

SUBJECT: Transition to City of San Diego Residential Waste Collection Service – CITY CONTAINERS COMING SOON



Dear Property Owner,

We are reaching out as your property below prepares to transition to **City of San Diego residential waste collection service**. As part of this transition, your new **City-issued trash, recycling and organic waste containers** will be delivered to your property soon.

Your Property Details:

IMPORTANT: Do Not Cancel Your Franchise Hauler Service Yet

If you are currently enrolled with a private franchise hauler, it is important that you **do not cancel your existing service until you have physically received all three City-issued containers at your property**. Canceling too early could cause a **lapse in trash, recycling and organic waste collection**.

Once you have received your City containers and pulled them onto your property, you should then cancel your private franchise hauler service.

What to Expect:

- The standard 95-gallon trash, recycling and organic waste **City containers will be delivered** to your property by July 2025.
- If your property is currently serviced by a private hauler, you should **continue that service until the City containers have been received**.
- Once the City containers are received, pull them onto your property and properly store them for regular use. Then, you should cancel your service with your private franchise hauler, who will remove their containers from your property.
- Your new service day will be **<<Insert Collection Day>>**. Trash and organic waste will be serviced weekly, and recycling will be serviced every other week. A welcome packet will be delivered with your new containers, with a full collection calendar, or you can view it on Get It Done at **sandiego.gov/get-it-done** once your containers have been delivered.
- If City Council approves a new Solid Waste Management Fee in June 2025, the Environmental Services Department will launch a new web-based customer portal on July 15, 2025, through which property owners or their designees can request smaller containers or a different number of containers. The City would then plan to deliver new containers to properties starting in October 2025.

Did You File an Appeal, or Already Have City Containers?

- If you have filed an appeal with the Environmental Services Department and it has been **approved**, you may disregard this notice, and no City containers will be delivered.
- If you have filed an Eligibility Appeal, and you have **not received your results** by email or phone by May 27, or you **already have City containers onsite**, please contact the Environmental Services Department at **trash@sandiego.gov** or **858-694-7000**.

Resources and Assistance:

Visit **sandiego.gov/trash-service-updates** or contact the Environmental Services Department at **858-694-7000** or **trash@sandiego.gov** for more information.

Scan for available languages:

- Español
- Tagalog
- Tiếng Việt



We appreciate your cooperation and partnership in creating a cleaner, greener San Diego.

Sincerely,

City of San Diego Environmental Services Department

