revenue per customer was field customer in those years. Sorrings was fixed at 13/[X1/22 for NY 2023 and was	
3.005	3/21/2028	C.1 Rategayer Saveture	What are assumptions for account growth/tannage growth tied to these revenue projections for base PY28 and the 2% assumption for the rate years?	In Review	Missing	4/9/2023	32/91/22. Curdishers give in 3.8 and 26 as revenue per customer was field constant in those years. Somage was fixed at 32/91/92 for RY 2028 and was increased by the growth factors in 26 and 25.	Provided resource
3.002	3/21/2023		What is the relationship between revenue, accounts, and tonnage?	in Review	Missing	4/4/2023	same explanation as 8.000	Provided response
							WY202 is k based on QI 2021 actual tank extended for the year of the year. WY2023 price per think actual price-per too in Q2 and an average price per too of the bat three case years (in 2001 – 2023) for the last three quaters of 2021. For calcade-ent years, bloomage, and consequently inventors, given by the 2% growth factor, while	
3.008	3/21/2023	D.8 Recycling Revenue	What are assumptions for account growth/tonnage growth fied to these revenue projections for base PY23 and the 2% assumption for the rate years?	to Review	Missing	4/4/2023		Provided response
			What are assumptions for account growth/bannage growth ted to these revenue				RY2028 is based on Q1 2028 extended for the rest of the year. Sonnage level was set based on Q1. Revenue assumptions for subsequent years use a 2% growth factor for bonnage and the adjusted by five at RDF for that year.	
3.004	3/21/2028	O.4 Disposal Revenue	What are assumptions for account growth, flannage growth field so these revenue projections for boxe 9723 and the 2% assumption for the rate years! socialize list-relate, where enhancements have been included and amount (i.e. Pier Mi Study, Black Can Processing Pilot, Abandoned Natiental enhancement, published, for Can enhancement, etc.)	in Review	Missing	4/4/2023	factor for tonnage and the adjusted to fee at MSF for that year.	Provided response
3.005	3/21/2023	0.1 Expense Detail		Many	Missing		THE CLEVID-18 parameter sparsed a mass exists from that Francisco which resulted	
3.006	3/21/2028	L.1 Intercompany Disposal	Bulky Item tonnage went up 159% and 62% in RY25 and RY21. Any idea what decead thin?	In Review	Missing	4/4/2023	Time CLEVICE 18 pandernus sparked a mass excitor from two Francisco error resulted in an increase in budge dem and abandoned materials. The recovery percentage of budge from and abandoned materials has also gove down as a reagent of the bonnege being priced up is considered MSSW.	Provided response
			MRF twated wood tunnage decreased 69% and 87% in RY20 and RY21. What was the cause?		_		being picked up is considered MSW. The algorithms deletine in constitution projects around the City during the pandersic insultant in a district decrease in pressure treated wood in the subsequent years. We are still every pressure treated wood coming in small amounts and have projected.	
3.007	3/21/2028	L2 Intercompany	the cause? What is driving the 16th increase in recordable processing chances in RY251	In Review	salidating	3/31/2023	Increase percentage on the GCSS intercompany processing charges are diven by	Provided response
1008	8/21/2028	Processing	read in coloning and in its manager in the places processing colonges. 114.124.7	- Norman		l/st/stos	NOP Is proposed opping the for KYCH. This accounts in biologic by 3 firs is offset by the increase in opping tee by about 20% resulting in the cost being down about 10% when comparing KYCE to KYCE. Since the cost of the processing facilities are largely fixed, the decreased connect extends the cost of the processing facilities are largely fixed, the decreased connect extends related to a decreased connect extends the cost of the cost of the processing facilities are largely fixed, the decreased connected extends the cost of the	Postana Importan
3.009	3/21/2028		Recyclable processing transge has dropped 31% from RY20-35, but cost is only drain 13%. What causes this discrepancy?	In Review	Missing	4/4/2023	The cost of the processing facilities are largely taxed, the decreased tomage does not result in a devision in costs. Variable labor costs, disposal costs and some minor costs (supplies, etc.) are loses.	Provided response
8.00	3/21/2028		Why doesn't wood have figures for RY26-257 RY20-25 compostable, brush, sheetbook, and wood tons are 12% down and cost	In Review	Missing	4/1/2021	Our recovered wood has no value. The wood we recover does not need the standards needed by BYCNs and Hammett for use in retail landscaping. Increase in tipping like of the compostable, brush, sheetnock, and wood more than offsans the decrease in tomage for these commodities. See reconcilation for	Provided response
3.011	3/21/2028		RY20-25 compostable, brush, sheetrock, and wood tons are 12% down and cost 11% up. What's diving this?	in Review	Missing	4/4/2023		See response and reconciliation
							MRF particleshables increased roughly \$81% due to an upgrade to the IMRF processing system. The upgrade included but not limited to large size reduces phreadwrst, into to, optical context, density separation screens. Additionally, there was registement for certain parts such as control computers, inclor dathers for	
3.012	3/21/2028	M.1 Regair expenses	Why did MRF partitiveshabes cost increase 672% in RY221	In Review	Validating	3/11/2023	was replacement for detain parts such as control computers, motor states for shredders, belts, and electric motors which does not get replaced annually. Morooco Control control replaced to one page 35 to which represents appropriately	Provided response
							each originalisations or selected processors are selected originated annually account of the selected or selected annually. Hereafter the state produced originate originated annually as a selected or selected annually. Hereafter the state produced originate originated originated originated originated annually as an a fine of the selected originated originated originated originated originated originated annually as compared in seaso to selected originated originated originated originated originated or produced originated originat	
8.018 8.016	3/21/2028		Why did Recycle central particles whither cost increase 20% in RY227 Why do you project transfer station particles whither cost will increase 60% in RY257	In Review	Validating	3/91/2029	Projection of trees will accessed \$26 in KY2024 compared to KY2023 due to a delay in	Provided response
3.025	3/21/2028		Why have repair costs for bulkylabandoned ceased in RY2Y?	In Review	Validating	1/11/2021	See expense for the transfer station. Repair costs on tricks true colour budy demonstrandoned materials has been placed into the truck and garage business unit in recent years. Repair costs on tooks that demons Public care have been reasoned to the truck and	Provided response
3.036	3/21/2028		Why have repair costs for public care, cessed in RY221	In Review	Validating	3/11/2023	galage business until in recent years.	Provided response
3.017	3/21/2028		What are the repairs to gen admin that increased 86% in RY229 What are the repairs to rear loaders that increased 86% in RY219	In Review	Validating	3/81/2028		Provided response
3.018	3/21/2028		What are the repairs to rear loaders that increased 84% in RY217	In Review	Validating	3/11/2023	Suriness units to the near loaders business unit. The Substantial of the near loaders business unit. The Substantial of the Substantial of the early and the Substantial of the Substa	Provided response
3.029	3/21/2028		What are the repairs to MRF that increased 118% in RY21 and 52% in RY23?	In Residue	Missing	4/3/2023	facilities. The \$1 fix increase in RY2023 is due to fire extinguisher installations along with regains to the building's ventilation system in Q1 2023, we expect routine costs to occur more other starting Q2 2023.	Provided response
3.02	3/21/2028		What are the repairs to the transfer station that increased 37% in RY21 and 88% in RY227	to Review	Missing	6/2/2023	The SIX increase in PY21 repair costs is far incremental pressure washers and fine extinguishers inspections. The S10X increase in PY22 when compared to prior year is related to the fire pump and other equipment repairs at the transfer station.	Provided resource
-	4444						The Organics Annex repair costs increased SN due to increased service calls to replayment at the thirst Wing. The Six increase projected for KY22 is due to non-routine reducements of sixes efficient discharge that occurred in CT 2023, we	
3.021	3/21/2023		What are the repairs to Organics Annex that increased 37% in RY21 and 77% in RY227	In Review	Maxing	4/2/2023	expect routine costs to occur more starting QD 2023.	Provided response
3.022	3/21/2028	M.2 Fuel Expenses	Why do you project fuel units will increase it 1% in RY2211	In Review	Maring	4/4/2023	The 6% increase is due to the run rate of Q1 2023 fast costs. We will have additional visibility in the units of fast used once Q1 actuals flow through and easign, if needed, see reconcitation to reconcile between this case discretered, the rate report, and take	Provided response
							see reconstation to recorder between this case exercised, the rate report and safe application. There was a shift of compressed natural gas from the Utilities line to Fuel for better alignment during the safe-making process. The accounting? reporting change will become effective with KY 2024.	Provided response and
1.021	3/21/2023		Mhy don't submitted filet coots march Rate Reports or Audited Financials?	In Review	Validating	3/29/2023	change will become effective with RY 2004. Recology's educational outwach helps the public understand the importance of reuse	Reconcilation
		1					coming the industrial minimal and in a count in the public understand the importance of more and morphigm and drown in a commence way with the public understand the importance of more and morphigm and drown in a commence way with the public public and of the side of the public public and of the side of the public public and the side of the public pub	
		N. I Contract Services	It the Artist to Recidence included in cates? Likely not group 238 compliant, art products and education not provided to categopyers as a whole, no/weak nexus to service. What are components of this contract (code and services)?				residents have to reuse materials, use our recycling systems properly and reduce consumption. Each year, several thousand kids and adults participate in or interact with these programs. Deburah Marik, the Program Manager, has put topether a	See response and powerpoint
3.036	3/21/2028	sopeous.		to Review	conducing	3/11/2023		odes
3.026	3/21/2028	1	What was the RY22 increase in General and Administrative?	in Review	Validating	3/81/2028	registery surregisters. It absolute, where the mean members of the New Collection female. Farmerics 2 solor charges consist of retired drivers that Recology have on a temporary basis to train new drivers. Active objects are not available to Earn and Ealing in	Provided response
3.036	3/21/2028	1	What is the Fantastic II contract?	in Review	Validating	3/11/2023	needed to limit service disruption.	Provided response
1.027	3/21/2023	1	Contract Eugenoes decreased YVY until the current Rate Year, now eugested to increase. Why?	in Review	nandating	3/11/2023	The increased need to contract with third parties to train new Recology drivers to limit service disruptions to take payers. Additionally, there will be staffing requirements for educational outleach programs and facility bours for the Artist in Residence program.	Provided response
3.028	3/21/2028	1	Where would these expenses appear in the Audited Financial statements?	in Review	tolidating	8/28/2028	Temporary labor and subcontractor code in schedule 1.	Provided response
		1	submission state in RY21 is BRs lower than the state in RY21 Rate Report. Why? The abstract for all RY21 contract concinc expenses in Recology's cubmission in MRL(646, but the board forms the EVE2 care report is fight. Sign (EVE), 124 in \$232, 1940, "that's about at \$2.4% of difference. Prepare explain why the two figures. After or much in USI, but exists in RY20 and RY22.	1				
3.029	3/21/2023		\$648,664, but the total from the WY21 rate report is \$964,856 (\$738,162 + [225,186]. That's about at 82.6% difference. Please explain why the two figures. differ so much in WY21, but match in WY20 and WY22.	In Review	nalideira	3/10/2023	The RY2021 contract services line in the rare application includes TBG maintenance ablocation credit of (\$315.080), Historically, we reported TBG maintenance ablocation as a separate line for rate reporting purposes. See reconciliation Personal Reconciliation ALP, balancing accurant ALP and Property file ALP per the settlement	Provided response and Reconcilation
3.08	3/21/2028	3.1 Professional Services Expenses	Why is there a 71% increase in external Accounting Sees in RY237	In Raview	Validating	1/28/2021		Provided response
3.031	3/21/2028		Why is there a SE2% increase in external engineering fees in RY23 and antiquated SERS LEMB increase in RY24? Why was there is 40% increase in legal fees in RY21, 51% decrease in RY22, and estimated SS% increase in RY22?	In Raview	Validating	3/29/2023	Cliebs associated with facilities had no comparative code in pinor years. Health nak assessment of \$100k in 2029 and a selectic study of \$1M split between two years in RY24 and RY26.	Provided response
3.032	3/21/2028		Wity was there a 60% increase in legal feet in KY21, 51% decrease in KY22, and estimated 50% increase in KY22?	Mesing	Missing			
3.033	3/21/2023		What are the other professional flees that are arrisigated to increase 34% in RY24 and 61% in RY26?	to Randese	Validating	3/29/2023	Environmental impact report (SIR) legal conceltant for \$200k in RY2028 and RY2025. In addition, there is a Facility Conceptual Design of \$715k in RY2025.	Provided response
							The projections was prepared in 2006 and included in the 2017 rate application.	
							Interface the first projection was prepared, the projection area prepared, there but is a signal automatic of graphical results of the projection area prepared, the first base been a number of enginitation; questified the projection area of projection, including the projection of the projection o	
							pandemic, identified need to improve technology and the baunch of the Commitment to Customer system upgrade project, increase in interval audit focus and increased support for oversight, to addition, there was a charge in allocation.	
		C) 2 Corporate Services Expenses	Recology has underprojected corporate allocations by over little in the last it rate years. Why have these exceeded projections? What has been done to correct projection methodology?				methodology based on a change in GAAP that occurred after the 2017 rate was approved. Due to a change in the way that Stanchise fees were recorded, the aboution to Surset/Solden State increased and the allocation to 100° decreased.	
3.034	3/21/2028	Services Expenses	jrujection methodology?	Validating	Validating	1/26/2021		Provided response
							commitment to Coultainer is consisting larger date to increase their to admires complex data conversion from largery regiment and increase complex integrations to and from medicing registers. The information technology increase is due to a few measure. additionally exhibited and confidence as shown by an association of entire dependent as shown by an association of entire data of the coultainer and complete confidence and entire data of entire and entire data of ent	
							reasons: addressing technical under-investment as shown by an assessment of Recology spend vs peers, new suftware focused on compliance and environmental,	
108	3/21/2028		Corporate senaces expenses are projected to increase by 25 MH in MY23but only 8.7% in 24 and 3.7% in 25. What is driving this projection and why does MY28 differ so much from MY24 and MY26?	to Review	Missing	4/4/2023	sacia, and corporate governance reporting (ESS), increased cybersocurity satisface and compliance auditor, etc. RY3238 and RY3235 increases are due to application of inflation factors.	Provided response
1016	3/21/2028		Why did RT22 increase only 3% while RT25 increased 18%?				RY21 increase is mainly drived by the Commitment to Customer department ramping up during the year. RY22 is generally an average operating environment for Recology.	
1000	al a statuta		New York 1922 In Land Cong St. Wille Act 2 (Inches of 2 feet	an navana		5,4,00	this is a two part question. First part - Submission totals are lower than audited	- Consider Timperior
							This is a two part question. First part - Submission statist are lower than audited floatistics because the floatistic studies non-one allowed soons in the corporate discontices, which we plant due for zera propriety, second part - Submission is higher than one reports because the unknown includes all corporate allocations, modulate (becommend Complacies, which we have perpette biscontigly on a report of less for zera reporting. The resolutional between the financial impremental and zera securcities and controlled with a reflected in the beautiful.	
			Submission totals are 6-8% lower than Audited Financials but II-5% higher than Kate				than rate reports declared the nationocode includes at colporate associations, including final complete, which we have reported historically on a separate line for rate reporting. The reconciliation between the financial statements	Drovided management
3.037	3/21/2028		Regions.	In Review	validating	1/21/2023	and rate reports/rate submission will be reflected on the Recon ASP	Reconcilation
							The increase in the Suctainability department is due to absorbing the Communications department to help Recology Leovironments, social, and composing between reporting (Stor) efforts. Corporate Administration increased in 8722 due to a top-line adjustment of \$250 being made in RF31 to reflect the revenue	
3.038	3/21/2028		in NY22, Corporate Administration increased by 140% and Sustainability increased by 6672% YoY. What drove these changes? What dises Sustainability include?	in Review	Missing	4/4/2023	surplanding committee in agreeming of \$25M being made in RF21 to reflect the revenue reduction from the rate miscalculation.	Provided response
							Commitment to Customer costs reflect the expenses related to implementation of a new ERP cyclem to manage customer service, operations, scales and billing / proposition treason and first increase in due to the increase of this description of this description.	
							EY2028 taking on a full years staffing of an internal audit employee and internal Audit Manager, surtainability's increase is due to the two additional headcount	
			in KY2B, Commitment to Customer, Sustainability and internal Audit are graspected to increase 41-646. What are the specific consists that are being added or increased? What does Commitment to Customer include?				Commitment to Customer cook reflect the expenses related to implementation of a new 190° option to immage customer exercis, operations, custs and billing if excellent to the company of the company of the company of this department, well 1972/201 thating on a life years staffing of an investal audit employee and internal Audit Manager. Sustainability is morease in due to the two additional headcount when company to the place year with proper year. In addition, then is committed up with to said in the college, of environmental, could, and corporate governance reporting (\$50) and different in Additional Commitmental and the company of the contraction of	
108	3/21/2028	H 1 Residential Rates Comparison	Why is population of 57 3.6M?	to Review	nalidatina	8/11/2023	efforts (in 5458 reporting, Greenhouse das inventory, target setting). Armanino response: Per the census info, the cornect residential population should be EFE,000.	Provided response
100	3/21/2028		the rates averages or are they the lowest price available to rategoyers in that	and the same	trainforms	9/21/2022	Annanino response: The rate we used is the set standard rate for the gallanage serviced. It is not the average and typically there is only one charge, the standard rate.	
	4444					410		Provided reconne
100	3/21/2028						Annamino response: We did not include the specific additional charges associated with San Francisco because other cities included due not have the came breakdown	Provided response
			Why does if not show breakdown for dwelling unit charge, track collection, recycling, and compact feet?	validating	naldeire	8/61/2028	Annamino response. We did not include the specific additional charges associated with San Francisco because other cities included due not have the same brasiliatura of feet nor do they offer the unique services San Francisco does. Trying to present a samparison tends to complicate the evaluation given the differences in services annotated.	Provided response
	8/21/2028		Mily-daes SF not show breakdown for dwelling unit charge, trask collection, recycling, and compact fee?	Validating	Saldsting	8/81/2028	with San Francisco because other cities included due not have the same breakdown of the nor do they differ the autique somecies far Francisco doct. Trying its president camparison tends to complicate the evaluation given the differences in sension provided.	Provided response
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Request Date	Number	Exhibits	Notes	Response Date	Recology Timing Response
	1	Detail on proposed new composting contamination removal processing at the West Wing,			
		including equipment specs, layout, any additional labor, projected material type and tons			
		of contamination removed and impact on net recovery of compostables.			
3/22/2023					
	2	Contamination Charge & Removal of Recovery/Diversion Discount Protocol, including			
		details on the streamlined process to automate the quality assurance review and			
		communication processes referenced in the Summary of Assumptions. What assumptions			
3/22/2023		are associated with the \$5 million revenue?			
	3	Detail on Commercial Bulky Item collection service offered and assumed for rate			
		calculation including frequency by generator type and level of recovery. SFE understands			
		from Waste Zero staff that this service is currently available to SF businesses.			
3/22/2023					
3/22/2023	4	Organizational chart for RSS, RSF, and RGG, including Waste Zero staff.			
		Explain assumptions and justification in tonnage and recovery projections and reason for			
		changes, such as lower residential composting received and lower % diverted, that is			
		shown in Schedule D.5. The % diverted for recycling needs to be corrected as it currently			
3/22/2023		shows % disposed not diverted.			
		Abandoned Materials Collection assumptions on tonnage and additional services			
3/22/2023		referenced in the Narrative.			
3/22/2023	7	Fixent rate schedule and clarification that no events receive free service.			
	8	Trash processing test net costs with avoided Hay Road disposal cost offset and state goal			
		after test to develop plan with SFE for scaling trash processing in subsequent rate process.			
3/22/2023					

	October 2023		
Collection	No	Deliver kitchen pails for all residential and apartment building service starts and	All Residential
Collection	Yes	upon request. Maintain inventory of gravity bins and locked bins so that any commercial, residential or event customers may request 96 gallon landfill and/or 64 gallon compost and/or recycle service in gravity bin with no more than a two week delay. Experience shows that unlocked bins contribute to contamination and contamination changes have been overturned in an appeal due to lack of locked bins.	All
Collection	Yes	Plan, promote, staff and execute District Clean-Up Events annually in each supervisor district. Include services to maximize recovery and reuse including all three streams (recycle, landfill, compost), household hazardous waste (light bulbs, batteries, applicances, sharps, lamps, etc.) and a reuse component such as partnering with Goodwill to refurbish working computer monitors.	All Residential
Collection	Yes	Bulky Item recycling (RecycleMyJunk)- Single family (1-5 units) receives two free pick-ups per year, apartment and commercial rate apartment residents receive one free pick up per year, property managers receive one free pick up per year, property managers receive one free pick up per year. Work with SFE to determine a plan to improve recovery.	Residential
Contamination	Yes	Publish a clear and concise summary of the contamination charges and methods to avoid/remove them translated into Spanish, Filipino and Traditional Chinese. Distribution avenues will include website, newsletter, direct mail and provided upon request through customer service.	All
Contamination	Yes	Implement consistent contamination charges throughout SF apartment and commercial rate customers per a mutually-agreed upon protocol and phased-in approach with SFE. Begin the first year with commercial and apartment rate accounts w/o compactors and between 2 cy and 40 cy.	Apartment & Commercial
Contamination	No	Conduct required RSO audits of affected large refuse generators as mutually agreed with SFE.	Apartment & Commercial
Contamination	No	Improve route monitoring by drivers with full utilization of test camera technology to monitor every container that is unloaded.	All Yes
Contamination	No	Perform waste evaluations per the container contamination minimization requirements of SB 1383 Section 18984.5(c) twice annually and report outcomes	All
Contamination	No	to the City as mutually agreed Contact every Commercial and Apartment account with contamination charge or removal of diversion discount at least once a year. First attempt to contact by email or phone, then send letter to the account if not able to reach anyone. Fiscals to the year or mutually according to a proper the property of	Apartment & Commercial
Hazardous Waste	Yes	Escalate charges as mutually agreed upon. Fully integrate electronic manifesting for all shipments to off-site disposal facilities for Hazardous Waste.	All
Hazardous Waste	Yes	Provide outreach to property managers, associations, and buildings on battery collection safety issues and identification of "high hazard" batteries [in conjunction with removal of existing orange battery collection containers?]	Apartment
Hazardous Waste	Yes	Provide outreach to MFD residents on identification of "high hazard" batteries and battery recycling options [in conjunction with removal of existing orange battery collection containers?]	Apartment
Hazardous Waste	Yes	Fully integrate electronic manifesting for all shipments to off-site disposal facilities.	All
Hazardous Waste	Yes	Add Spanish and Chinese language options to Household Hazardous Waste voicemail (330-1405)	All Residential
Outreach	No	Outreach to all new accounts, prioritizing customers whose service reflects 50% or less recovery rate.	All
Outreach	No	Provide printing & distribution every year for residential zero waste outreach mailer promoting what-goes-where, bully item pickup program, household hazardous waste collection, and generation reduction strategies, alternating between apartment residents (6+ units) and single family (1-5 units). SFE will lead on the design of the outreach by working with SFE's contractors and Recology will pay for printing and mailing of outreach materials.	All Residential
Outreach	No	Provide regular virtual and in person trainings to property management companies, associations, and buildings. Offer on a monthly basis, customized per audience with a virtual option as well as upon request by customers.	All
Outreach	No	Engage the waste zero champions with quarterly events	All
Outreach	Yes	Revise bills to show clearly rate structure and incentive calculation. Publish a website an updated rate calculator for both residential and small, FEL commercial customers outlining the services available	All
Outreach	Yes	Develop in collaboration with SFE and print/publish a consolidated commercial services brochure and accompanying web/app content, including: Rate calculator for small, FEL commercial customer, Cardboard options. Updated "What bin" resource for commercial customer materials, Detailed set-out guidelines, Additional services such as locking and indoor services, Methods to discourage illegal dumping/scavenging (including gravity bin options), Contamination charges and how to avoid/remove them, VSGG program and other options for hazardous waste removal, Options for bulky item disposal	Commercial
Outreach	Yes	Contact all new Apartment and Commercial accounts at least once that subscribe to 2 cubic yards or more weekly refuse service and whose recovery rate (AKA diversion discount) is 50% or less to offer service that reflects at least 67% recovery.	Apartment & Commercial
Outreach	Yes	Provide SB 1383-qualified compost, transportation and staffing to distribute compost at four events annually for a total of at least 80 cubic yards annually, distributed at the direction of SFE.	All
Outreach	No	oistratured at the oincerton of see: Provide at least 1,250 Commercial and 600 apartment building accounts (defined by SIC code) with one or more assists annually (e.g., site visit, presentation, phone exchange, email or letter offering outreach, outreach materials sent, self-assessment forms completed, waste zero champion sign-up, service level recovery improvement), capture add ato no gio code and language servered for assists, and submits a list of Commercial and Apartment accounts assisted quarterly.	Apartment & Commercial
Outreach	No	Communicate the source separation requirements to all new accounts. Contact Communicate Apartment and Commercial accounts at least once that subscribe to cubic yards or more weekly refuse service and whose recovery rate (akc A diversion discount) is 50% or less to offer service that reflects at least 67% diversion.	All
Processing	Yes	OMER JAM. Recology will deliver 1200 tons of 5F representative trash to Waste Management (WM)organics material recovery facility (OMRF) in San Leandro, CA for trash processing test. VM will provide an April San Francisco material only test in both the OMRF and the Organics Material Composting Facility (OMCF). WM will also provide analysis of the recoverable material and composting quality of end	All Yes
Reporting		Reporting as outlined in separate communications to controller.	All

New activity as of Task Oct 2023-Sept 2025 October 2023

Category

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Exhibit associated

#	Title	Criteria	Purpose	Template (Y/N)	Frequency	Current rate report connection
1	Annual HHW Report	Form 303 data (weights and disposition by type by program), Retail Site weights by type and site, zip code summary for Facility Drop-off and Home Collection Service		Υ	Quarterly	Table 5
2	Table 3	All information in the template	Used to reconcile disposal for CalRecycle Electronic Annual Report (EAR) and generation studies	Υ	Annually	N
3	Apartment & Commercial rate customer information	AR and Altar accounts	Used to update our CRM service information and provide direct technical assistance for compliance with source separation and adequate service. All account information from AR and ALTAR services in one row.	Y	Monthly	Table 4
4	Commercial & Apartment customer outreach for source separation	Commercial and apartment building accounts (defined by SIC code) with one or more assists (e.g., site visit, presentation, phone exchange, email or letter offering outreach, outreach materials sent, self-assessment forms completed, waste zero champion sign-up, service level recovery improvement). Include relevant account details including address, zip code and language served for assists	Tracking progress toward shared action plan goals	N	Quarterly	Table 4
5	Contamination charges and recovery discount removals	Accounts with contamination charges and/or discount removals	Used for direct technical assistance and other monitoring needs	Υ	Quarterly	N
6	Customer communication tracking	Number of communications by type and sector, including call wait time. Quarterly in-language support to all customers through call center, email, online requests forms, direct technical assistance, and in-person/virtual trainings. Capture geographic information and language(s) delivered as frequently as possible by reporting zip code.	Monitor major customer service issues. Establish customer service equity baseline of monolingual or limited-English-proficient resident and business account holders.	N	Biannually	N
7	Monthly route collection reports ("Fan 3 Reports") & Table 3	Recycling, composting and trash graphs, summary, monthly Table 3 and disposal	Used for technical assistance, overall communication, and reporting to the Office of the Controller.	Y	Monthly	Table 3
8	Noncompliant accounts	All commercial accounts and residential accounts 5 units or more without collection service for any refuse stream (and if noted SFE compliant), should tie to quarterly rate report Table 4	Used for direct technical assistance and reporting to the state regarding AB 341/1826 required recycling & composting compliance		Quarterly	Table 4
9	Quarterly HHW Report	Narrative Report, Form 303 data, Battery Bucket Collection Report	Supports the annual HHW report and required by HHW Facility Operating Agreement contract	Y	Quarterly	N
10	Refuse Separation Compliance Ordinance	Large refuse generator (LRG) accounts (compactor or 40 cy/week total refuse collection volume)	Used to communicate to new LRGs and identify audit needs	Υ	Quarterly	N
11	Weight scale records	Weight scale records to match the annual Table 3	Evaluating recovery rates for purposes of the Zero Waste Incentive	N	Annually	N

Abbreviation or Acronym	Title
АВ	Assembly Bill
AUP	Agreed Upon Proceedures
CRM	Customer Relationship Management
EAR	Electronic Annual Report
FTE	Full Time-Equivalent (for employee count)
FY	Fiscal Year
HHW	Household Hazardous Waste
iMRF	Integrated Material Recovery Facility
LRG	Large Refuse Generator
MFD	Multi Family Dwelling
OMRF	Organics Material Recovery Facility
RGG	Recology Golden Gate
RRA	Refuse Rates Administrator
RSF	Recology San Francisco
RSS	Recology Sunset Scavenger
RY or RYE	Rate Year Ending
SB	Senate Bill
SFE or ENV	San Francisco Environment Department
SS/GG	Recology Sunset Scavenger and Golden Gate
WM	Waste Management inc.

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