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

Weekly update dated 05/12/2023

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 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 also been submitting the requested exhibits. Incomplete or missing items should have an expected date of completion. As of May 12th, 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 opudate 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	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
		E.1 Operating Expense				<u> </u>
1.1	3/15/2023	Summary	Missing		4/11/2023	Will provide April 24
1.11	3/15/2022	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	Sc. vice Apportionillelit	Greater Detail	Identification of Fixed/Variable cost, and Combined and Eliminiations columns are missing.	4/11/2023	erin provide riprii 24
1.12		G.1 Refuse Collection Detail	Requested	Include columns to disaggregate RSF from SS/GG		See fixed/variable report.
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	3/15/2023	N.1 IIISUrance Expenses	iii neview	payers. Necology will adjust the value column to say limit or coverage and complete.	4/3/2023	Initial provided 4/5/2023
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	• •

Item	Request Date	Exhibits	What are current services and costs associated with outreach. What		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
	3/15/2023, amended		What is the current level of service for abandoned materials collections and what are the associated costs? What changes to abandoned materials collections are being made and what are the associated costs? How were decisions made to propose enhanced	4/11/2023	Provided as part of Rate Hearing Presentation on 4/13/2023 sildes 31-33
2.02	3/31/23	Abandoned Materials Collection	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 "City can" service and how will this change? What are the	4/11/2023	Provided as part of Rate Hearing Presentation on 4/13/2023
2.03	3/15/2023, amended 3/31/23	Increased "City can" service	associated cost changes? How were decisions made to propose enhanced service?	7/14/2023	
2.04	3/15/2023	Changes to FTE count	Please specify what the additional FTE will support.	4/11/2023	Provided as part of Rate Hearing Presentation on 4/13/2023
2.05	3/15/2023	List of Fees and Charges	Please provide list of all fees and charges. Please identify any fees not included in one of the 6 rate schedules	4/16/2023	Provided on 4/16/2023
2.06	3/15/2023	Pension Costs	For the 2 year rate period, please explain what the annual cost is assumed for the cash-funded portion of the pension contribution, and what it is by month for each of the 24 month periods.	4/13/2023	Provided on 4/13/2023
2.07	3/21/2023	Contamination Fees	Please provide current charges and procedures as well as proposed charges and procedures outlining changes, identify impacted populations and impact to customer waste collection costs.	4/11/2023	Provided as part of Rate Hearing Presentation on 4/13/2023
2.08		Balancing Account	Please provide a justification for the proposed 100% adjustment for the difference between actual net profits or losses.	4/13/2023	Provided on 4/13/2023
2.09	3/31/2023	Sustainable Crushing at Pier 94	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 labor needs and other material needs related to this closure?	4/11/2023	Provided as part of Rate Hearing Presentation on 4/13/2023
		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. Please provide a summary of which costs have been and are proposed to be: 1) (Full) Accrual Basis, 2) Cash Basis, or 3)		
2.11	4/4/2023	Cost Accrual Basis	Otherwise, e.g. Modified Accrual Basis (along with the recognition period, if modified accrual, i.e., 30-days following the RY end, 60- days, etc.).	4/14/2023	Moved to RRA Questions
2.12	4/4/2023	Profit on Equipment Purchasing vs. Leasing	Please explain why certain assets are being depreciated (Full Accrual fasis Cody), so, there like explained are a leased to Own (Cash Basis). What is Recodingly loop to lease or to own? For issued to own, it Recodes (Supplied to lease or to own?) For issued to own, it Recodes (Supplied to lease or the assets and is Recodery \$100 days own and the same and is Recodery \$100 days own the same tand is Recodery \$100 days own the same tand is Recodery \$100 days own the same tand to the same type including the same tand to the same tan		
2.13	4/4/2023	Basis for Revenue Offsetts Reconciliation Agreed Upon Proceedures (AUP)	What is the basis for assumed revenue offsets? Please detail which market analyses and pricing sources are being used and assumed by Recokely for revenues associated with Organics, Recyclables, etc. to ensure 9.5 Repayers are benefitting from and having some costs of service covered by those parts of the west services How do Recokely revenue offset prices for these products compare with competitor in California? All Programs of the Properties of the Pr	5/12/2023 5/5/2023	See file provided on 5/12/2023 Provided on 5/5/2023
2.15	4/12/2023	Headcount per route	Please provide RY23 and projected RY24/25 headcount per SS/GG route.		
2.16	4/12/2023	Abandoned Materials Collection Follow-up to presentation slides 31- 33	Please detail all abandoned material efforts completed for the past 3 years and how the level of staffing and equipment compares with your proposed rate for NTR2 and NTR2. What we include days and a contraction of the cont		
		Cont Dataset Co.	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	Provided explanation on 4/20/2023
2.17		Cost Drivers for Residential Rates	the escalators in the COLA calculation from the 2017 rate order? What does Recology identify as the cost drivers that are causing changes to the tipping fee? How do these cost drivers relate to the cost drivers have been cost drivers.	4/19/2023	Provided on 4/19/2023
2.18	5/1/2023	Cost Drivers for Tipping Fee Pension Cost Model	escalators for the current change to the tipping fee? 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.	5/11/2023	Included in RRA Hearing presentation on 5/9/2023
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	5/11/2023 5/11/2023	Included in RRA Hearing presentation on 5/9/2023
2.22	5/2/2023 5/2/2023	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 up?		Included in RRA Hearing presentation on 5/9/2023
2.24	5/2/2023	Public Receptacles	How would the barries with rolling toters impact and sensors impact service levels, cost of service, or the need for set routes? Please describe increase or decrease in FTE/Trucks, frequencies, etc.	5/11/2023	Included in RRA Hearing presentation on 5/9/2023
2.25	5/2/2023		What were historic tonnages or levels of service for weekend cleanups? How does this compare on a cost per ton basis to current bulky-item	5/11/2023 5/11/2023	Included in RRA Hearing presentation on 5/9/2023
2.26	5/2/2023	Weekend Cleanup Events	pickup program? How much diversion has Recology seen tied to accounts that received		Included in RRA Hearing presentation on 5/9/2023
2.27		Waste Zero Outreach	targeted outreach compared to accounts that have not? What is the expected reduction in contamination for the		
2.28	5/2/2023		Implementation of the onboard cameras and the 1 FTE?		
2.29	5/2/2023		tiour did Recology estimate \$5 million in annual revenues from fees?		*The table below those how contaminations fees are distributed by outsomer type. **we describe that indication for remain consistent between the different customer categories. **Commercial customers represent over 70% of our charges. These customers can include restau-anti, businesses. **Residential customers represent over 70% of our charges. These customers represent over 50% of our charges. These customers represent less than 1% of our contamination revenue. The well increase slightly with the addition of cameras but will remain below 1%. **Brankdown by Customer Category %*Commercial 71.6%** **Generatical Table 30%** **Generatical Table 30%** **Generatical Table 30%** **Generatical Table 30%** **Commercial 71.6%** **Commercial 71.6%* **
2.30	5/2/2023	Contamination Outreach/Fees	Who would this impact the most? (by ratepayer type, number of accounts, etc.) What were the incidents that led to this proposal and where were	5/12/2023	Residential 0.01% Total 100.00%
2.31	5/2/2023	Safe Service	What were the incidents that led to this proposal and where were they located? Please provide any related Policy reports, and historical incidents dating back to RYZOZO What operations has Recology suspended, and what positions can be reallocated? (e.g. Pier 94, reduced downtown public receptacle	5/12/2023	See incidents and police reports provided
2.32	5/2/2023		residenced (rie.g. year su, resource downtown pusic recoprace evidence, etc.). Please provide justification for all new FTF requests. What is the sesting work plan for the new TTF (for example, 2 rate analysts are being work plan for then new TTF) (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 Transportation Operations Manager and Operations		
2.33	5/2/2023		Request for Transportation Operations Manager and Operations Supervisor, what is the current unit supporting, and what is supporting this need if tonnage is down?) How does this enhancement benefit ratepayers?	5/10/2023	See FTE excel provided on 5/8/2023 for details and Included in RRA Hearing presentation on 5/9/2023 for additional details
2.34	5/2/2023		What level of overtime is being billed to support the existing work?		
2.35	5/2/2023		For vacancies (open headcount), how long have these positions been vacant?	5/10/2023	See FTE excel provided on 5/8/2023 for details.
2.36	5/2/2023	FTE Changes	What level of overtime is being billed to support these vacant positions? During the RRB hearing, Recology stated that they have a survey of 29		
2.37		Profit Margin	jurisdictions and comparable ORs. Can Recology share the results of this survey? Please provide the balancing account spending and totals current and		
	5/11/2023	Balancing Account RRA Hearing 1 Recology Program	available for RY24 onwards as currently known. Please revise "RRA Hearing 1 Recology Program Enhancements.xlax" Initially delivered on 5/8/23 so that expenses are broken down by line		
2.39		Enhancements	Item and specific line Items are reported. Please provide a status quo program detail - what are the specific program that were delivered under the prior rate order, on which anything additional would be considered a "program enhancment". Please provide the RY24 and RY25 Algusted Net Revenue Requirement (unadjusted by rate stabilization fund or ZWI addot with the Status good, "Question 3.005 of. 1 Expense is a related item under this "status good", Question 3.005 of. 1 Expense is a related item.		
2.4	5/11/2023	Status Quo Program Detail	so these two should align.		

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1		Detail on proposed new composting contamination removal processing at the West	Notes	Response Date	Recology Timing Response Provided as part of Rate Hearing Presentation on 4/13/2023
	1	Wing, including equipment specs, layout, any additional labor, projected material type			1. Toward as part of nate freating Presentation on 4/15/2023
		and tons of contamination removed and impact on net recovery of compostables.			
3/22/2023		, , , , , , , , , , , , , , , , , , , ,		4/11/2023	
	2	Contamination Charge & Removal of Recovery/Diversion Discount Protocol, including			
		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	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		Organizational chart for RSS, RSF, and RGG, including Waste Zero staff.		4/14/2023	Provided on 4/14/2023
		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.			
3/22/2023	6	Abandoned Materials Collection assumptions on tonnage and additional services	This will be covered by request #2.16, see		Provided on 4/17/2023
	-	referenced in the Narrative.	#2.16 for additional details.		
3/22/2023				4/17/2023	
3/22/2023	7	Event rate schedule and clarification that no events receive free service.		4/18/2023	Provided response
-, ,		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.			
		What is General Recycling in Schedule H.1 and what programs does it relate to in the			
4/28/2023		Narrative Summary. BIR or District Clean Ups?		<u> </u>	
4/28/2023		Where in the schedules are the costs for District Clean Up Events?			
4/28/2023		Where in the schedules are the costs of BIR?			
	13	Contamination: how many accounts are expected to migrate as part of contamination			
4/28/2023		charge process and how will this affect recovery?			
	14	Contamination: what portion of facility costs are associated with contamination removal?			
4/28/2023					
	15	Contamination: how will Recology ensure equity in administering contamination charges			
4/28/2023		if cameras will only be on 38 trucks?			
	16	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			
4/28/2023		just as the fees are proposed to be assessed?			
4/28/2023	17	Contamination: is Recology also considering Removal of Diversion Discount as a portion			
4/28/2023	1,	of the \$5 million additional revenue?			
4/20/2025	18	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?			
	19	Contamination: what timeline for escalation from 50% to 100% contamination charge			
4/28/2023		does Recology plan?			
	20	Contamination: what amount of time will be considered between the first and second			
		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					
	21	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			
		be sure that accounts are aware of the issue and all the tools to remedy? How will the			
		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			
4/20/2022		contamination charge/removal of diversion discount?			
4/28/2023	22	Contamination is there a period of time that the			
	22	Contamination: is there a period of time that the account must maintain a contamination charge before initiating its removal? In the past this has been two			
4/28/2023		months.			
4/20/2023	22	months. Contamination: how is Recology prepared to handle and respond to likely appeals to the			
	23	contamination: now is kecology prepared to name and respond to likely appeals to the contamination charges? How many do they anticipate addressing given past experience			
		and that this would represent a significant increase in scale?			
4/28/2023		and and and represent a significant morease in scare:			
., _ 5, 2025	24	Organics Pre-processing: Provide copy of Stanislaus County notification that Recology has			
		until December 2023 to clean up organic feedstock from San Francisco. Provide proposed			
J.		pre-processing equipment specifications including throughput, electrical energy use and			
		% increase of electrical use at transfer station. Provide examples comparable use of			
		similar pre-processing used for organics with results achieve. Compare proposed pre-			
		similar pre processing used for organies with results delineve, compare proposed pre		I	
		processing to the current processing of organics at BVON.			
4/28/2023		processing to the current processing of organics at BVON.			
4/28/2023	25	processing to the current processing of organics at BVON. Compost giveaways: Recology has stated in both the initial submissions March 7th and			
4/28/2023	25	processing to the current processing of organics at BVON. 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			
4/28/2023	25	processing to the current processing of organics at BVON. 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 giveaways were featured a number of times, including:			
4/28/2023	25	processing to the current processing of organics at BVON. 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 giveaways were featured a number of times, including: Page 11, number 29 of the March 7th submission			
4/28/2023	25	processing to the current processing of organics at BVON. 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 giveaways were featured a number of times, including: - Page 11, number 29 of the March 7th submission - March 16th hearing, minute 57			
4/28/2023	25	processing to the current processing of organics at BVON. 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 giveaways were featured a number of times, including: Page 11, number 29 of the March 7th submission • March 16th hearing, minute 57 What product will be distributed? How will Recology identify locations and volumes of			
4/28/2023	25	processing to the current processing of organics at BVON. 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 giveaways were featured a number of times, including: • Page 11, number 29 of the March 7th submission • March 16th hearing, minute 57 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?			
4/28/2023	25	processing to the current processing of organics at BVON. 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 giveaways were featured a number of times, including: Page 11, number 29 of the March 7th submission • March 16th hearing, minute 57 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 et gallon compost and/or recycle evoice 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	Proofe extracts to MID residence on Americanism of Yagis hazard Instance and hazard yearching officers (in contraction) for contraction of with removal of existing orange battery collection containers?)	Apartment		Chared
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 (ISS-446)	All Residential		Cleaned
Hazardous Waste Outreach Outreach	Yes - See column F for specifics - Yes - See Column F for specifics - Specific - Spec	Hazardour Waste volcemal (130)—Local Country to the Outreach to all new country, prioritizing customers whose service reflect 50% or less recovery rate. Provide primiting 64 distributions every year for residential zero waste outreach malter promoting what goes where, bully zero priority program, bounded hazardour waste ordeston, and generation or eduction strategies, alternating between apartment residents (4+ onlish and leight family (12+ onlish, 54* et all said on the design of the outreach by working with 54°s contractors and Recording will purp for ringing and maling of contractors and Recording will purp for ringing and maling of contractors and Recording will purp for ringing and maling of contractors and fraccing will purp for ringing and maling of contractors and fraccing will purp for ringing and maling of contractors and fraccing will purp for ringing and maling of contractors and fraccing will purp for ringing and maling of contractors and fraccing will purp for ringing and maling of contractors and fraccing will purp for ringing and maling of contractors and fraccing will purp for the contractors and fraccing will purp for ringing and maling of contractors and fraccing will purp for ringing and maling of contractors and fraccing will purp for the contractor and fraccing will purp fraccing and fraccing will purp fraccing and fraccing will be a supplied to the contractor and	All Residential All All All Residential		Chared Combined this goal with #9, #17 and 25#. 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 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 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 consistent whose Provide printing & distribution every year for recidental zero waste outracts make promoting that give server, builty item probug program, household hazardions waste collection, and produce program, household hazardions waste collection, and who the control of the control of the control of the control by working with 3Ft contractors seem that design of the outroom by working with 3Ft contractors and waste designed with 15 will violent make control of the control	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	Yes - See column F for Teachers Yes - See Column F for Specifics No No	Natardious Votates vicinarial (1303-4565) Chartech to all new account, protricing customers whose Chartech to all new account, protricing customers whose Provides printing & distribution every year for residential zero waste outracts. Inself, and the provides of the observable by exocity and the PCF contractors and the design of the outracts by working with SFE contractors and except with provides and making outracted materials. Prouds regarder virtual and in person trainings to properly amounts by basic, outractories of the visit and provides outractions and will also properly amounts of the provides of the provid	All Residential All Residential		Combined this goal with #9, #12 and 25#. In the rate application Its accounted for in our actual costs. Agreed this is not applicable
Outreach Outreach Outreach Outreach Outreach Outreach Outreach	Yes - See column F for Specifics No No Ves - See column F for specifics Ves - See column F for specifics Ves - See column F for specifics	Naturalisms Variety (some) (1994-1995). What the limit is account, printings continents whose Character has if the except printing is distribution every year for receivers in every extensive continents. The continents who was a continent of the continents of the	All Residential All Residential All All All All All All 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 57E 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 2024. RA by specifying a number of accounts to commit 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 displayed without and in present continues to properly many continues and manifest and charach Is all lives and continues and manifest and continues account and the charach Is all lives and continues and manifest and continues a	All Residential All Residential All All All All All All Apartment & Commercial		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	Nationality Worker (scientific (1984)). A second process of the control (1984) and control (1984) and control (1984) and control (1984) and control (1984). A second process of the control (1984) and cont	AB A		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, #17, #25, and accounted for it in the 2004. We combined this goal with #9, #17, #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 A		Combined this goal with 89, 812 and 258. In the rate application Bit accounted for in our actual costs. Research this is not applicable We agreed this is not applicable We agreed this is not applicable We accounted for the associated costs of this in the Rate Application. Cleared We accounted fine goal with 89, 812, 823, and accounted for it in the 2034 Re by specifying a number of accounts to commit to reaching out to each year. A first 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 (1934-546) Charach to all five account, professing continues whose Manuel State of the Contract to all five account, professing continues whose Manuel State of the Contract to all five account, professing contract to the Contract to all five accounts of the Contract to all five accounts of the Contract to all five accounts of the Contract to account to the Contract to the Contract to account to the Contract t	AB AB Residential AB AB AB AB AB AB AB AB AB Apartment & Commercial AB 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 few 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	Υ	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-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	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.	Υ	Monthly	Table 3	Soko Made, Jack Macy	Cleared
8	Noncompliant accounts		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	Large refuse generator (LRG) accounts (compactor or 40 cy/week total refuse collection volume)	audit needs	Υ	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		

tem	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.
		Sanitation and Streets	There is a difference in overflow fees for residential vs commercial, small		
	3/20/2023	Commission	businesses are taking trash home or public dumping.		
		Sanitation and Streets	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?		
		Sanitation and Streets			
	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	What is recology's incentive to manage costs?		
	2/20/2022	Commission on the	What controls are in place to ensure landfill tonnage and ZWI reporting of		
	3/28/2023	Environment	numbers are accurate?		
	2/20/2022	Commission on the Environment	Mill inflation and ordered and only design the control of the cont	2/20/2022	Yes, likely using the Controller's 9-month report data
	3/28/2023	Commission on the	Will inflation projections be updated again during this process? What resources are available to learn more about the rate setting process and	3/28/2023	res, likely using the Controller's 9-month report data
	2/20/2022	Environment	other related details?	2/20/2022	There are more resources on the Refuse Rate Administration website.
	3/20/2023	Commission on the	How are ZWI tier 3-4 funds available to recology? How often are proposals being	3/20/2023	There are more resources on the Keruse Rate Administration website.
	3/29/2023	Environment	approved if the ZWI tier is not achieved?		
	3/20/2023	Commission on the	approved if the 2001 del is not achieved:		
	3/28/2023	Environment	What is CoE and ENV's role in setting goals for this rate cycle?	1	
	3/20/2023	Commission on the	What is educated a fore in setting goals for this face cycle.		
	3/28/2023	Environment	Who decides how to allocate funds from ENV's portion of the impound budget?	3/28/2023	ENV and CoE determine their budget
	3,23,232		What is the relationship between the impound budget and rate setting process?	5, 25, 252	
		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?		
		Commission on the			
	3/28/2023	Environment			
		Commission on the			
	3/28/2023	Environment			
		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?		
		L	Can you show any statistics which demonstrate that public outreach and	1	
		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	1	
	4/4-7		profit should be considered? How are taxes different with ESOP vs. a traditional for-	1	
	4/13/2023	Refuse Rate Board	profit or publicly-traded company?	1	
		1	Under Recology's proposal, what is the incentive to manage costs? Do Recology's	1	
		1	profits increase relative to their costs without limit? What is the justification for a	1	
	4/4-7		balancing account that covers 100% of profits or loss if there are a lack of cost	1	
	4/13/2023	Refuse Rate Board	controls?		
		1	The Board has requested more jurisdiction comparisons for rates as well as	1	
	4/42/2022	D-6 D-4- D'	operating ratios and/or profit margins. This item may be better suited as an	1	
	4/13/2023	Refuse Rate Board	exhibit.	-	
	4/4-7			1	
	4/13/2023	Refuse Rate Board	What are the average diversion discounts across customer classes annually?	-	
	. /	D-6 D-4- C .	How are diversion discounts calculated and what evidence does Recology have to	1	
	4/13/2023	Refuse Rate Board	show that they are effective in increasing diversion?		
		1		1	
	4/4-7		Public comment: If certain street bins require a second pickup during the day,	1	
	4/13/2023	Refuse Rate Board	would it be possible to install a second bin nearby to reduce second pass?		
		1		1	
	1	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
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.