

Jay and team,

See our response below to RRA questions 3.089 and 3.090. Let me know if you have any questions.

Item	Request Date	Schedule	Question from Refuse Rate Administrator	Response from Recology
3.089	4/27/2023	Outreach, Art, and Education	How many customers did the Waste Zero team contact about contamination conduct in each RY from 2020-present and how many of those contacted customers fixed their contamination issues? Please detail how the contact was conducted.	<p>7/1/2019 – 6/30/2020 (RY2020) = 812 contacts by phone and by mail 7/1/2020 – 6/30/2021 (RY2021) = 411 contacts by phone and email 10/1/2021 – 9/30/2022 (FY2022) = 478 contacts by phone and email 10/1/2022 – 12/31/2022 (Q1 2023) = 234 contacts by phone and email 1/1/2023 – 3/31/2023 (Q2 2023) = 482 contacts by phone and email</p> <p>Addressing contamination at the point of collection is crucial, and our ability to monitor the frequency at which ratepayers resolve the current contamination problems are not as robust as it could be. We are implementing a new process to track and report service change impacts of outreach interactions.</p>
3.090	4/27/2023	Outreach, Art, and Education	Was licensing of illustration artists work for advertisements/mailers, vehicle art, and other signage paid for with ratepayer funds? If so, what were the services provided and what were the costs? Please include artist in residence program if art products were used. What artist costs are projected in the RY24-25 proposal?	<p>We will report future artist activity at a more granular level. Information not currently available.</p>

Thanks,

Andy Wu
 Finance Manager
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