

Category	New activity as of October 2023	Task Oct 2023-Sept 2025	Sector	Exhibit associated
Collection	No	Deliver kitchen pails for all residential and apartment buildings upon request, including offering pails to new starts.	All Residential	
Collection	Yes	Maintain inventory of gravity bins and locked bins so that any commercial, residential or event customers may request 96 gallon landfill and/or 64 gallon compost and/or 96 gallon recycle service in gravity bin.	All	
Collection	Yes	Bulky Item recycling (RecycleMyJunk)- Single family (1-5 units) receives 2 free pick-ups per year, apartment and commercial rate apartment units receive 1 free pick up per year, and the property managers receive 1 free pick up per year.	Residential	Yes
Contamination	No	Conduct required RSO audits of affected large refuse generators as mutually agreed with SFE.	Apartment & Commercial	
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 charges as mutually agreed upon.	Apartment & Commercial	
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	
Contamination	Yes	Implement consistent contamination charges throughout SF apartment and commercial rate customers per a mutually-agreed upon protocol and phased-in approach with SFE. Begin the first year with commercial and apartment rate accounts w/o compactors and between 2 cy and 40 cy.	Apartment & Commercial	
Contamination	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	
Hazardous Waste	Yes	Add Spanish and Chinese language options to Household Hazardous Waste voicemail (330-1405)	All Residential	
Hazardous Waste	Yes	Utilize fully integrate electronic manifesting for all shipments to off-site disposal facilities for Hazardous Waste. This applies to all facilities that accept electronic manifests.	All	
Hazardous Waste	Yes	Provide outreach to MFD residents on identification of "high hazard" batteries and battery recycling options	Apartment	
Hazardous Waste	Yes	Provide outreach to property managers, associations, and buildings on battery collection safety issues and identification of "high hazard" batteries	Apartment	
Outreach	No	Engage volunteer residential and commercial waste zero champions with relevant information and encourage their work in their community.	All	
Outreach	No	Outreach to all commercial and apartment customers below 50% diversion with 2yd or more of refuse per week, as less than 67% may not be adequate for quantities of recyclables, compostables and trash reasonably anticipated to be generated at that location as required by Env Code Chapter 19.	Apartment & Commercial	
Outreach	No	Provide at least 1,250 Commercial and 600 apartment building accounts (defined by SIC code) with one or more assists annually (e.g., site visit, presentation, phone exchange, email or letter offering outreach, outreach materials sent, self-assessment forms completed, waste zero champion sign-up, service level recovery improvement), captures data on zip code and language served for assists, and submits a list of Commercial and Apartment accounts assisted quarterly.	Apartment & Commercial	
Outreach	No	Provide printing & distribution every year for residential zero waste outreach mailer promoting what-goes-where, bulky item pickup program, household hazardous waste collection, and generation reduction strategies, alternating between apartment residents (6+ units) and single family (1-5 units). SFE will lead on the design of the outreach by working with SFE's contractors and Recology will pay for printing and mailing of outreach materials.	All Residential	
Outreach	No	Provide regular virtual and in person trainings to property management companies, associations, and buildings. Offer on a monthly basis, customized per audience with a virtual option as well as upon request by customers.	All	
Outreach	Yes	Develop in collaboration with SFE and print/publish a consolidated commercial services brochure and accompanying web content, including: cardboard options, Updated 'what bin' resource for commercial customer materials, Detailed set-out guidelines, Additional services such as locking and indoor services, Methods to discourage illegal dumping/scavenging (including gravity bin options), Contamination charges and how to avoid/remove them, VSQG program and other options for hazardous waste removal, Options for bulky item disposal	Commercial	
Outreach	Yes	Work with SFE on invoice revisions to improve clarity of the rate structure and incentive calculation. Publish on website an updated rate calculator for apartment-rate accounts customers outlining the services available	All	
Processing	Yes	Recology will deliver 1,200 tons of SF representative trash to Waste Management (WM) organics material recovery facility (OMRF) in San Leandro, CA for trash processing test. WM will provide a San Francisco material only test in both the OMRF and the Organics Material Composting Facility (OMCF). WM will also provide analysis of the recoverable material and composting quality of end product. This analysis will provide data in determining whether to utilize this facility for full scale SF trash in subsequent rate. Projected test cost \$542,521 (offset with Hay Road transportation & disposal cost savings).	All	Yes
Reporting	Yes	Reporting as outlined in separate communications to controller.	All	

#	Exhibit
1	Detail on proposed new composting contamination removal processing at the West Wing, including equipment specs, layout, any additional labor, projected material type and tons of contamination removed and impact on net recovery of compostables.
2	Contamination Charge & Removal of Recovery/Diversion Discount Protocol, including details on the streamlined process to automate the quality assurance review and communication processes referenced in the Summary of Assumptions. What assumptions are associated with the \$5 million revenue?
3	Detail on Commercial Bulky Item collection service offered and assumed for rate calculation including frequency by generator type and level of recovery. SFE understands from Waste Zero staff that this service is currently available to SF businesses.
4	Organizational chart for RSS, RSF, and RGG, including Waste Zero staff.
5	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 shows % disposed not diverted.
6	Abandoned Materials Collection assumptions on tonnage and additional services referenced in the Narrative.
7	Event rate schedule and clarification that no events receive free service.
8	Trash processing test net costs with avoided Hay Road disposal cost offset and state goal after test to develop plan with SFE for scaling trash processing in subsequent rate process.

#	Title	Criteria	Purpose	Template (Y/N)	Frequency	Current rate report connection
1	Annual HHW Report	Form 303 data (weights and disposition by type by program), Retail Site weights by type and site, zip code summary for Facility Drop-off and Home Collection Service	Required by CalRecycle to report collection numbers by program and waste type	Y	Quarterly	Table 5
2	Table 3	All information in the template	Used to reconcile disposal for CalRecycle Electronic Annual Report (EAR) and generation studies	Y	Annually	N
3	Apartment & Commercial rate customer information	AR and Altar accounts	Used to update our CRM service information and provide direct technical assistance for compliance with source separation and adequate service. All account information from AR and ALTAR services in one row.	Y	Monthly	Table 4
4	Commercial & Apartment customer outreach for source separation	Commercial and apartment building accounts (defined by SIC code) with one or more assists (e.g., site visit, presentation, phone exchange, email or letter offering outreach, outreach materials sent, self-assessment forms completed, waste zero champion sign-up, service level recovery improvement). Include relevant account details including address, zip code and language served for assists	Tracking progress toward shared action plan goals	N	Quarterly	Table 4
5	Contamination charges and recovery discount removals	Accounts with contamination charges and/or discount removals	Used for direct technical assistance and other monitoring needs	Y	Quarterly	N
6	Customer communication tracking	Number of communications by type and sector, including call wait time. Quarterly in-language support to all customers through call center, email, online requests forms, direct technical assistance, and in-person/virtual trainings. Capture geographic information and language(s) delivered as frequently as possible by reporting zip code.	Monitor major customer service issues. Establish customer service equity baseline of monolingual or limited-English-proficient resident and business account holders.	N	Biannually	N
7	Monthly route collection reports ("Fan 3 Reports") & Table 3	Recycling, composting and trash graphs, summary, monthly Table 3 and disposal	Used for technical assistance, overall communication, and reporting to the Office of the Controller.	Y	Monthly	Table 3
8	Noncompliant accounts	All commercial accounts and residential accounts 5 units or more without collection service for any refuse stream (and if noted SFE compliant), should tie to quarterly rate report Table 4	Used for direct technical assistance and reporting to the state regarding AB 341/1826 required recycling & composting compliance	Y	Quarterly	Table 4
9	Quarterly HHW Report	Narrative Report, Form 303 data, Battery Bucket Collection Report	Supports the annual HHW report and required by HHW Facility Operating Agreement contract	Y	Quarterly	N
10	Refuse Separation Compliance Ordinance	Large refuse generator (LRG) accounts (compactor or 40 cy/week total refuse collection volume)	Used to communicate to new LRGs and identify audit needs	Y	Quarterly	N
11	Weight scale records	Weight scale records to match the annual Table 3	Evaluating recovery rates for purposes of the Zero Waste Incentive	N	Annually	N
12	Compost procurement & distribution	SB 1383-qualified "organic waste products" procured on behalf of the City & County of SF ratepayers and distributed directly within SF as part of the programs outlined in the approved rate order. Keep and provide records including: dates provided, source of product (including name, physical location, contact information for each entity, operation or facility from whom Recovered Organic Waste Products were procured), type of product, quantity provided, and invoice or other record or documentation demonstrating purchase, procurement or transfer of material to giveaway location	Required by CalRecycle to report on SB 1383-mandated procurement	N	Annually	N
13	Where Our Recyclables Go data	Detailed disposition of recycling materials according to material type and recycling market location.	Satisfy two recommendations from Civil Grand Jury which are, 1) City government should establish and maintain a web page (available on both Recology SF and the San Francisco Department of the Environment sites) that summarizes the recent disposition of blue bin material. The website should be updated not less than twice a year, with data for the preceding six months. Key trends should be identified in simple language or graphical elements and 2) City Government should enhance citizen educational efforts on what not to place in the blue bins, so that the volume, quality, and associated revenue from blue bin recycling can be increased, while decreasing the confusion some citizens have on this topic. Data to update https://www.sfrecycles.org/WhereRecyclablesGo	Y	Biannually	N
14	Event Reports	Recovery rate reports for special events including service levels, recovery percentage, applicable audit results and contact information.	To satisfy Mandatory Recycling and Composting Ordinance requirement for special event source separation	Y	Quarterly	N
15	City Government Consolidated Report	Refuse service information for City Government locations	Required by City Government Refuse Collection Contract	Y	Monthly	N
16	Annual Used Oil Report	Used oil and oil filter collection numbers from the HHW collection facility and door-to-door program	Required by CalRecycle to report collection numbers for used oil and oil filters.	Y	Quarterly	Table 5