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

Weekly update dated 05/05/2023

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 7<sup>th</sup> 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 also been submitting the requested exhibits. Incomplete or missing items should have an expected date of completion. As of May 5<sup>th</sup>, the necessary balancing account information is still outstanding and critical before determining proposed rates, since any balance in the balancing account would need to be considered in those proposed rates. 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. Commission Questions
- Table 8. Abbreviations or Acronyms

Item	Request date	Schedule	Status	RRA Notes	Response Date	Recology Timing Response
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						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, partment 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
1.01	2 (24 (2022	A.2 Total Sources and Uses	In Review	Breakdown of Total Uses needed. Missing Residential Multi-Family, 5 units or less.	4/2/2022	customer class due to differing rate structures, all other rate activity, including all costs, is presented in aggregate, without separation by customer class."
1.01	3/24/2023	A.2 Total Sources and Oses	III Keview	breakdown of Total Oses needed. Wissing Residential Multi-Family, 3 dilits of less.	4/2/2023	Provided response and reconcilation on 4/11/2023, provided updated C.1 with
1.02	3/21/2023	C.1 Ratepayer Revenue	In Review	Reconcile commercial revenue with rate reports (i.e. debris box?)	4/11/2023	revised RY25 on 5/3/2023.
		C.2 Waste Collection				
1.03	3/15/2023	Revenue Detail	Missing	Recology has said they will be able to provide this schedule	4/11/2023	Will provide April 24
1.04	3/21/2023	C.3 Other Ratepayer Revenue	Missing	Include line-item for Contamination Fees	4/11/2023	Will provide April 24
1.05	2/15/2022	D.2 Revenue Offsets	Missing		4/11/2022	Revenue offsets will be covered as an exhibit moving forward, see 2.13 for additional details
1.05	3/13/2023	D.2 NEVERIUE OTISELS	iviisailig		4/11/2023	additional details
1.06	3/24/2023	D.3 Recycling Revenue	In Review	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."
						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
1.07	3/24/2023	D.4 Disposal Revenue	In Review	All but 2 rows missing from rows 13-129  Rows 46-48 Missing, and important for policymaker and public sightline, to know the impact on	4/2/2023	costs, is presented in aggregate, without separation by customer class."
1.08	3/24/2023	D.5 Processing Tonnage	In Review	Rows 40-48 Missing, and important for policymaker and public signtline, to know the impact on the Landfill Disposal Agreement's time-to-cap exceedance.	4/5/2023	Provided 4/5/2023
1.09	3/15/2023	D.6 Toxics Collection	In Review	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
2.03	5, 25, 2025	E.1 Operating Expense		, , , , , , , , , , , , , , , , , , ,	5, 25, 2525	W. F.
1.1	3/15/2023		Missing		4/11/2023	Will provide April 24
1.11	2/15/2022	F.1 Service Apportionment	Missing	Recology has said they are working on a cost allocation methodology and will provide	4/11/2022	Will provide April 24
1.11	3/13/2023	1.1 Jetvice Apportionment	Missing Greater Detail	Identification of Fixed/Variable cost, and Combined and Eliminiations columns are missing.	4/11/2023	Will provide April 24
1.12		G.1 Refuse Collection Detail	Requested	Include columns to disaggregate RSF from SS/GG		Will provide April 24
1.13	3/15/2023	J.3 Depreciation Expenses	In Review	Actuals are missing	3/28/2023	Recology provided actuals
1.14	2/15/2022	K.1 Insurance Expenses	In Review	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 D&O 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.		Initial provided 4/3/2023
1.14	3/13/2023	N.1 modrance expenses	iii iveniem	payers, necology will adjust the value column to say limit of coverage and complete.	4/3/2023	initial provided 4/ 3/ 2023
1.15	3/15/2023	L.2 Intercompany Processing	In Review	Some categories of recyclables are missing	4/2/2023	Provided 4/2/2023
		O.1 Professional Services				Provided 4/11/2023: "Professional Services are third party service costs. Therefore,
1.16	3/15/2023	Expenses	In Review	FTE and performing and requesting companies are missing	4/11/2023	FTE, performing and requesting companies are not relevant for this section."
		O.2 Corporate Services				Provided 4/5/2023
1.17	3/15/2023	Expenses	In Review	FTEs for RY20 and RY21, as well as all years for performing and requesting companies are missing	4/5/2023	• •

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Item	Request Date	ExmiDITS	What are current services and costs associated with outreach. What	Response Date	Recology Timing Response Provided as part of Rate Hearing Presentation on
2.01	3/15/2023	Outreach	changes to outreach are being made, and what are the associated cost changes?	4/11/2023	4/13/2023
		-	What is the current level of service for abandoned materials collections and what are the associated costs? What changes to		Provided as part of Rate Hearing Presentation on 4/13/2023 slides 31-33
	3/15/2023, amended		abandoned materials collections are being made and what are the associated costs? How were decisions made to propose enhanced	4/11/2023	
2.02		Abandoned Materials Collection	service?		Provided as part of Rate Hearing Presentation on
	2000		What is the current level of service for "City can" service and what are the associated costs? What are the current routes and schedules for	4/11/2023	Provided as part of Rate Hearing Presentation on 4/13/2023
	3/15/2023, amended		"City can" service and how will this change? What are the associated cost changes? How were decisions made to propose enhanced	4/11/2023	
2.03		Increased "City can" service	service?	4/11/2023	Provided as part of Rate Hearing Presentation on
2.04		Changes to FTE count	Please specify what the additional FTE will support. Please provide list of all fees and charges. Please identify any fees not	4/11/2023	4/13/2023 Provided on 4/16/2023
2.05	3/15/2023	List of Fees and Charges	included in one of the 6 rate schedules	÷/ ±0/∠UZS	Provided on 4/13/2023
			For the 2 year rate period, please explain what the annual cost is assumed for the cash-funded portion of the pension contribution, and	4/13/2023	
2.06	3/15/2023	Pension Costs	what it is by month for each of the 24 month periods.		Provided as part of Rate Hearing Presentation on
			Please provide current charges and procedures as well as proposed charges and procedures outlinling changes, identify impacted	4/11/2023	4/13/2023
2.07	3/21/2023	Contamination Fees	populations and impact to customer waste collection costs.		Provided on 4/12/2022
			Please provide a justification for the proposed 100% adjustment for	4/13/2023	Provided on 4/13/2023
2.08	3/31/2023	Balancing Account	the difference between actual net profits or losses.		Provided as part of Rate Hearing Presentation on
			Please describe the service provided at Pier 94. What are the associated costs with this service? What are the impact to revenues	4/11/2023	4/13/2023
2.09	3/31/2023	Sustainable Crushing at Pier 94	and costs related to this closure? What are the impacts to labor needs and other material needs related to this closure?		
		Programs included in proposed rate (Programs 4-29 in Narrative	Please provide current and proposed labor and costs associated with	4/11/2023	Provided as part of Rate Hearing Presentation on 4/13/2023
2.10	3/31/2023	Summary)	these programs.	,,	7,,
			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		
2.11	4/4/2023	Cost Accrual Basis	accrual, i.e., 30-days following the RY end, 60-days, etc.).	4/14/2023	Moved to RRA Questions
			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		
2.12	4/4/2023	Profit on Equipment Purchasing vs. Leasing	Recology SS/GG directly purchasing equipment and then depreciated over the useful life of 7-10 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 competitors in		
2.13		Basis for Revenue Offsetts Reconciliation Agreed Upon	California? AUP originally expected Wednesday April 19, then expected Friday	5/5/2023	Provided on 5/5/2023
2.14		Proceedures (AUP)	April 28 Please provide RY23 and projected RY24/25 headcount per SS/GG	3/3/2023	
2.15	4/12/2023	Headcount per route	route.		
			Please detail all shandoned material offertr completed for the 3		
			Please detail all abandoned material efforts completed for the past 3 years and how the level of staffing and equipment compares with		
			your proposed rates for RY24 and RY25. Please include days and hours of operation, number and type of equipment used, estimated		
			truckloads or tonnage per zone, location of new proposed zone, and whether cost is entirely ratepayer funded. If service requests have		
		Abandoned Materials Collection	only increased 2.89%, why has response time eroded 33% over the past year? Proposed enhancement includes 2 FTE and 2 vehicles but		
2.16	4/12/2023	Follow-up to presentation slides 31-33	does not include fuel costs or other related expenses.		Provided explanation on 4/20/2023
			What does Recology identify as the cost drivers that are causing changes to the residential rates? How do these cost drivers relate to	4/20/2023	
2.17	4/12/2023	Cost Drivers for Residential Rates	the escalators in the COLA calculation from the 2017 rate order?		Provided on 4/19/2023
			What does Recology identify as the cost drivers that are causing	4/19/2023	1 TOTALCO (11 4/ 13/ 2023
2.18	4/12/2023	Cost Drivers for Tipping Fee	changes to the tipping fee? How do these cost drivers relate to the escalators for the current change to the tipping fee?		
2.19	5/1/2023	Pension Cost Model	What would pensions costs look like for RY24 and RY25 if fully funded in 3 years, 5 years, and 10 years?		
2.20	5/2/2023		What is the change over time in unduplicated calls? Include prepandemic years.		
2.21	5/2/2023		How has tonnage changed over time for abandoned material pickup? Include prepandemic years.		
			During the presentation, Recology stated that this program included proactive service pickup in the Bayview. DPW has stated that this is 4		
2.22	5/2/2022	Abandoned Material Pick Up	day a week pickup at "20 Hot Spots". Please provide a schedule and map of sites.		
			What are the current routes and shcedules of public receptacles pick		
2.23	5/2/2023		up?		
			How would the barries with rolling toters impact and sensors impact service levels, cost of service, or the need for set routes? Please		
2.24		Public Receptacles	describe increase or decrease in FTE/Trucks, frequencies, etc. What were historic tonnages or levels of service for weekend		
2.25	5/2/2023		cleanups? How does this compare on a cost per ton basis to current bulky-item		
2.26	5/2/2023	Weekend Cleanup Events	pickup program?		
2.27	5/2/2022	Waste Zero Outreach	How much diversion has Recology seen tied to accounts that received targeted outreach compared to accounts that have not?		
	5/2/2023	Lero outreach	What is the expected reduction in contamination for the		
2.28	-7,7		implementation of the onboard cameras and the 1 FTE?		
2.29	5/2/2023		How did Recology estimate \$5 million in annual revenues from fees? Who would this impact the most? (by ratepayer type, number of		
2.30	5/2/2023	Contamination Outreach/Fees	accounts, etc.) What were the incidents that led to this proposal and where were		
2.31	5/2/2023	Safe Service	they located? Please provide any related Policy reports, and historical incidents dating back to RY2020		
			What operations has Recology suspended, and what positions can be reallocated? (e.g. Pier 94, reduced downtown public receptacle		
2.32	5/2/2023		reallocated / (e.g. Pier 94, reduced downtown public receptacle service, etc.)		
			Please provide justification for all new FTE requests. What is the		
			existing work plan for the unit? What would be the change to the work plan for the new FTE? (for example, 2 rate analysts are being		
			requested. How many analysts are currently supporting analysis and what new analyses will the 2 new rate analysts be supporting?		
			Request for Trasnportation Operations Manager and Operations		
	p 19 10 01 -		Supervisor, what is the current unit supporting, and what is supporting this need if tonnage is down?) How does this enhancement benefit retropped.		
2.33	5/2/2023		benefit ratepayers?		
2.34	5/2/2023		What level of overtime is being billed to support the existing work? For vacancies (open headcount), how long have these positions been		
2.35	5/2/2023		vacant? What level of overtime is being billed to support these vacant		
2.36	5/2/2023	FTE Changes	positions? During the RRB hearing, Recology stated that they have a survey of 29		
2.37	5/2/2022	Profit Margin	jurisdictions and comparable ORs. Can Recology share the results of this survey?		
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Date	Number		Notes	Response Date	Recology Timing Response
		1 Detail on proposed new composting contamination removal processing at the West			Provided as part of Rate Hearing Presentation on 4/13/2023
		Wing, including equipment specs, layout, any additional labor, projected material type			
3/22/2023		and tons of contamination removed and impact on net recovery of compostables.		4/11/2023	
3/22/2023		2 Contamination Charge & Removal of Recovery/Diversion Discount Protocol, including		4/11/2023	
	-	details on the streamlined process to automate the quality assurance review and	See support provided. Please refer to		
		communication processes referenced in the Summary of Assumptions. What	RRA request 3.092 for assumptions and		
3/22/2023		assumptions are associated with the \$5 million revenue?	calculation on contamination revenue.	5/3/2023	Provided support
	3	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			
3/22/2023		from Waste Zero staff that this service is currently available to SF businesses.			
3/22/2023		4 Organizational chart for RSS, RSF, and RGG, including Waste Zero staff.		4/14/2023	Provided on 4/14/2023
0,,		5 Explain assumptions and justification in tonnage and recovery projections and reason for		7-7-0-0	7 - 7 - 7 - 7 - 7 - 7 - 7 - 7 - 7 - 7 -
		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.			
		6 Abandoned Materials Collection assumptions on tonnage and additional services referenced in the Narrative.	This will be covered by request #2.16, see #2.16 for additional details.		Provided on 4/17/2023
3/22/2023		referenced in the Narrative.	#2.16 for additional details.	4/17/2023	
3/22/2023		7 Event rate schedule and clarification that no events receive free service.			Provided response
-,,		8 Trash processing test net costs with avoided Hay Road disposal cost offset and state goal		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	Provided as part of Rate Hearing Presentation on 4/13/2023
		after test to develop plan with SFE for scaling trash processing in subsequent rate			, , , , , , , , , , , , , , , , , , ,
3/22/2023		process.		4/11/2023	
4/28/2023		9 Clarify the tons, frequency and locations of proposed compost giveways.			
	10	0 What is General Recycling in Schedule H.1 and what programs does it relate to in the			
4/28/2023	<u> </u>	Narrative Summary, BIR or District Clean Ups?	+		
4/28/2023 4/28/2023		1 Where in the schedules are the costs for District Clean Up Events? 2 Where in the schedules are the costs of BIR?			
4/28/2023		3 Contamination: how many accounts are expected to migrate as part of contamination			
4/28/2023	1:	charge process and how will this affect recovery?			
, 5,2525	1	4 Contamination: what portion of facility costs are associated with contamination removal?			
4/28/2023					
	1!	Contamination: how will Recology ensure equity in administering contamination charges			
4/28/2023		if cameras will only be on 38 trucks?			
	16	6 Contamination: what thresholds are considered a "clean inspection" as referenced in			
		4/13/2023 presentation as well as sufficient to merit a tag? The current thresholds are			
		25% by volume in landfill, 10% and 5% in recycling and composting, respectively. Will the customer need to request the inspection? Will it happen through the automated system			
		just as the fees are proposed to be assessed?			
4/28/2023		just as the rees are proposed to be assessed:			
4/20/2023	1	7 Contamination: is Recology also considering Removal of Diversion Discount as a portion			
4/28/2023		of the \$5 million additional revenue?			
	10	8 Contamination: will Recology be focused on contamination in the recycling and			
		composting? How will they minimize the potential for accounts to continue			
4/28/2023		contaminating the landfill and increasing landfill collection service?			
4/28/2023	19	9 Contamination: what timeline for escalation from 50% to 100% contamination charge			
4/28/2023	2	does Recology plan?  Contamination: what amount of time will be considered between the first and second			
	20	instances of contamination? For example, if the first instance occurs followed by a tag			
		and a letter, could the second instance be within a week? a year?			
4/28/2023					
	2:	1 Contamination: what education efforts will the additional FTE managing the			
		contamination process ("FTE to evaluate photos, conduct trainings, manage customer			
		account data, contamination warnings, and process") undertake after the first instance to			
	l	be sure that accounts are aware of the issue and all the tools to remedy? How will the			
	l	staff person be sure to get ahold of the correct person at the location? How will the Recology staff person ensure that accounts understand the process to remove the			
	l	contamination charge/removal of diversion discount?			
4/28/2023	l	and the state of t			
, -,	2	2 Contamination: is there a period of time that the account must maintain a			
	l	contamination charge before initiating its removal? In the past this has been two			
4/28/2023		months.			
	23	3 Contamination: how is Recology prepared to handle and respond to likely appeals to the			
	l	contamination charges? How many do they anticipate addressing given past experience			
4/20/2022	l	and that this would represent a significant increase in scale?			
4/28/2023	2	4 Organics Pre-processing: Provide copy of Stanislaus County notification that Recology has			
	2*	until December 2023 to clean up organic feedstock from San Francisco. Provide proposed			
	l	pre-processing equipment specifications including throughput, electrical energy use and			
		% increase of electrical use at transfer station. Provide examples comparable use of			
	l	similar pre-processing used for organics with results achieve. Compare proposed pre-			
	l	processing to the current processing of organics at BVON.			
4/28/2023	Ь—				
	25	5 Compost giveaways: Recology has stated in both the initial submissions March 7th and			
		every subsequent public hearing that it intends to do compost giveaways. Compost			
	ĺ	giveaways were featured a number of times, including:  • Page 11, number 29 of the March 7th submission			
		Page 11, number 29 of the March 7th submission     March 16th hearing, minute 57			
		1* IVIGILLI 1001 NEGINE, MINULE 37	ĺ.		
		What product will be distributed? How will Recology identify locations and volumes of			
		What product will be distributed? How will Recology identify locations and volumes of distribution? How will Recology promote the giveaways? Who is the intended audience?			
		What product will be distributed? How will Recology identify locations and volumes of			

Category		Task Oct 2023-Sept 2025	Sector	Exhibit associated	Recology Response
Collection	2023 No	Deliver kitchen pails for all residential and apartment building	All Residential		This is in the costs. New ask would be to send to all residential &
Collection	Yes	service starts and upon request.  Maintain inventory of gravity bins and locked bins so that any	All		apartment starts - Our estimate is this would be an additional 8,100 pails and \$130K additional expense for all new starts.  Correct. This is new, and we agreed to 64gal gravity bin for compost
		commercial, residential or event customers may request 96 gaillon landfill and/off ed gaillon compost and/or recycle evenice 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.			
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 bullst, batteries, applicances, sharps, lamps, etc.) and a reuse component such as parthering with Goodwill to refurbish working computer monoitors.	All Residential		Cleared
Collection	yes		Residential	Need exhibit	Cleared
Contamination	Yes	Publish a clear and concise summary of the contamination charges and methods to swid/remove them translated into Spanish, Filipin and Traditional Chinese. Distribution aveness will include website, newsletter, direct mail and provided upon request through customer service. Implement consistent contamination charges throughout SF	All  Apartment & Commercial		Previously agreed to update webiste with contamination charge removal instructions. Part of direct mail is new. Previously agreed to send by mail upon request only.  Same as what we agreed to
		apartment and commercial rate customers per a mutually-agreed upon protocol and phased-in approach with 5FE. Begin the first year with commercial and apartment rate accounts w/o compactors and between 2 cy and 40 cy.			its accounted for in the actual costs.
Contamination	No	Conduct required RSQ audits of affected large refuse generators as mutually agreed with SFE.	Apartment & Commercial		its accounted for in the actual costs.
Contamination	Yes - See column F for specifics	Improve route monitoring by drivers with full utilization of test camera technology to monitor every container that is unloaded.	All	Need exhibit	We agreed to adding cameras to a percentage of our routes (not every contianer that is unloaded), 38 units that will target compost contamination- accounted for in RA
Contamination	No	Perform waste evaluations per the container contamination minimization requirements of SB 1383 Section 18984.5(c) twice annually and report outcomes to the City as mutually agreed	All		its accounted for in our actual costs.
Contamination	No	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. Escalate	Apartment & Commercial		its accounted for in the actual costs.
Hazardous Waste	Yes	charges as mutually agreed upon.  Fully integrate electronic manifesting for all shipments to off-site disposal facilities for Hazardous Waste.			Cleared
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		Cleared
Hazardous Waste	Yes	Frootile outwards to MIO recidence so inheritration of high hazard batteries and basel years (and personal hazard batteries and basel years) for coloration with removal of existing grange battery collection containers?]	Apartment		Cleared
Hazardous Waste	Yes	Fully integrate electronic manifesting for all shipments to off-site disposal facilities.	All		Cleared
Hazardous Waste	Yes	Add Spanish and Chinese language options to Household Hazardous Works volcemal (335-445)	All Residential		Cleaned
Hazardous Waste Outreach Outreach	Yes - See column F for specifics - See Column F for specifics	Hazardour Waste volcemal (130)—Local Country in the Outreach to all new country, prioritizing customers whose service reflect 50% or less recovery rate. Provide primiting 64 distribution every year for residential zero waste outreach malter promoting what goes where, bully item price priority for some content of the prioritization of the study generation confection, and generation credition strategies, alternating between apartment residents (4+ onlish online) and single family (12+ onlish, 54* entil lead on the design of the outreach by working with 54°s contractors and Recording will pure forting and maling of charges of current hazardours.)	All Residential All All Residential		Cleaned Combined this goal with 49, 417 and 254. In the rate application
Outreach	Yes - See column F for specifics Yes - See Column F for	Hazardious Water voicemail (380-1405) Outreach to all new accounts, prioritoting customers whose service reflects 50% or less recovery rate. Provide priming is distribution every year for residential zero waste outreach maker promoting what goes where, bully bern waste outreach maker promoting what goes where, bully zero waste outreach maker promoting what goes where, bully zero waste outreach maker promoting what goes where put yet priorization reduction strategies, alternating between apartment residents (6+ units) and single family (15-sunits). SFE will lead on the design of the nutreach by working with SFE* contractions where the sign of the nutreach by working with SFE* contractions.	All		Combined this goal with #9, #17 and 25#.
Outreach  Outreach	Yes - See column F for specifics Yes - See Column F for specifics	Hazardons Vastes voicemal (1834-565) Chazech but live account, printings continues whose chazech but live account, printings chazech but live account, printings chazech but live account, printings chazech but live account to the chazech but live account	All Residential		Combined this goal with #9, \$17 and 256.  In the rate application
Outreach  Outreach  Outreach	Yes - See column F for specifics Yes - See Column F for specifics No	Natardions Vasite violental (1301-456) Charles that all new country, promising consistents whose Charles that all new country, promising consistents whose Provides printing & distribution every year for recidental zero waste outracts have promoting that give server, builty item probug program, household hazardions waste collection, and propose promoting that give server, builty item probug program, household hazardions waste collection, and the design of the contracts by excelling with \$1 \$5 \$1\$ contractors and the design of the outroom by excelling with \$2 \$5\$ contractors and excellent miles excellent \$1 \$6\$ with primiting with \$2 \$5\$ contractors and excellent miles excellent \$1 \$6\$ with primiting with an excellent miles excellent miles with a virtual option as well as upon request by continuous with quarterly events.  Engage the waste zero champons with quarterly events.  Revise bills to show clearly real structure and incentive conclusions. Nation is wellow as supplied rate calculator for both received.	All All Residential		Combined this goal with #9, #17 and 25#.  In the rate application  its accounted for in our actual costs.
Outreach  Outreach  Outreach  Outreach  Outreach	No. See Column F for Year-See Column F for Year-See Column F for Specifics  No. No. No. Year-See Column F for Specifics  Year-See Column F for Specifics  Year-See Column F for Specifics  Yes-See Column F for Specifics	Nazardons Vastes vicineral (1934-1956) Charach Is all lives activity, principles (continues whose charach is all lives activity, principles (continues whose charach is all lives activity, principles (continues whose charach is all lives activity). The continues whose charach is all lives activity and individual continues activities and individual continues activities and individual continues activities activities and individual continues activities activities activities activities activities activities and individual continues activities activi	AB Residential  AB Residential  AB  AB  Commercial		Combined this goal with #9, #17 and 25 ft.  In their rate application  Rs accounted for in our actual costs.  Agreed this is not applicable  We agreed to work with SFE in partnership on this, Cleaned  We accounted for the associated costs of this in the Rate Application.  Cleaned
Outreach  Outreach  Outreach  Outreach  Outreach  Outreach	Yes - See column F for Specifics  No  No  Yes - See column F for specifics  No  Yes - See column F for specifics	Naturalisms Variety (some) (1994-1995).  What has been a comment (1994-1996).  What has been a comment (1994	AB Residential  AB Residential  AB  AB  AB  AB  AB  AB  AB  AB  AB  A		Combined this goal with 89, 817 and 258.  In the rate application  Its accounted for in our actual costs.  Agreed this is not applicable  We agreed to work with SFE in partisening on this, Cleaned  We accounted for the associated costs of this in the Rate Application.  Cleaned  We combined this goal with 89, 817, 813 and accounted for it in the 2024.  RA by specifying a number of accounts to committee for it in the 2024.  RA by specifying a number of accounts to committee to reaching out to each year. A few things were agreed with here.
Outreach  Outreach  Outreach  Outreach  Outreach	Yes - See column F for Yes - See Column F for No No  Yes - See Column F for specifics  Yes - See Column F for specifics  Yes - See Column F for specifics	Nazardons Vastes vicineral (1934-545) Charach Is all lives account, princings continues whose Charach Is all lives account, princings continues whose Charach Is all lives account, princings continues whose Charach Is all lives account, princings continues and continues account and the Charach Is all lives account and the Charach Is all lives account and the Charach Is all lives and the Charach Is all lives account and the charach Is an extra depth may be 1 want 15 feet instead on the drapp of the charach Is any work principle with 15 feet instead on the drapp of the charach Is any work of the Charach Is any	AB Residential  AB Residential  AB  AB  AB  AB  AB  AB  AB  AB  AB  A		Combined this goal with #9, #17 and 25#.  In the rate application  B1 accounted for in our actual costs.  Agreed this is not applicable  We agreed to work with STE in partnership on this, Cleared  We accounted for the associated costs of this in the Rate Application.  Cleared  We combined this goal with #9, #17, #23, and accounted for it in the 2054  R6 by specifying a number of accounts to commit to reaching out to such
Outreach  Outreach  Outreach  Outreach  Outreach  Outreach  Outreach  Outreach	Yes: See Column F for Specific Column F for	National Water Voter (victorial (1930-456))  Charach Is all the expount, protrings continents whose Manach Is all the expount, protrings continents whose Manach Is all the expount, protrings continents whose Manach Is all the expount of the exposure of t	AB Residential  AB Residential  AB AB AB AB AB AB AB AB APartment & Commercial  Apartment & Commercial		Combined this goal with #9, #17 and 25#.  In the rate application  Its accounted for in our actual costs.  Agreed this is not applicable  We agreed to work with 5FE in partnership on this, Cleared  We accounted for the associated costs of this in the Rate Application.  Cleared  We combined this goal with #9, #17, #25, and accounted for it in the 2004.  We combined this goal with #9, #27, #25 and accounted for it in the 2004.  We combined this goal with #9, #27, #25 and accounted for it in the 2004.  This is in our actual costs.
Outreach  Outreach  Outreach  Outreach  Outreach  Outreach  Outreach  Outreach  Outreach  Outreach	Yes - See column F for  Yes - See column F for  specifics  No  No  Yes - See column F for  specifics  Yes - See column F for  specifics  Yes - See column F for  specifics  No  Yes - See column F for  specifics  No  Yes - See column F for  specifics	Nazardons Vastes vicineral (1930-1456) Charach Is all lives account, printings consistence whose characteristic records and consistence	AB Residential  AB Residential  AB AB  AB AB  AB AB AB Apartment & Commercial  AB Apartment & Commercial  AB Apartment & Commercial		Combined this goal with 87, 812 and 258.  In the rate application  Bits accounted for in our actual costs.  Agreed this is not applicable  We agreed to work with 57E in partnership on this, Cleared  We accounted for the associated costs of this in the Rate Application.  Cleared  We accounted for the associated costs of this in the Rate Application.  Cleared  We accounted fit again with 87, 812, 712, and accounted for 1 in the 2034  RA by specifying a number of accounts to creaming to reaching out to each  vair. A few things were agreed with here.  Concluded this is not applicable  This is in our actual costs.
Outreach  Outreach  Outreach  Outreach  Outreach  Outreach  Outreach	Yes - See column F for Specifics  No  No  No  Ves - See column F for specifics  Yes - See column F for specifics  Yes - See column F for specifics  No  Ves - See column F for Specifics  No  Ves - See column F for Specifics	Nazardons Vastes vicineral (1934-545)  Charach to all the account, professing continues whose charach as life as execution, professing continues and a continue to the continu	AB Residential  AB Residential  AB AB AB AB AB AB AB AB APartment & Commercial  Apartment & Commercial	Ves	Combined this goal with 87, 817 and 258.  In the rate application  Its accounted for in our actual costs.  Agreed this is not applicable  We agreed to work with SFE in partnership on this, Cleared  We accounted for the associated costs of this in the Rate Application.  Cleared  We combined this goal with 87, 817, 825, and accounted for it in the 2024  RA by specifying a number of accounts to commit to reaching out to each year. A how things were agreed with here.  Concluded this is not applicable  This is no or actual costs.

#	Title	Criteria	Purpose	Template (Y/N)	Frequency	Current rate report connection	SFE Lead(s)	Recology Response
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	Required by CalRecycle to report collection numbers by program and waste type	Y	Quarterly	Table 5	Maggie Johnson, Hilary Near, Jen Jackson, Huy Le	Cleared
2	Table 3	All information in the template	Used to reconcile disposal for CalRecycle Electronic Annual Report (EAR) and generation studies	Υ	Annually	N	Jack Macy, Hilary Near	Cleared
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	Hilary Near, Michael Bybee	Yes, we send monthly (from Accounting)
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—ye, 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	Hilary Near, Jessica Narvios, Freddy Coronado	Yes, WasteZero sends quarterly
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	Alexa Kielty, Hilary Near	Yes, we send quarterly (From Waste Zero)
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	Alexa Kielty, Maggie Johnson, Hilary Near	Part of this is a new request. We can provide the data from Language Line.
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	Soko Made, Jack Macy	Cleared
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	Υ	Quarterly	Table 4	Hilary Near	Yes, we send quarterly (from Accounting)
9	Quarterly HHW Report	Narrative Report, Form 303 data, Battery Bucket Collection Report	t Supports the annual HHW report and required by HHW Facility Operating Agreement contract	Υ	Quarterly	N	Maggie Johnson, Hilary Near, Jen Jackson, Huy Le	Cleared
10	Refuse Separation Compliance Ordinance	total refuse collection volume)		Y	Quarterly	N	Hilary Near	Yes we send Quarterly
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		

Item	Meeting Date	Commission	Question	Response Date	Response
	-	Sanitation and Streets			Listserves, social media, OEWD, small business commission. Hearings, workshops. Collecting
	3/20/2023	Commission	How is the city receiving public comment and conducting outreach?	3/20/2023	public comment and presenting to RRB.
		Sanitation and Streets	Advice - do roadmap so anyone can understand how rates were set.		
	3/20/2023	Commission	Outreach is important, so do the outreach, 3-4 times.	3/20/2023	Noted.
	2/20/2022	Sanitation and Streets Commission	There is a difference in overflow fees for residential vs commercial, small		
	3/20/2023	Sanitation and Streets	businesses are taking trash home or public dumping.  There's less trash being tipped, so it makes sense that the rate per ton would go		
	3/20/2023	Commission	up, but shouldn't it balance out? If price up but volume down?		
	3/20/2023	Sanitation and Streets	ap, see shouldn't it buildness out. If price up out volume down.		
	3/20/2023	Commission	How does "mosquito fleet" impact costs?		
		Commission on the			
	3/28/2023	Environment	For regular monopoly is there a regular % that's considered reasonable and fair?		
		Commission on the			
	3/28/2023	Environment Commission on the	What is recology's incentive to manage costs?		
	3/29/2023	Environment	What controls are in place to ensure landfill tonnage and ZWI reporting of numbers are accurate?		
	3/20/2023	Commission on the	numbers are accurate:		
	3/28/2023	Environment	Will inflation projections be updated again during this process?	3/28/2023	Yes, likely using the Controller's 9-month report data
-	-, -,	Commission on the	What resources are available to learn more about the rate setting process and	., ., .	., ., ,
	3/28/2023	Environment	other related details?	3/28/2023	There are more resources on the Refuse Rate Administration website.
		Commission on the	How are ZWI tier 3-4 funds available to recology? How often are proposals being		
	3/28/2023	Environment	approved if the ZWI tier is not achieved?		
	2/20/2022	Commission on the	Miles in Coff and FANIs and in costing and facilities and		
	3/28/2023	Environment	What is CoE and ENV's role in setting goals for this rate cycle?		
	2/20/2022	Commission on the Environment	Who decides how to allocate funds from ENV's portion of the impound budget?	2/28/2022	ENV and CoE determine their budget
-	3/28/2023	LIIVII OIIIIIEIIL	What is the relationship between the impound budget and rate setting process?	3/20/2023	Erry and Cor determine their padger
	1	Commission on the	Does CoE/ENV recommend to CON to assume \$14.7M/year, or does ENV negotiate		
	3/28/2023	Environment	with them?	3/28/2023	Prop F June 2022 allows CoE to give input
-		Commission on the	One of the commissioners said they strongly support the change in ZWI metrics		
	3/28/2023	Environment	from tonnage to % recovery.	3/28/2023	Noted.
			The second to last slide in Recology's presentation showed rates increase for		
			recycle and compost bins more than for trash. That sends the wrong signal to		
			residents. CoE wants them to recycle and compost, not rely on black bins. Can the rates put more of any increase on black bins and less on blue and green to reward		
		Commission on the	residents who've done a good job of sorting? Is there a way to use the fee to		
	3/28/2023	Environment	incentivize more sorting?		
-	0,10,111	Commission on the			
	3/28/2023	Environment			
		Commission on the			
	3/28/2023	Environment			
	2/20/2022	Commission on the			
	3/28/2023	Environment	What is the actual increase in abandoned materials in Bayview over the past 5		
			years? What were the tonnages, number of required pickups, and 311 complaints		
	4/13/2023	Refuse Rate Board	for each year?		
	, , ,		,		
			Can you show any statistics which demonstrate that public outreach and		
	4/13/2023	Refuse Rate Board	engagement reduces abandoned materials? What about changes to staffing?		
			Can you show any statistics which demonstrate that public outreach and		
		Refuse Rate Board	engagement reduces contamination? What about changes to staffing?		
-	4/13/2023	Refuse Rate Board	How does Recology share data on contamination with DPW and SFE?		
	1		Doesn't employee ownership (ESOP) impact Recology's calculation of profit or how profit should be considered? How are taxes different with ESOP vs. a traditional for-		
	4/13/2023	Refuse Rate Board	profit or publicly-traded company?		
	4/13/2023	nerase nate board	Under Recology's proposal, what is the incentive to manage costs? Do Recology's		
	1		profits increase relative to their costs without limit? What is the justification for a		
	1		balancing account that covers 100% of profits or loss if there are a lack of cost		
	4/13/2023	Refuse Rate Board	controls?		
	1		The Board has requested more jurisdiction comparisons for rates as well as		
	. /	D-6 D-4- 2	operating ratios and/or profit margins. This item may be better suited as an		
<b> </b>	4/13/2023	Refuse Rate Board	exhibit.		
	4/12/2022	Refuse Rate Board	What are the average diversion discounts across customer classes annually?		
	4/15/2023	neruse nate Dualu	How are diversion discounts calculated and what evidence does Recology have to		
	4/13/2023	Refuse Rate Board	show that they are effective in increasing diversion?		
	., 23/2023		,		
	1		Public comment: If certain street bins require a second pickup during the day,		
	4/13/2023	Refuse Rate Board	would it be possible to install a second bin nearby to reduce second pass?		
	l .	1	What data does Recology have to demonstrate that neighborhood comercial zones		
		Refuse Rate Board	are requiring more frequent service of street bins than in the past?		

Abbreviation or Acronym	Title
AB	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.