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

Weekly update dated 06/02/2023

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
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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	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		Provided as part of Rate Hearing Presentation on 4/13/2023 slides 31-33
2.02	3/15/2023, amended 3/31/23	Abandoned Materials Collection	associated costs? How were decisions made to propose enhanced service?	4/11/2023	
	3/15/2023,		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 associated	4/11/2023	Provided as part of Rate Hearing Presentation on 4/13/2023
2.03	amended 3/31/23	Increased "City can" service	cost changes? How were decisions made to propose enhanced service?	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
			For the 2 year rate period, please explain what the annual cost is assumed for the cash-funded portion of the pension contribution, and	4/13/2023	Provided on 4/13/2023
2.06	3/15/2023	Pension Costs	what it is by month for each of the 24 month periods. Please provide current charges and procedures as well as proposed	4/11/2023	Provided as part of Rate Hearing Presentation 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.		Provided on 4/13/2023
2.08	3/31/2023	Balancing Account	Please provide a justification for the proposed 100% adjustment for the difference between actual net profits or losses.	4/13/2023	Provided as part of Rate Hearing Presentation on 4/13/2023
			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 impacts to labor needs	4/11/2023	4/13/2023
2.09	3/31/2023	Sustainable Crushing at Pier 94 Programs included in proposed rate	and other material needs related to this closure? 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	(Programs 4-29 in Narrative Summary)	these programs. Please provide a summary of which costs have been and are proposed		
2.11	4/4/2023	Cost Accrual Basis	to be: 1) (Full) Accrual Basis, 2) Clash 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
			Please explain why certain assets are being depreciated (Full Accrual		
			Basis Cost) vs. others like equipment are Leased-to-Own (Cash Basis). What is Recology's policy to lease or to own? For leased-to-own, is Recology Leasing earning a profit on the assets and is Recology SS/GG		
			oans Losty vs. others nee equipment are usase-to-cover (Lam asia). What is Recology's policy to lease or to own? For lease-to-own, is Racology Leasing earning a profit on the assets and is Recology St/GG also earning a Profit Margin on the cash-basis lease cost charged to them by Recology Financing or other Recology entities? What is the difference in cost for leasing equipment from Recology entities plus		
2 12	4/4/2023	Profit on Equipment Purchasing vs.	profit margin on lease profit for Recology entities compared with Recology SS/GG directly purchasing equipment and then depreciated over the useful life of 7-10 years?		
	-, -, 24023	•	What is the basis for assumed revenue offsets? Please detail which market analyses and pricing sources are being used and assumed by		
			Recology for revenues associated with Organics, Recyclables, etc. to ensure SE Batenavers are herefitting from and having some costs of		
2.13	4/4/2023	Basis for Revenue Offsetts Reconciliation Agreed Upon	service covered by those parts of the waste stream? How do Recology revenue offset prices for these products compare with competitors in California? AUP originally expected Wednesdey April 19, then expected friday	5/12/2023	See file provided on 5/12/2023 Provided on 5/5/2023
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 results.	5/5/2023	Provided on 5/5/2025
2.15	4/12/2023			5/12/2023	
					See spreadsheet provided. Red section highlights detail of all abandoned material efforts completed for the past 3 years. Blue section includes days and hours
			Please detail all abandoned material efforts completed for the past 3 years and how the level of staffing and equipment compares with your proposed rates for RT24 and RT25. Please include days and hours of operation, runther and type of equipment used, estimated mustokast or tonnage per zone, location of new proposed zone, and whether cost		of operations. Green section notes the number and type of equipment used. Yellow has the estimated truckloads or tonnage per zone. Purple is location of
					type or equipment used. Nettow has the estimated truckloads or tonnage per zone. Purple is location of the new proposed zone. Response times in 2022 began to erode as traffic impacts began to increase after significant pandemic lows in 2020 and 2021.
2.16	4/12/2023	Abandoned Materials Collection Follow-up to presentation slides 31-33	2.89%, why has response time eroded 33% over the past year? Proposed enhancement includes 2 FTE and 2 vehicles but does not include fuel costs or other related expenses.	5/17/2023	This increase in traffic coupled with an increase in calls resulted in an eroded response time. See FTE excel provided to show the fully loaded costs. Provided explanation on 4/20/2023
			What does Recology identify as the cost drivers that are causing changes to the residential rates? How do these cost drivers relate to	4/20/2023	Provided explanation on 4/20/2023
2.17	4/12/2023	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	4/19/2023	Provided on 4/19/2023
2.18	4/12/2023	Cost Drivers for Tipping Fee	changes to the tipping fee? How do these cost drivers relate to the escalators for the current change to the tipping fee? What would pensions costs look like for RY24 and RY25 if fully funded		
2.19	5/1/2023	Pension Cost Model	in 3 years, 5 years, and 10 years? What is the change over time in unduplicated calls? Include prepandemic years.	5/18/2023 5/11/2023	See response and pdf attached 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	5/11/2023 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
			What are the current routes and shcedules of public receptacles pick		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 volume of 311 calls are between 1 AM and 4 AM and
2.23	5/2/2023		up?	5/15/2023 5/11/2023	2 PM and 6 PM.
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 PTE/Trucks, frequencies, etc. What were historic tomages or levels of service for weekend	5/11/2023	Included in RRA Hearing presentation on 5/9/2023
2.25	5/2/2023		cleanups? How does this compare on a cost per ton basis to current bulky-item	5/11/2023	Included in RRA Hearing presentation on 5/9/2023
2.27		Weekend Cleanup Events	pickup program?		Included in RRA Hearing presentation on 5/9/2023
	5/2/2023	Weekend Cleanup Events Waste Zero Outreach	pickup program? How much diversion has Recology seen tied to accounts that received targeted outreach compared to accounts that have not?	5/16/2023	Included in RRA Hearing presentation on 5/9/2023 See email sent on 5/16/2023
	5/2/2023		pickup program? 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 Bernings agrees that additional study is warranted
2.28	5/2/2023 5/2/2023		pickup program? How much diversion has Recology seen tied to accounts that received	5/16/2023 5/17/2023	See email sent on \$/16/2023 Recology agrees that additional study is warranted before we make an estimate of stutre contamination incs. Advocating steramining the contamination process so costs flow through here for ratepayers.
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Date	Number		Notes	Response Date	Recology Timing Response
		1 Detail on proposed new composting contamination removal processing at the West			Provided as part of Rate Hearing Presentation on 4/13/2023
		Wing, including equipment specs, layout, any additional labor, projected material type			
3/22/2023		and tons of contamination removed and impact on net recovery of compostables.		4/11/2023	
3/22/2023		2 Contamination Charge & Removal of Recovery/Diversion Discount Protocol, including		4/11/2023	
		details on the streamlined process to automate the quality assurance review and	See support provided. Please refer to		
		communication processes referenced in the Summary of Assumptions. What	RRA request 3.092 for assumptions and		
3/22/2023		assumptions are associated with the \$5 million revenue?	calculation on contamination revenue.	5/3/2023	Provided support
		B Detail on Commercial Bulky Item collection service offered and assumed for rate			
		calculation including frequency by generator type and level of recovery. SFE understands			
3/22/2023		from Waste Zero staff that this service is currently available to SF businesses.			
3/22/2023		4 Organizational chart for RSS, RSF, and RGG, including Waste Zero staff.		4/14/2023	Provided on 4/14/2023
0,,		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.			
	'	Abandoned Materials Collection assumptions on tonnage and additional services referenced in the Narrative.	This will be covered by request #2.16, see #2.16 for additional details.		Provided on 4/17/2023
3/22/2023		referenced in the Narrative.	#2.16 for additional details.	4/17/2023	
3/22/2023		7 Event rate schedule and clarification that no events receive free service.			Provided response
5/22/2025		B Trash processing test net costs with avoided Hay Road disposal cost offset and state goal		4/10/2023	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		Clarify the tons, frequency and locations of proposed compost giveways.			
4 (0 - 1	10	What is General Recycling in Schedule H.1 and what programs does it relate to in the			
4/28/2023 4/28/2023	4.	Narrative Summary. BIR or District Clean Ups? Where in the schedules are the costs for District Clean Up Events?			
4/28/2023		Where in the schedules are the costs for District Clean Up Events? Where in the schedules are the costs of BIR?			
7/20/2023		3 Contamination: how many accounts are expected to migrate as part of contamination			
4/28/2023	1	charge process and how will this affect recovery?			
		Contamination: what portion of facility costs are associated with contamination removal?			
4/28/2023					
	1	Contamination: how will Recology ensure equity in administering contamination charges			
4/28/2023		if cameras will only be on 38 trucks?			
	10	Contamination: what thresholds are considered a "clean inspection" as referenced in 4/13/2023 presentation as well as sufficient to merit a tag? The current thresholds are			
		25% by volume in landfill, 10% and 5% in recycling and composting, respectively. Will the			
		customer need to request the inspection? Will it happen through the automated system			
		just as the fees are proposed to be assessed?			
4/28/2023					
	1	Contamination: is Recology also considering Removal of Diversion Discount as a portion			
4/28/2023		of the \$5 million additional revenue?			
	18	B Contamination: will Recology be focused on contamination in the recycling and			
4/28/2023		composting? How will they minimize the potential for accounts to continue contaminating the landfill and increasing landfill collection service?			
4/28/2023	11	Contaminating the landili and increasing landili collection services 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					
	2:	1 Contamination: what education efforts will the additional FTE managing the			
		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			
		contamination charge/removal of diversion discount?			
4/28/2023					
	2:	2 Contamination: is there a period of time that the account must maintain a			
4/28/2023		contamination charge before initiating its removal? In the past this has been two months.			
4/28/2023	2:	months. 3 Contamination: how is Recology prepared to handle and respond to likely appeals to the			
	2.	contamination: now is kecology prepared to handle 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					
	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			
		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-			
4/28/2023		processing to the current processing of organics at BVON.			
7/20/2023	21	5 Compost giveaways: Recology has stated in both the initial submissions March 7th and			
		every subsequent public hearing that it intends to do compost giveaways. Compost			
		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?			
		How and with what frequency will Recology report to the City the SB 1383-qualified			
	1	compost distributed on our behalf for the purposes of fulfilling our state-mandated procurement goal.			
5/3/2023					

Category		Task Oct 2023-Sept 2025	Sector	Exhibit associated	Recology Response
Collection	2023 No	Deliver kitchen pails for all residential and apartment building	All Residential		This is in the costs. New ask would be to send to all residential &
Collection	Yes	service starts and upon request. Maintain inventory of gravity bins and locked bins so that any	All		apartment starts - Our estimate is this would be an additional 8,100 pails and \$130K additional expense for all new starts. Correct. This is new, and we agreed to 64gal gravity bin for compost
		commercial, residential or event customers may request 96 gaillon landfill and/off ed gaillon compost and/or recycle evenice in gravity bin with no more than a two week delay. Experience shows that unlocked bins contribute to contamination and contamination changes have been overturned in an appeal due to lack of locked bins.			
Collection	yes	Plan, promote, staff and execute District Clean-Up Events annually in each supervisor district. Include services to maximize recovery and reuse including all three streams (recycle, landfill, compost), household hazardous waste (light bullst, batteries, applicances, sharps, lamps, etc.) and a reuse component such as parthering with Goodwill to refurbish working computer monoitors.	All Residential		Cleared
Collection	yes		Residential	Need exhibit	Cleared
Contamination	Yes	Publish a clear and concise summary of the contamination charges and methods to swid/remove them translated into Spanish, Filipin and Traditional Chinese. Distribution aveness will include website, newsletter, direct mail and provided upon request through customer service. Implement consistent contamination charges throughout SF	All Apartment & Commercial		Previously agreed to update webiste with contamination charge removal instructions. Part of direct mail is new. Previously agreed to send by mail upon request only. Same as what we agreed to
		apartment and commercial rate customers per a mutually-agreed upon protocol and phased-in approach with 5FE. Begin the first year with commercial and apartment rate accounts w/o compactors and between 2 cy and 40 cy.			its accounted for in the actual costs.
Contamination	No	Conduct required RSQ audits of affected large refuse generators as mutually agreed with SFE.	Apartment & Commercial		its accounted for in the actual costs.
Contamination	Yes - See column F for specifics	Improve route monitoring by drivers with full utilization of test camera technology to monitor every container that is unloaded.	All	Need exhibit	We agreed to adding cameras to a percentage of our routes (not every contianer that is unloaded), 38 units that will target compost contamination- accounted for in RA
Contamination	No	Perform waste evaluations per the container contamination minimization requirements of SB 1383 Section 18984.5(c) twice annually and report outcomes to the City as mutually agreed	All		its accounted for in our actual costs.
Contamination	No	Contact every Commercial and Apartment account with contamination charge or removal of diversion discount at least once a year. First attempt to contact by email or phone, then send letter to the account if not able to reach anyone. Escalate	Apartment & Commercial		its accounted for in the actual costs.
Hazardous Waste	Yes	charges as mutually agreed upon. Fully integrate electronic manifesting for all shipments to off-site disposal facilities for Hazardous Waste.			Cleared
Hazardous Waste	Yes	Provide outreach to property managers, associations, and buildings on battery collection safety issues and identification of "high hazard" batteries [in conjunction with removal of existing orange battery collection containers?]	Apartment		Cleared
Hazardous Waste	Yes	Frootile outwards to MIO recidence so inheritration of high hazard batteries and basel years (and personal hazard batteries and basel years) for coloration with removal of existing grange battery collection containers?]	Apartment		Cleared
Hazardous Waste	Yes	Fully integrate electronic manifesting for all shipments to off-site disposal facilities.	All		Cleared
Hazardous Waste	Yes	Add Spanish and Chinese language options to Household Hazardous Works volcemal (335-445)	All Residential		Cleaned
Hazardous Waste Outreach Outreach	Yes - Sec column F for - Sec Column F for Sec Column F for specifics	Hazardour Waste volcemal (130)—Local Country in the Outreach to all new country, prioritizing customers whose service reflect 50% or less recovery rate. Provide primiting 64 distributions every year for residential zero waste outreach mailer promoting what goes where, builty item priority program, bounded hazardour search confection, and generation or eduction strategies, a literating between a part timent residents (44 multip 45 multi	All Residential All All Residential		Cleaned Combined this goal with 49, 417 and 254. In the rate application
Outreach	Yes - See column F for specifics Yes - See Column F for	Hazardious Water voicemail (380-1405) Outreach to all new accounts, prioritoting customers whose service reflects 50% or less recovery rate. Provide primiting is distribution every rater or residential zero waste outreach maker promoting what goes where, bully bern waste outreach maker promoting what goes where, bully zero waster outreach maker promoting what goes where, bully zero waster outreach maker promoting what goes where a partment residents (6 = units) and single family (1 5 units). 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 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
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#	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		

Item	Meeting Date	Commission	Question	Response Date	Response
		Sanitation and Streets			Listserves, social media, OEWD, small business commission. Hearings, workshops. Collecting
	3/20/2023	Commission	How is the city receiving public comment and conducting outreach?	3/20/2023	public comment and presenting to RRB.
l.		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.
l	3/20/2023	Sanitation and Streets Commission	There is a difference in overflow fees for residential vs commercial, small businesses are taking trash home or public dumping.		
	3/20/2023	Sanitation and Streets	There's less trash being tipped, so it makes sense that the rate per ton would go		
l.	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?		
l.	- / /	Commission on the			
	3/28/2023	Environment	For regular monopoly is there a regular % that's considered reasonable and fair?		
l.	2/29/2022	Commission on the Environment	What is recology's incentive to manage costs?		
	3/20/2023	Commission on the	What controls are in place to ensure landfill tonnage and ZWI reporting of		
l.	3/28/2023	Environment	numbers are accurate?		
1		Commission on the			
	3/28/2023	Environment	Will inflation projections be updated again during this process?	3/28/2023	Yes, likely using the Controller's 9-month report data
l.	- / /	Commission on the	What resources are available to learn more about the rate setting process and		
	3/28/2023	Environment Commission on the	other related details? How are ZWI tier 3-4 funds available to recology? How often are proposals being	3/28/2023	There are more resources on the Refuse Rate Administration website.
l.	3/28/2023	Environment	approved if the ZWI tier is not achieved?		
	5/20/2025	Commission on the	approved in the 24th tel is not delicated.		
	3/28/2023	Environment	What is CoE and ENV's role in setting goals for this rate cycle?		
		Commission on the			
	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
]	Commission	What is the relationship between the impound budget and rate setting process?		
l.	2/20/2022	Commission on the Environment	Does CoE/ENV recommend to CON to assume \$14.7M/year, or does ENV negotiate with them?	2/20/2022	Danie E lune 2022 allama Caff to alice insuit
	3/28/2023	Commission on the	One of the commissioners said they strongly support the change in ZWI metrics	3/28/2023	Prop F June 2022 allows CoE to give input
	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	-, -, -	
l.			recycle and compost bins more than for trash. That sends the wrong signal to		
l.			residents. CoE wants them to recycle and compost, not rely on black bins. Can the		
I.			rates put more of any increase on black bins and less on blue and green to reward		
l.	2/20/2022	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 Commission on the	incentivize more sorting?		
l.	3/28/2023	Environment			
	5/20/2025	Commission on the			
l.	3/28/2023	Environment			
		Commission on the			
	3/28/2023	Environment			
l '			What is the actual increase in abandoned materials in Bayview over the past 5		
l '	4/12/2022	Refuse Rate Board	years? What were the tonnages, number of required pickups, and 311 complaints for each year?		
—	4/13/2023	Refuse Rate Board	ioi eacii yeai :		
			Can you show any statistics which demonstrate that public outreach and		
l '	4/13/2023	Refuse Rate Board	engagement reduces abandoned materials? What about changes to staffing?		
ĺ			Can you show any statistics which demonstrate that public outreach and		
		Refuse Rate Board	engagement reduces contamination? What about changes to staffing?		
 '	4/13/2023	Refuse Rate Board	How does Recology share data on contamination with DPW and SFE?		
	1		Doesn't employee ownership (ESOP) impact Recology's calculation of profit or how		
	4/13/2022	Refuse Rate Board	profit should be considered? How are taxes different with ESOP vs. a traditional for- profit or publicly-traded company?		
	-, 13/2023		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?		
	1		The Board has requested more jurisdiction comparisons for rates as well as		
	4/12/2022	Refuse Rate Board	operating ratios and/or profit margins. This item may be better suited as an exhibit.		
	4/13/2023	neruse nate board	EAHIDIL.		
	4/13/2023	Refuse Rate Board	What are the average diversion discounts across customer classes annually?		
	., 25, 2025		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?		
1]				
		D-6 D-4- 2	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?		
	., 25, 2025				
]		Recology is an ESOP, and there are different ways to compare an ESOP with a		
	1	Sanitation and Streets	conventional corporation. Were ESOPs compared with other types of competitors		
ļ	5/15/2023	Commission	in evaluating service and rates? How is this factored into the analysis?		
1	E (4.5.*	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?		
	3/13/2023				
	3/13/2023	Sanitation and Streets	Congratulations on setting up whole new process and thank you. The public outreach has been robust and distillation of information into understandable		

Abbreviation or Acronym	Title
AB	Assembly Bill
AUP	Agreed Upon Proceedures
CRM	Customer Relationship Management
EAR	Electronic Annual Report
FTE	Full Time-Equivalent (for employee count)
FY	Fiscal Year
HHW	Household Hazardous Waste
iMRF	Integrated Material Recovery Facility
LRG	Large Refuse Generator
MFD	Multi Family Dwelling
OMRF	Organics Material Recovery Facility
RGG	Recology Golden Gate
RRA	Refuse Rates Administrator
RSF	Recology San Francisco
RSS	Recology Sunset Scavenger
RY or RYE	Rate Year Ending
SB	Senate Bill
SFE or ENV	San Francisco Environment Department
SS/GG	Recology Sunset Scavenger and Golden Gate
WM	Waste Management inc.