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

Weekly update dated 05/22/2023

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. 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
						3 3 3
						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
1.01	3/24/2023	A.2 Total Sources and Uses	In Review	Breakdown of Total Uses needed. Missing Residential Multi-Family, 5 units or less.	4/2/2023	costs, is presented in aggregate, without separation by customer class."
				, , , , , , , , , , , , , , , , , , ,		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
						Revenue offsets will be covered as an exhibit moving forward, see 2.13 for
1.05	3/15/2023	D.2 Revenue Offsets	Missing		4/11/2023	additional details
						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
				Revenue by Customer Type missing, i.e., rows 34-78. Actuals would have to exist in order to		customer class due to differing rate structures, all other rate activity, including all
1.06	3/24/2023	D.3 Recycling Revenue	In Review	have done accurate billings.	4/2/2023	costs, is presented in aggregate, without separation by customer class."
1.00	3/1-1/1013	D.D Necycling Nevertue	III NEVICE	nave done decarate binings.	4/ 1/ 1013	costs, is presented in aggregate, without separation by castomer 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	4/2/2023	costs, is presented in aggregate, without separation by customer class."
				Rows 46-48 Missing, and important for policymaker and public sightline, to know the impact on		Provided 4/5/2023
1.08	3/24/2023	D.5 Processing Tonnage	In Review	the Landfill Disposal Agreement's time-to-cap exceedance.	4/5/2023	P10Vided 4/3/2023
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
1	2/45/2000	E.1 Operating Expense			4/44/2222	Million de Andi 24
1.1	3/15/2023	Summary	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	sc. vice Apportionillellt	Greater Detail	Identification of Fixed/Variable cost, and Combined and Eliminiations columns are missing.	4/11/2023	rom provide ripin 24
1.12	3/15/2022	G.1 Refuse Collection Detail	Requested	Include columns to disaggregate RSF from SS/GG	5/11/2023	See fixed/variable report.
1.13		J.3 Depreciation Expenses	In Review	Actuals are missing		Recology provided actuals
	5, 55, 5025				2, 23, 2023	W. F. C.
				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		
1.14	3/15/2023	K.1 Insurance Expenses	In Review	payers. Recology 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
		·				Provided 4/11/2023: "Professional Services are third party service costs. Therefore,
		O.1 Professional Services				FTE, performing and requesting companies are not relevant for this section."
1.16	3/15/2023		In Review	FTE and performing and requesting companies are missing	4/11/2023	
		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	Notes What are current services and costs associated with outreach. What changes to outreach are being made, and what are the associated cost	Response Date 4/11/2023	Recology Timing Response Provided as part of Rate Hearing Presentation on 4/13/2023
2.01	3/15/2023	Outreach	changes? 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	4/11/2023	Provided as part of Rate Hearing Presentation on 4/13/2023 slides 31-33
2.02	amended 3/31/23	Abandoned Materials Collection	associated costs? How were decisions made to propose enhanced service? 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		Provided as part of flate Hearing Presentation on 4/13/2023
2.03	3/15/2023, amended 3/31/23	Increased "City can" service	"City can" service and how will this change? What are the associated cost changes? How were decisions made to propose enhanced service?	4/11/2023 4/11/2023	Provided as part of Rate Hearing Presentation on
2.04	3/15/2023	Changes to FTE count List of Fees and Changes	Please specify what the additional FTE will support. Please provide list of all fees and charges. Please identify any fees not included in one of the 6 rate schedules.	4/11/2023	4/13/2023 Provided on 4/16/2023
2.05	3/15/2023	Densina 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	3/31/2023	Balancing Account	Please provide a justification for the proposed 200% adjustment for the difference between actual net profits or losses.	4/13/2023	Provided on 4/13/2023 Provided as part of Rate Hearing Presentation 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 servior? What are the impact to revenues and costs related to this closure? What are the impacts to labor needs and other material needs related to this closure?	4/11/2023	
2.10	3/31/2023	Programs included in proposed rate (Programs 4-29 in Narrative Summary)	Please provide current and proposed labor and costs associated with these programs. Please provide a summary of which costs have been and are proposed	4/11/2023	Provided as part of Rate Hearing Presentation on 4/13/2023
2.11	4/4/2023	Cost Accrual Basis	Please provide a summary of which costs have been and are proposed to be: 1) [frail, Accrual Basis; 2] Cash Basis; or 3) Otherwise, e.g. Modified Accrual Basis (along with the recognition period, if modified accrual, i.e., 30-days following the RY end, 60-days, etc.).	4/14/2023	Moved to RRA Questions
2.12	4/4/2023	Profit on Equipment Purchasing vs. Leasine	Please explain why certain assets are being depreciated (full Accrual Basis Cost) vs. Others like explainment are Lassed-to-Down (clark Basis). What is Receipting you're based to-Down (clark Basis). What is Receipting you're based to-Down (clark Basis). When the Receipting Lassed searches are considered to the salests and is Receipting SGOD amount of the Cost of the Cost of the Same and the Cost of		
			What is the basis for assumed revenue offsets? Please detail which market analyses and pricing sources are being used and assumed by		
2.13	4/4/2023	Basis for Revenue Offsetts	Recology for revenues associated with Organics, Recyclables, etc. to ensure SF Retaphyeava are benefiting 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 California?	5/12/2023	See file provided on 5/12/2023
2.14	4/6/2023	Reconciliation Agreed Upon Proceedures (AUP)	AUP originally expected Wednesday April 19, then expected Friday April 28 Please provide RY23 and projected RY24/25 headcount per SS/GG	5/5/2023	Provided on 5/5/2023
2.15	4/12/2023	Headcount per route	mote. Finance detail all abandoned material efforts completed for the part 3 system and from the level of staffing and equipment compress with your base for \$12.5 Pains reducin days and hour the level of \$12.5 Pains reducin days and hours of the total part of \$1.5 Pains reducing the part hours of the total part of \$1.5 Pains reducing the part hours of the total part and total reducing reducing the part of \$1.5 Pains reducing the part of the total part and whether cost in control part pains part founded. If service requests have only increased in a control part pains part of the part part of the part part part part part part part part	5/12/2023	These refer to 3.140 See paradoher provide. Part action highlight stand of all absorbered material efforts completed for the part 3 years. Belve section includes days with horse, the part 3 years. Belve section includes days with horse of paraelloss. Clear section notes the resurber and types of equipment used. Yellow has the extinated of the results of the proposed price. Purple is located to the new proposed price. Purple is located to the new proposed price. Purple is located after graphic price. Device the part of the part of the price of the part of the part of the part of the price of the part of the par
2.16	4/12/2023	follow-up to presentation slides 31-33	include fuel costs or other related expenses. What does Recology identify as the cost drivers that are causing changes to the residential rates? How do these cost drivers relate to	5/17/2023	calls resulted in an eroded response time. See FTE excel provided to show the fully loaded costs. 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	4/19/2023	Provided on 4/19/2023
2.18	4/12/2023 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.	5/18/2023	See response and pdf attached
2.20	5/2/2023		in 3 years, 5 years, and 20 years? What is the change over time in unduplicated calls? Include prepandemic years. How has tornage changed over time for abandoned material pickup?	5/11/2023 5/11/2023	Included in RRA Hearing presentation on 5/9/2023
2.21	5/2/2023		Include prepandemic years. During the presentation, Recology stated that this program included	5/11/2023	Included in RRA Hearing presentation on 5/9/2023
2.22	5/2/2023	Abandoned Material Pick Up	proactive service pickup in the Bayview. DPW has stated that this is 4 day a week pickup at "20 Hot Spots". Please provide a schedule and map of sites.		Included in RRA Hearing presentation on 5/9/2023 Second pass collection of public cans occurs between 10:00 AM - 7 PM, depending on location. The greatest
2.23	5/2/2023		What are the current routes and shoedules of public receptacles pick op? Whow 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 PTE/Trucks, frequencies, etc.	5/15/2023 5/11/2023	2 PM and 6 PM.
2.24	5/2/2023	Public Receptacles	describe increase or decrease in FTE/Trucks, frequencies, etc. What were historic tonnages or levels of service for weekend cleanups?	5/11/2023	Included in RRA Hearing presentation on 5/9/2023 Included in RRA Hearing presentation on 5/9/2023
2.26	5/2/2023	Weekend Cleanup Events	How does this compare on a cost per ton basis to current bulky-item pickup program?	5/11/2023	Included in RRA Hearing presentation on 5/9/2023
2.27	5/2/2023	Waste Zero Outreach	How much diversion has Recology seen tied to accounts that received targeted outreach compared to accounts that have not?	5/16/2023	See email sent on 5/16/2023 Recology agrees that additional study is warranted
2.28	5/2/2023		What is the expected reduction in contamination for the implementation of the onboard cameras and the 1 FTE?	5/17/2023	before we make an estimate of future contamination fees. Advocating streamlining the contamination process so costs flow through here for ratepayers. Recology agrees that additional study is warranted
2.29	5/2/2023		How did Recology estimate \$5 million in annual revenues from fees?	5/17/2023	before we make an estimate of future contamination fees. Advocating streamlining the contamination process so costs flow through here for ratepayers.
2.30	5/2/2023	Kontamuskin Outreall/Fee	lake madd file inspect the excell by entropyor type, number of excession, doi:	5/12/2023	** The table levile where the contentments for an admission of excitations of contentment or on men's consistent of excitations of contentment or on men's consistent of the contentment or men's of the resultant of the contentment of the cont
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 RY2020	5/12/2023	See incidents and police reports provided
2.52	5/2/2023		What operation has foreign soupened, and what position can be relocated for for, for the New York and developened point respected for the New York and the New York and the angular point point for the New York and the New York and the New York and the New York and the New York and point for the New YOR and point for the New YOR and point for the New YOR and point for the New YOR and point for the New YOR and point for the New YOR and point for the New YOR and point for the New YOR and point for the New YOR and point for the New YOR and the New Y	5/13/2023 5/15/2023	the incident and plates report provided grows. The first fair fair fair fair fair fair fair fair
2.33	5/2/2023		which new analyses will the 2 new rate analysts be supporting? Request for Transportation Operations Manager and Operations Supervisor, what is the current rurst supporting, and what is supporting this need if tonnage is down?) How does this enhancement benefit ratepapers?	5/10/2023	See FTE excel provided on 5/8/2023 for details and Included in 8RA 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? For vacancies (open headcount), how long have these positions been	5/16/2023	Please refer to 3.118 and 3.124
2.35	5/2/2023	FTE Changes	vacant? What level of overtime is being billed to support these vacant positions?	5/10/2023 5/16/2023	See FTE excel provided on 5/8/2023 for details. Please refer to 3.118 and 3.124
2.37	5/2/2023	Profit Margin	During the RRB hearing, Recology stated that they have a survey of 29 jurisdictions and comparable ORs. Can Recology share the results of this survey?	5/18/2023	See response and pdf attached
2.38	5/11/2023	Balancing Account	Please provide the balancing account spending and totals current and available for RY24 onwards as currently known.	5/18/2023	See response and excel spreadsheets attached
2.39	5/11/2023	BRA Hearing 1 Recology Program Enhancements	Please revise "RRA Hearing 1 Recology Program Enhancements.xisx" initially delivered on 5/8/23 so that expenses are broken down by line term and specific line Items are reported.	5/162023	Revised spreadsheet provided on 5/16/2023
2.4	5/11/2023	Batus Quo Program Detali	Please provide a status quo program detail - what are the specific programs that sever delivered under the prior rate order, on which exprise address and the considered a "program enhancement" in the program enhancement of the provider of the program enhancement o	5/17/2023 and 5/21/2023	As discussed, Recology generally operates an integrated cost system, therefore costs are not allocated between the 29 programs. We have allocated costs to certain programs based on an overhand fasture per the suggestion of the Centrolae's Office. One of the fasture reternaling activities with several periods of the cost of the cost will address allocation of costs on the program level. See file provided as support. See updated file selection of the cost of the cost selection of selection of the cost selection of selection

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st 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
	i	Wing, including equipment specs, layout, any additional labor, projected material type			
	i	and tons of contamination removed and impact on net recovery of compostables.			
3/22/2023				4/11/2023	
		Contamination Charge & Removal of Recovery/Diversion Discount Protocol, including			
	i	details on the streamlined process to automate the quality assurance review and	See support provided. Please refer to		
	i	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			
	i	calculation including frequency by generator type and level of recovery. SFE understands			
2/22/2222	i	from Waste Zero staff that this service is currently available to SF businesses.			
3/22/2023		0 1 1 1 1 1 10 000 000 1000 1 1 1 1 1 1		4/44/2022	D : 1 1 4/44/2022
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			
	i	shown in Schedule D.5. The % diverted for recycling needs to be corrected as it currently			
3/22/2023	i	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.		1101000011-1/172025
3/22/2023	i	referenced in the National	m2.10 for duditional details.	4/17/2023	
3/22/2023	7	Event rate schedule and clarification that no events receive free service.			Provided response
0,,		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	i	process.		4/11/2023	
4/28/2023	Q	Clarify the tons, frequency and locations of proposed compost giveways.		.,, -023	
,,	10	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?			
4/28/2023	11	Where in the schedules are the costs for District Clean Up Events?			
4/28/2023		Where in the schedules are the costs of BIR?			
		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	i				
	15	Contamination: how will Recology ensure equity in administering contamination charges			
4/28/2023	i	if cameras will only be on 38 trucks?			
	16	Contamination: what thresholds are considered a "clean inspection" as referenced in			
	i	4/13/2023 presentation as well as sufficient to merit a tag? The current thresholds are			
	i	25% by volume in landfill, 10% and 5% in recycling and composting, respectively. Will the			
	i	customer need to request the inspection? Will it happen through the automated system			
	i	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		of the \$5 million additional revenue?			
	18	Contamination: will Recology be focused on contamination in the recycling and			
	i	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			
	i	instances of contamination? For example, if the first instance occurs followed by a tag			
	i	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			
	i	contamination process ("FTE to evaluate photos, conduct trainings, manage customer			
	11	account data, contamination warnings, and process") undertake after the first instance to			
	11	be sure that accounts are aware of the issue and all the tools to remedy? How will the			
	11	staff person be sure to get ahold of the correct person at the location? How will the			
	11	Recology staff person ensure that accounts understand the process to remove the contamination charge/removal of diversion discount?			
4/28/2023	i	contamination charge/removal of diversion discount?			
4/28/2023	22	Contamination: is there a period of time that the account must maintain a			
	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	i	months.			
4/20/2023	22	Contamination: how is Recology prepared to handle and respond to likely appeals to the			
	23	contamination. How is Recology prepared to find the and respond to likely appears to the contamination charges? How many do they anticipate addressing given past experience			
	11	and that this would represent a significant increase in scale?			
4/28/2023	11	and the work represent a significant increase in scare:			
., _0, _023	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			
	11	pre-processing equipment specifications including throughput, electrical energy use and			
	i	% increase of electrical use at transfer station. Provide examples comparable use of			
	i	similar pre-processing used for organics with results achieve. Compare proposed pre-			
	11	processing to the current processing of organics at BVON.			
4/28/2023	11				
,	25	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			
	11	giveaways were featured a number of times, including:			
		Page 11, number 29 of the March 7th submission			
	,		l .	Ì	
	J	March 16th hearing, minute 57			
		March 16th hearing, minute 57 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 distribution? How will Recology promote the giveaways? Who is the intended audience? How and with what frequency will Recology report to the City the SB 1383-qualified			
5/3/2023		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?			

Category	New activity as of October	Task Oct 2023-Sept 2025	Sector	Exhibit associated	Recology Response
	2023				
Collection	No	Deliver kitchen pails for all residential and apartment building service starts and upon request.	All Residential		This is in the costs. New ask would be to send to all residential & apartment starts - Our estimate is this would be an additional 8,100 pai
Collection	Yes	Maintain inventory of gravity bins and locked bins so that any commercial, residential or event customers may request 96	All		and \$130K additional expense for all new starts. Correct. This is new, and we agreed to 64gal gravity bin for compost
		gallon landfill and/or 64 gallon compost and/or recycle service in gravity bin with no more than a two week delay. Experience shows that unlocked bins contribute to contamination and contamination changes have been overturned in an appeal due to lack of locked bins.			
Collection	yes	Plan, promote, staff and execute District Clean-Up Events annually in each supervisor district. Include services to maximize recovery and reuse including all three streams (recycle, landfill, compost), household hazardous waste (light bulbs, batteries, applicances, sharps, lamps, etc.) and a reuse component such as partnering with Goodwill to reflicthic working company.	All Residential		Cleared
Collection	yes	moolitox. Blily Item recycling (RecycleNyJunk): Single family (1.5 units) receives. The pick-up per year, apartment and commercial rate receives. The pick-up per year, apartment and commercial rate partment residents receive 1.1 free pick-up per year, property managers receive 1 free pick-up per year.	Residential	Need exhibit	Cleared
Contamination	Yes	Publish a clear and concise summary of the contamination charges and methods to avoid/remove them translated into Spanish, Filipino and Traditional Chinese. Distribution avenues will include website, newsletter, direct mail and provided upon request through customer service.	All		Previously agreed to update webiste with contamination charge removing instructions. Part of direct mail is new. Previously agreed to send by mupon request only.
Contamination	Yes	implement consistent contamination charges throughout SF apartment and commercial rate customers per a mutually-agreet upon protocol and phased-in approach with SFE. Begin the first year with commercial and apartment rate accounts w/o compactors and between 2 cy and 40 cy.	Apartment & Commercial		Same as what we agreed to
Contamination	No	Conduct required RSO audits of affected large refuse generators as mutually agreed with SFE.	Apartment & Commercial		its accounted for in the actual costs.
Contamination 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. Perform waste evaluations per the container contamination minimization requirements of 58 1383 Section 18984.5(c) twice annually and report outcomes to the City as mutually agreed	All	Need exhibit	We agreed to adding cameras to a percentage of our routes (not every container that is unloaded), 38 units that will target compost contamination accounted for in RA 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.	All		Cleared
Hazardous Waste	Yes	responsing the continues for installations waster. Provide outreach to properly 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 carbon by MTO reviews, on Adentification of Tright hazard hastiness and bastriny revolving option (in conjustion) in hazard hastiness and bastriny revolving observable in conjustion with removal of existing orange battery collection containers?]	Apartment		Chared
Hazardous Waste	Yes	Fully integrate electronic manifesting for all alignments to off-ste disposal facilities.	All		Cleared
lazardous Waste	Yes	Add Spanish and Chinese language options to Household Hazardous Waste volcemail (330-1405)	All Residential		Cleared
Outreach	Yes - See column F for specifics Yes - See Column F for specifics	Charach to all new accounts, prioritating customers whose service reflects SSM is the scooner state. Provide printing SSM sites structure are set of the scooner state. Provide printing SSM sites structure are set of the scooner state of	All Residential		Combined this goal with #9, #17 and 25#. In the rate application
Dutreach	No	Provide regular virtual and in person trainings to properly management companies, associations, and building. Offer on a monthly basis, customized per audience with a virtual option as well as upon request by customers.	All		Rs accounted for in our actual costs.
Outreach	No	Engage the waste zero champions with quarterly events	All		Agreed this is not applicable
Dutreach	Yes - See column F for specifics	Revise bills to show clearly rate structure and incentive calculation. Publish a website an updated rate calculator for both residential and small, FEL commercial customers outlining the services available	All		We agreed to work with SFE in partnershp on this, Cleared
Dutreach	Yes	Develop in Collaboration with SFE and print/publish; a consolidated commercial services brothers and accompanying web/apo content, including. Rate calculator for small, FEL commercial customer, curbadoral options, bugsted what brill resource for commercial customer materials, Detailed set out guidelines, Additional services such as locing and indoor services, Methods to discourage lilegal demopring/screening/in (schuding starsity) in optionals, contamination charges and how to avoid/remove them, MSGD program and other options for hazardous water enrows, Options for bulg-time disposal	Commercial		We accounted for the associated costs of this in the Rate Application. Cleared
Outreach Outreach	Yes - See column F for specifics Yes	Contact all new Apartment and Commercial accounts at least once that subscribe to 2 cubic yards or more weekly refuse service and whose recovery rate (KAI diversion discount) is 50% or less to offer service that reflects at least 67% recovery. Provide SB 1383-qualified compost, transportation and staffing to	Apartment & Commercial All		We combined this goal with #9, #17, #25 and accounted for it in the 2 RA by specifying a number of accounts to commit to reaching out to e year. A few things were agreed with here. Concluded this is not applicable
		distribute compost at four events annually for a total of at least 80 cubic yards annually, distributed at the direction of SFE.			
Dutreach	No	Provide at least 1,250 Commercial and 600 apartment building accounts (defined by SC code) with one or more assists annually (e.g., size visit, presentation, plone exchange, email or letter offering outreach, outreach materials sent, self-assessment form completed, waste are ordnaprious given, overlow level recovery improvement), captures data on sip code and language served for assists, and submits a list of Commercial and Apartment accounts assisted quarterly.	Apartment & Commercial		This is in our actual code.
Outreach	Yes - See column F for specifics	Communicate the source separation requirements to all new accounts. Contact all new Apartment and Commercial accounts at least once that subscribe to 2 cubic yards or more weekly refuse service and whose recovery rate (AKA diversion discount) is 50% or less to offer service that reflects at least 67% diversion.	All		We already send welcome letters with source separation requirements all new accounts. Combined contact goal with #9, #17 and #25.
Processing	Yes	Recology will deliver 1200 tons of \$F\$ representative trash to Waste Management (Wild) organisc material recovery facility (OMR\$F) in San Leading, CAR for trash processing test. UM will provide a \$an Francisco material only test in both the OMR\$F and the Organisc Material Composting Facility (OMF). Will will also provide analysis of the recoverable material and composting quality of end product. This analysis will provide data in determining whether to utilitie bit facility for full scale \$F\$ trash in subsequent rates. Projected cost \$\$454,\$254.\$255.\$255.\$255.\$255.\$255.\$255.\$255.	All	Yes	Cleared
Reporting		Reporting as outlined in separate communications to controller.	All		Cleared

#	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—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	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		

Item I		Commission Sanitation and Streets	Question	Response Date	Response
					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.
	3/20/2023	Sanitation and Streets	Advice - do roadmap so anyone can understand how rates were set.	3/20/2023	passe comment and presenting to mis.
	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 Sanitation and Streets	businesses are taking trash home or public dumping. There's less trash being timed, so it makes some that the rate per ten would go		
	3/20/2023	Commission	There's less trash being tipped, so it makes sense that the rate per ton would go up, but shouldn't it balance out? If price up but volume down?		
	0,-0,-000	Sanitation and Streets			
	3/20/2023	Commission	How does "mosquito fleet" impact costs?		
	2/20/2022	Commission on the			
-	3/28/2023	Environment Commission on the	For regular monopoly is there a regular % that's considered reasonable and fair?		
	3/28/2023	Environment	What is recology's incentive to manage costs?		
	., .,	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	NAVIII influence in the control of t	2/20/2022	V Illiah wise the Controlled O control
-	3/28/2023	Environment 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	Yes, likely using the Controller's 9-month report data
	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?		
	3/39/2022	Commission on the Environment	What is CoE and ENV's role in setting goals for this rate cycle?		
	3/20/2023	Commission on the	which is ede and they stole in setting goals for this rate 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
			What is the relationship between the impound budget and rate setting process?		•
	2/20/	Commission on the	Does CoE/ENV recommend to CON to assume \$14.7M/year, or does ENV negotiate	2/20/	B 51 2000 H 255 1 1 1
-	3/28/2023	Environment Commission on the	with them?	3/28/2023	Prop F June 2022 allows CoE to give input
	3/28/2023	Environment	One of the commissioners said they strongly support the change in ZWI metrics 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		
		Commission on the	rates put more of any increase on black bins and less on blue and green to reward 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			
	2/20/2022	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		
	4/42/2022		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		
	4/13/2023	Refuse Rate Board Refuse Rate Board	engagement reduces contamination? What about changes to staffing? How does Recology share data on contamination with DPW and SFE?		
	4/13/2023	Refuse Rate Board	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?		
			Under Recology's proposal, what is the incentive to manage costs? Do Recology's		
			profits increase relative to their costs without limit? What is the justification for a balancing account that covers 100% of profits or loss if there are a lack of cost		
	4/13/2023	Refuse Rate Board	controls?		
			The Board has requested more jurisdiction comparisons for rates as well as	-	
	4/12/2022	Refuse Rate Reard	operating ratios and/or profit margins. This item may be better suited as an		
	4/15/2023	Refuse Rate Board	exhibit.		
	4/13/2023	Refuse Rate Board	What are the average diversion discounts across customer classes annually?		
			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?		
			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?		
			What data does Recology have to demonstrate that neighborhood comercial zones		
	4/13/2023	Refuse Rate Board	are requiring more frequent service of street bins than in the past?		
			Recology is an ESOP, and there are different ways to compare an ESOP with a		
		Sanitation and Streets	conventional corporation. Were ESOPs compared with other types of competitors		
	5/15/2023	Commission	in evaluating service and rates? How is this factored into the analysis?		
	E /4 E /2022	Sanitation and Streets	I saw a lot of the word "projected" in the rate setting process. Is there a true-up in		
	5/15/2023	Commission	the process? Congratulations on setting up whole new process and thank you. The public		
		Sanitation and Streets	outreach has been robust and distillation of information into understandable		
	5/15/2023	Commission	slides.		

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.