

ESD Measure B Resource Document

City of San Diego Customers

July 2025

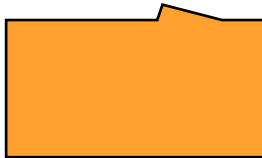
What should I expect out of this resource?

In this document, you may...

- Review **15 frontend training modules** that will be available to City of San Diego customers

Training Key

Indicates an area to
pay attention to



Indicates a button or
link to click on



Indicates a view/screen
change or next step



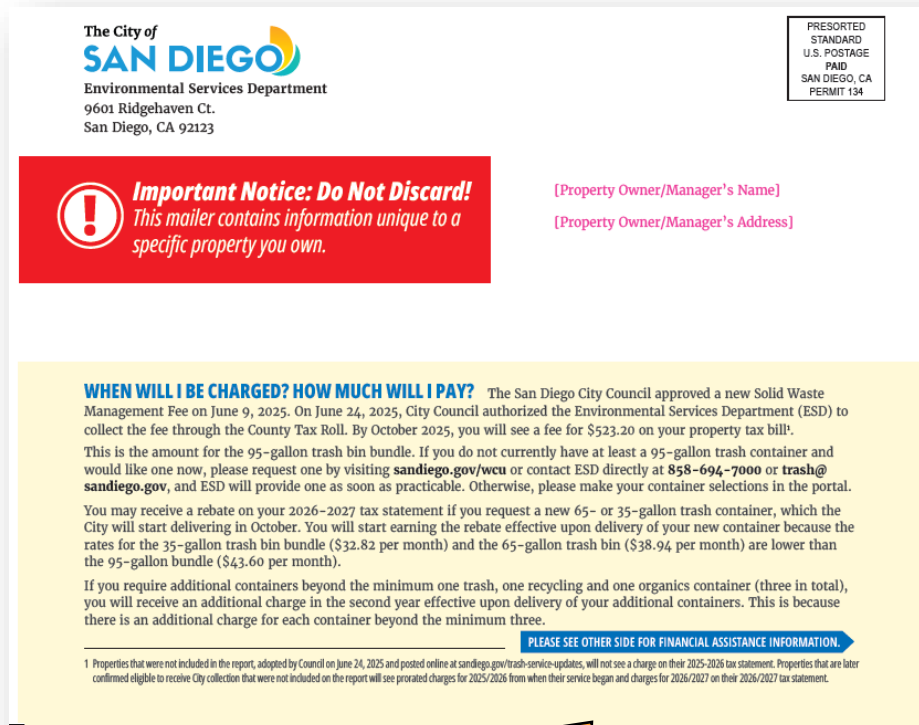
Indicates contextual
information for the reader





Module 1: Open Enrollment (1 of 2)

Between July-August of 2025, San Diego residents will receive a sealed mailer regarding the new City of San Diego ESD Residential Waste Collection Services Portal.



The front of the mailer will show an **Important Notice** banner, explaining that each mailer contains unique information. Upon confirming that the name and APN belongs to you and your property, you may open the sealed mailer.

Your Property Details:
Address: [Insert Property Address Here]
APN: [Insert APN Here]

The City of
SAN DIEGO
Environmental Services Department

Hi [Name] -

The City of San Diego Environmental Services Department will soon deliver new gray trash and light blue recycling containers to your property and replace your current black trash and blue recycling containers. Please use the information in this mailer to log into the new **Residential Waste Collection Services Portal** to select the size(s) and number(s) of containers for your property.



Each property is required to have at least one trash container, one recycling container and one organics container. While the standard container size is 95 gallons, owners of properties producing less trash may find a smaller 35-gallon or 65-gallon trash container is enough. Alternatively, owners of properties with more than one unit on the lot or those producing higher volumes of trash may find they need the larger 95-gallon or multiple containers.

Important: If you do not make a selection, you will automatically receive one 95-gallon gray trash container and one 95-gallon light blue recycling container, regardless of whether your property has one or multiple units. Your old City-provided containers will be removed and recycled. After new containers are delivered, the City will discontinue collection from the old black, blue and store-bought containers. Green organics containers will not be provided unless you request a new size, different quantity or do not have an existing green container. Note, the fee for the bundle includes a 95-gallon recycling container and a 95-gallon organics container, and the fee for an additional recycling or organics container includes a 95-gallon organics container. If you prefer a smaller recycling or organics container for reasons unrelated to solid waste management services (e.g., if you would like a smaller size due to space considerations), the City will make one available, but the fee would be the same.

You can begin making your selections starting July 15, 2025. The City will begin to deliver new containers and remove old containers starting **October 2025** and continuing through **June 2026**. If you select fewer containers than you have now, the City will remove your extra containers. You can also request to change the number or size of your green organics container(s).

The instructions below will help you navigate the **Residential Waste Collection Services Portal** and select the containers for your property. Please make your selection between now and **Sept. 30, 2025**.

If you need additional support making selections, please find guidance and FAQs at sandiego.gov/esdportalres or contact our Customer Service Representatives at 858-694-7000 or at trash@sandiego.gov

Thank you,
Environmental Services Department

The inside portion of your unique mailer will also have a **written notice** explaining the new waste collection service guidelines and provides links to customer resources and FAQs.



Module 1: Open Enrollment (2 of 2)

SOLID WASTE MANAGEMENT FEE SCHEDULE

Use the information enclosed in this mailer to select your new trash and recycling containers, and confirm or update your organics containers by **Sept. 30, 2025**.

If you make no selection, you will receive the 95-gallon new gray trash and light blue recycling containers, and the 95-gallon green organics container, if you do not already have one. The City will charge all customers the **Bundle Option 3 rate (\$43.60 per month)** listed on their tax bill for year 2025-2026 statement². If you select a trash container smaller than a 95-gallon, you will receive a credit on your tax bill for your year 2026-2027 tax statement. If you select additional containers beyond the initial bundle, you will receive an additional charge on your tax bill for your year 2026-2027 tax statement. In both instances, the adjustments on the tax bill for year 2026-2027 will be prorated based on the period between when you received the requested containers and the end of June 2026.

² Customers who currently have a container that is smaller than 95 gallons may request a 95-gallon container starting July 2025.



To review more information on the new Solid Waste Management Fee or to find guidance and FAQs on the new Residential Waste Collection Services Portal, please visit us at sandiego.gov/trash-service-updates.

Monthly fee for a property owner requiring a bundle of one (1) trash container, one (1) 95-gallon recycling container and one (1) 95-gallon organics container:

Bundles	Effective Date			
	July 1, 2025	July 1, 2026	July 1, 2027	July 1, 2028
Bundle Option 1: • 35-gal trash container • 95-gal ¹ recycling container • 95-gal ¹ organics container	\$32.82	\$33.66	\$40.57	\$42.89
Bundle Option 2: • 65-gal trash container • 95-gal ¹ recycling container • 95-gal ¹ organics container	\$38.94	\$39.86	\$48.76	\$51.22
Bundle Option 3: • 95-gal trash container • 95-gal ¹ recycling container • 95-gal ¹ organics container	\$43.60	\$44.57	\$55.00	\$57.55

Additional monthly fee per additional container for a property owner requiring more than one (1) trash container, one (1) recycling container and one (1) organics container:

35-gal trash container	\$6.89	\$6.98	\$8.79	\$8.87
65-gal trash container	\$13.06	\$13.23	\$16.65	\$16.81
95-gal trash container	\$17.78	\$18.01	\$22.69	\$22.90
95-gal ¹ recycling container	\$9.67	\$11.11	\$14.84	\$17.50
95-gal ¹ organics container	\$13.01	\$12.71	\$13.44	\$13.54

¹ The fee for the bundle includes a 95-gallon recycling container and a 95-gallon organics container, and the fee for an additional recycling or organics container includes a 95-gallon container. If a customer prefers a smaller recycling or organics container for reasons unrelated to solid waste management services (e.g., if they would like a smaller size due to space considerations), a smaller container may be available, but the fee would be the same.

In the inside portion of your unique mailer is a **chart with fee guidelines** related to your waste service level options. Read through these options to understand your needs. Information regarding financial assistance will also be on this page. The City will be collecting and recycling old containers and will no longer service them. If you do not make selections by the deadline, the City will provide the Bundle 3 option as a default.

HOW TO SELECT YOUR NEW WASTE COLLECTION SERVICE LEVEL

STEP 1: Navigate to the Residential Waste Collection Services Portal

- Scan the QR code on your mobile device or enter the following URL into your internet browser: wasteportal.sandiego.gov



STEP 2: Create your City of San Diego Single Sign-on Account

- Enter your email address, first name and last name. Create a password. Verify your account through the link sent to your email.

STEP 3: Use your APN & Unique Code to Add this Property to your Account

- APN Number: [APN Number]
- Unique Code*: [Your Unique Code]

STEP 4: Select the Total # of Containers Needed for your Property

- Select the number and sizes of your new gray trash and light blue recycling containers.
- Confirm or make changes to the number and/or size of your green organics container(s).
- Please make your selection before Sept. 30, 2025.

OPTIONAL STEP: Designate a secondary user on your account

- The Portal allows you to designate someone to serve as a secondary user of your account.
- The secondary user will be able to view account details and make changes to your account.

*Unique code is required to set up your account

USE THE PORTAL TO:

- ✓ Request changes to the container service level at your property up to once per year.
- ✓ Request container repairs, replacement or delivery at no additional charge.
- ✓ View the service level and Solid Waste Management Fee history of your property.
- ✓ Designate secondary users on your account.
- ✓ Sign up for texts and/or email alerts for container delivery updates, holiday tree collection, secure paper shredding and more.



Financial assistance may be available. Please check in at sandiego.gov/esda for more information.



Scan for available languages:

- Español
- Tagalog
- Tiếng Việt



Please recycle this mailer!

Printed on Recycled Paper

The inside portion of your unique mailer will also have **four steps** for you to follow to create a Portal account and sign up for waste service levels. Additional information about Portal uses will also be on this page, if needed.



Module 2: APN Eligibility Look Up and Appeal (1 of 3)

If you misplaced the APN that you are trying to look up the eligibility for, use the **Look Up My APN** link on the Portal Home Page to find it.

The City of
SAN DIEGO

Translate

Environmental Services Department Residential Waste Collection Services Portal

Create Portal Account

Already have a Portal account?
Log In

Need Help?

- Look up my APN
- APN Eligibility Lookup and Appeal**
- Collection Schedule
- Other Issues with Log In
- Environmental Services Department Home Page
- FAQ

Additional Environmental Services Department Services

- Request ADA Assisted Collection
- Report Missed Collection
- Report Illegal Dumping
- Other Get It Done Services

If you would like to check or request a change for your waste collection services eligibility, open the Residential Waste Collection Services Portal link in your browser. Once there, click **APN Eligibility Look Up and Appeal**.

APN Eligibility Lookup

Please enter the 10 digit Assessor's Parcel Number (APN) of the property for which you wish to determine the eligibility status.

APN:

APN is a 10 digit numeric code.

2 7 4 7 4 0 4 2 0 0

Clear

Back

Continue

Enter the APN that was provided to you via your sealed mailer. Then, click **Continue**.

Need to find your APN? Click here

If you misplaced or cannot remember your APN, click here to find it.



Module 2: APN Eligibility Look Up and Appeal (2 of 3)

Scenario 1: Eligible Customer

Refer to **Module 3: Create an Account and Sign into the Portal** for this process.

Eligibility Status: Eligible

APN:
2747404200

Service Address:
12755 CALMA CT, San Diego, CA 92128

Assessor's Parcel Number (APN) 2747404200 is eligible for services. For APN, please log into the [Environmental Services Department Residential Services Portal](#).

[Return to Get It Done Homepage](#)

Your eligibility status will appear at the top. If your status appears as *eligible* and you believe this status is correct, you should proceed by creating an account and logging into the Portal to create your waste service level selections.

Scenario 2: Eligible Customer with the Ability to Request an Appeal

Eligibility Status: Eligible

APN:
4551212300

Service Address:
10815 VIA DEL COSIRA, San Diego, CA 92124

Assessor's Parcel Number (APN) 4551212300 is eligible for services. For further action for this APN, please log into the [Environmental Services Department Residential Waste Collection Services Portal](#). If you believe your property should be exempt from City waste collection services for one of the following reasons, you can [create an appeals case here](#).

- Service is required more than once a week
- Service requires more containers than available space or property

[Return to Get It Done Homepage](#)

If your status appears as *eligible* and you believe this status is incorrect, read the below information and click **here** to create an appeals case.

Continue onto the next page for this process.

Scenario 3: Ineligible Customer with the Ability to Request an Appeal

Eligibility Status: Ineligible

APN:
5513301900

Service Address:
4103 BETA ST, San Diego, CA 92113

Assessor's Parcel Number (APN) 5513301900 is ineligible for services for the following reasons:

More than four residences on a single lot

This property contains more than four residences on a single lot. Properties with more than four residences on a single lot are ineligible to receive waste collection services from the City staff.

If you believe this is a mistake and wish to appeal the eligibility status for this APN, [click here](#) to create an appeals case. If not, no further action is required.

[Return to Get It Done Homepage](#)

If your eligibility status appears as *ineligible* at the top and you believe this status is incorrect, read the below information and select **click here** to create an appeals case.

Continue onto the next page for this process.



Module 2: APN Eligibility Look Up and Appeal (3 of 3)

Appeals Case Creation

Please provide the below information and select "Continue" to create an appeal.

* APN: 5513301900

* Service Address: 4103 BETA ST, San Diego, CA 92113

* First Name: John

* Last Name: Smith

* Email: Johnsmith@gmail.com

Phone: 555-555-5555

[Previous](#) [Continue](#)

Exemption Appeals Case Creation

Assessor's Parcel Number (APN) 2747404200 is eligible for services. Please provide a reason for your appeal if you believe this eligibility determination is incorrect.

☐ Service is required more than once a week

☐ Service requires more containers than available space or property for service

☒ Property has more than 4 units on the lot

* Reason/Comment (255 character limit)
There are only 3 units on my lot. I believe I should be eligible for City Services.

☐ Property is on a private road or in a gated community

☐ Property is on mixed-use or commercial land

☐ Property is in a residential complex that receives private trash service

[Submit](#)

Thanks for using **Get It Done!** Your submission has been received.

To find out the length of time it takes to resolve a problem and to find answers to other Get It Done questions, please visit the [City's knowledge base](#).

Your report tracking number: 05790753.

[Return to Get It Done Homepage](#)

The City of **SAN DIEGO** Environmental Services

Hello John Smith,

This message is to confirm that you have successfully submitted an exemption appeals case for the following property:

Assessor's Parcel Number (APN): 5513301900
Service Address: 4103 BETA ST, San Diego, CA 92113

The appeals case number is 05790753 and the status can be tracked [here](#).

You will receive updated communications once the appeals case has been reviewed and if the eligibility status changes.

Please contact the Environmental Services Department Customer Service at 858-694-7000 or trash@sandiego.gov if you have further questions.

Thank you,

Environmental Services Department
City of San Diego

Enter your First Name, Last Name, Email, and Phone number.

Select one or more reasons for your appeal case and type an applicable reason/comment within 255 characters explaining why you would like to appeal your status.

Click Continue.

Click Submit.

Your report tracking number and confirmation will appear on the screen and will be sent to you via email. You may track your case status on GID using this number at any time.



Module 3: Create an Account and Sign into the Portal (1 of 4)

HOW TO SELECT YOUR NEW WASTE COLLECTION SERVICE LEVEL

STEP 1: Navigate to the Residential Waste Collection Services Portal

- Scan the QR code on your mobile device or enter the following URL into your internet browser: wasteportal.sandiego.gov

STEP 2: Create your City of San Diego Single Sign-on Account

- Enter your email address, first name and last name. Create a password. Verify your account through the link sent to your email.

STEP 3: Use your APN & Unique Code to Add this Property to your Account

- APN Number: [APN Number]
- Unique Code*: [Your Unique Code]

STEP 4: Select the Total # of Containers Needed for your Property

- Select the number and sizes of your new gray trash and light blue recycling containers.
- Confirm or make changes to the number and/or size of your green organics container(s).
- Please make your selection before Sept. 30, 2025.

OPTIONAL STEP: Designate a secondary user on your account

- The Portal allows you to designate someone to serve as a secondary user of your account.
- The secondary user will be able to view account details and make changes to your account.

*Unique code is required to set up your account

USE THE PORTAL TO:

- ✓ Request changes to the container service level at your property up to once per year.
- ✓ Request container repairs, replacement or delivery at no additional charge.
- ✓ View the service level and Solid Waste Management Fee history of your property.
- ✓ Designate secondary users on your account.
- ✓ Sign up for texts and/or email alerts for container delivery updates, holiday tree collection, secure paper shredding and more.

Financial assistance may be available. Please check in at sandiego.gov/esd/sa for more information.

Scan for available languages:
• Español
• Tagalog
• Tiếng Việt

Please recycle this mailer!

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Scan the QR Code using your mobile device or visit the provided URL to begin creating your Portal account.



Click **Create Portal Account** to get started.

Are you a San Diego property owner eligible for residential trash collection services by San Diego city services or have you been designated as an account secondary user by an Account Owner?

If the above information is not true, click **No**.

Continue onto the next page for this process.

No

Not Sure

Yes

If you are not sure that the above information is true, click **Not Sure**.

Continue onto the next page for this process.

If the above information is true, click **Yes**.

Continue with creating an account and signing into the Portal.



Module 3: Create an Account and Sign into the Portal (2 of 4)

Are you a San Diego property owner eligible for residential trash collection services by San Diego city services or have you been designated as an account secondary user by an Account Owner?

If the above information is not true, click **No**.

No

Not Sure

If you are not sure that the above information is true, click **Not Sure**.

Residents of properties that are ineligible for residential waste collection by City of San Diego services can still access information for other services (reporting graffiti, illegal dumping, etc.) through the [Get It Done](#) website under the "Trash Collection, Recycling and Graffiti" dropdown menu. San Diego residents who are renters of properties that are eligible for city services may report their missed collection through [Get It Done](#).

Go to Get It Done

Read the information about your ineligibility and click the button to go to Get it Done, if needed.

If you would like to determine the eligibility of your property, please visit the APN eligibility lookup page [here](#).

Under the San Diego Municipal Code (66.0127), the City collects residential solid waste from single-family residential properties or multi-family residential properties, with up to four residences on a single lot, that meet City requirements for collection by the City.

The Code explains that at least once each week, City staff shall collect and transport residential solid waste for transfer, transport and recycling or disposal and the City may charge a cost-recovery fee, as allowed by law, for all solid waste management services.

If you are unsure if you have been designated as a Secondary User, please contact the Property Owner.

Exit

For more on determining your eligibility, refer **Module 2: APN Eligibility Look Up and Appeal**.

Read the information about how to determine your eligibility and visit the eligibility look up page, if needed.



Module 3: Create an Account and Sign into the Portal (3 of 4)

Register
Already have an account? [Log in](#)

Email Address

First Name

Last Name

Password [?]

Your password is required
Must be at least 8 characters
Must contain uppercase letter
Must contain number
Must contain special character !@#\$%^&*
Repeat Password

☐ Show Password
Verification challenge expired. Check the checkbox again.
☐ I'm not a robot

[Sign up](#)

Email Verified
Your email address was successfully verified.
[Back to Waste Collection Portal](#)

Verify your email for the City of San Diego External Inbox x
City of San Diego No Reply <NoReplyAuth0@sandiego.gov>
to me ▾ 1:05 PM (0 minutes ago)

Welcome to the Waste Collection Portal
Thank you for signing up. Please verify your email address by clicking the following link:
[Confirm my account](#)
Thanks!
City of San Diego

The City of SAN DIEGO
Log In
Email Address

Password

Need help signing in?
Forgot your password?
[Sign in](#)
Don't have an account yet? [Sign up](#)

Fill out the required information.

Choose a password that has at least 8 characters, an uppercase letter, a number, and a special character (!@#\$%^&*).

Click Sign up.

When taken to your new internet browser tab, click Back to Waste Collection Portal.

Navigate to your email and click Confirm my account. This will take you to the Sign in page on another browser tab.

Fill out your Email Address and Password. Then click Sign in.



Module 3: Create an Account and Sign into the Portal (4 of 4)

Welcome to the new Residential Waste Collection Services Portal

San Diego voters recently passed Measure B amending the People's Ordinance. In response to the amendment, the City held a public process to review trash and recycling services provided by City workers and to estimate the cost to provide these services. Following this process, City leaders approved new annual fees effective starting July 1, 2025, to help recover the costs paid by the City. As an eligible homeowner, use this Portal to:

- Choose the number and size of trash, organics and recycling containers you need.

Container replacement and repairs at no additional charge.

Link to your account.

Service and annual fee history.

This is not a payment portal and payments for the solid waste management fee are made via this portal. The City is charging the solid waste management fee via the County tax roll and is collecting the solid waste management fee on the County tax roll in the same persons, and at the same time as, together with and not including, general taxes.

Learn more: [Environmental Services Department Trash Service Updates](#)

☐ I do not want to see this reminder again.

Proceed

If desired, click the link to learn more about Measure B and the Portal.

Review the welcome message and information. If you **do not want to see this information again** next time you sign in, check the box.

Check your **texts** and/or **email** to view your communication confirmation.

Click **Proceed**.

Hello, John Smith.

Receive Optional Updates

Learn about holiday tree collection, secure paper shredding, and more.

Are you an Individual or a Business?

☒ Individual
☐ Business

* Contact Email

☒ Check to receive email updates.

Mobile Phone

☐ Check to receive text message updates. I understand messages will be sent generally no more than once a month. Message and data rates may apply. Reply STOP to opt out.

Continue

Select if you are creating an account as an **Individual** or **Business**.

Note: Creating an account as a **Business** likely indicates that you are a property management company who will manage the Portal account for your residents.

Fill in your **Email Address** and **Mobile Phone Number**. Note that you may enter an email other than the one you used to log into the Portal. Changing or updating this contact information will not affect your log in information. Lastly, if you would like to receive updates via email and/or text message, check the appropriate boxes.

Click **Continue**.

Hello, John Smith.

Receive Optional Updates Confirmation

This is a confirmation that you have successfully elected to receive Environmental Services Department updates via the following contact method(s):

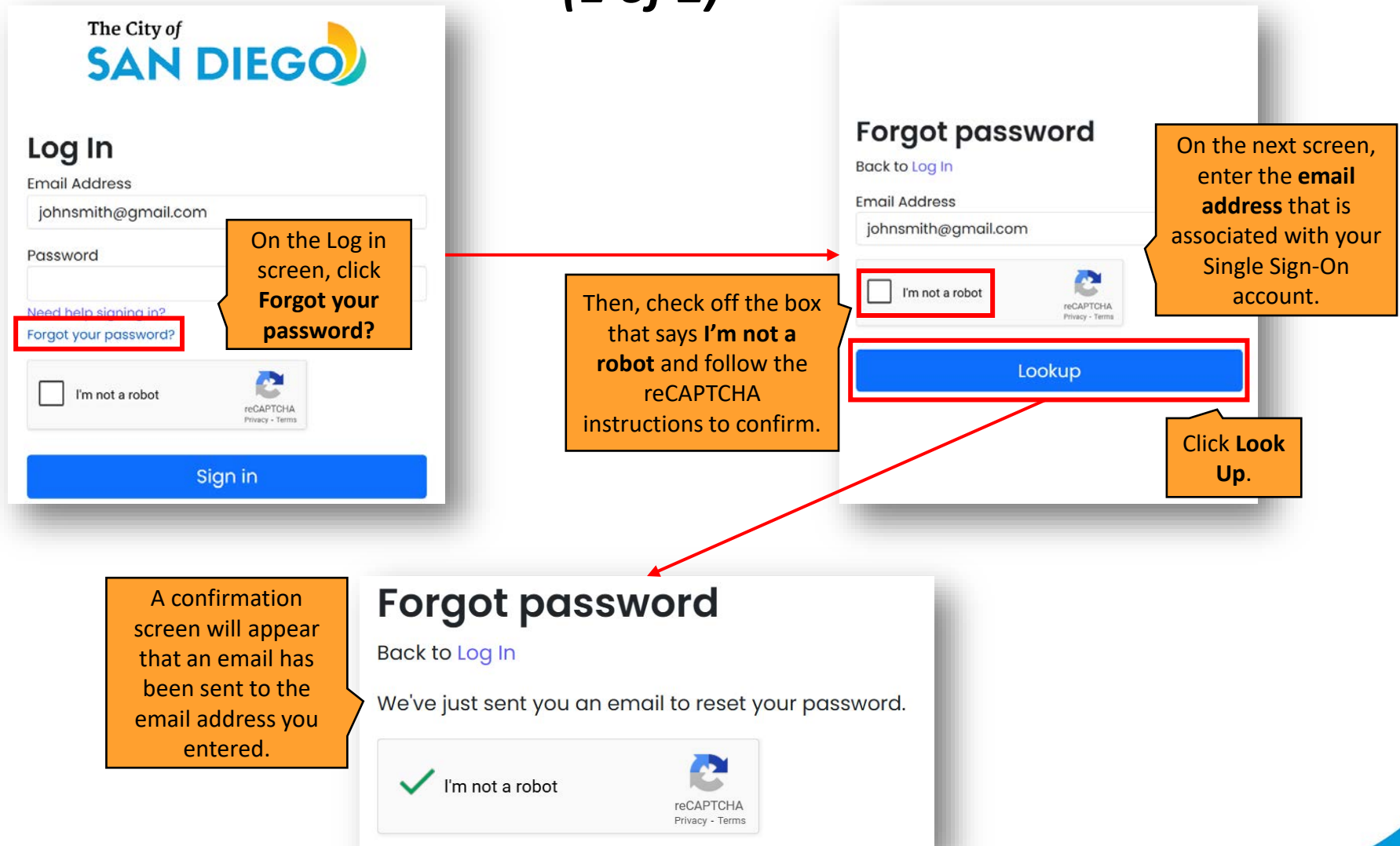
- Text & Email

You will receive an initial communication via the contact method(s) you have selected. If you wish to unsubscribe, please use the unsubscribe method in the message you receive. Thank you.

Proceed

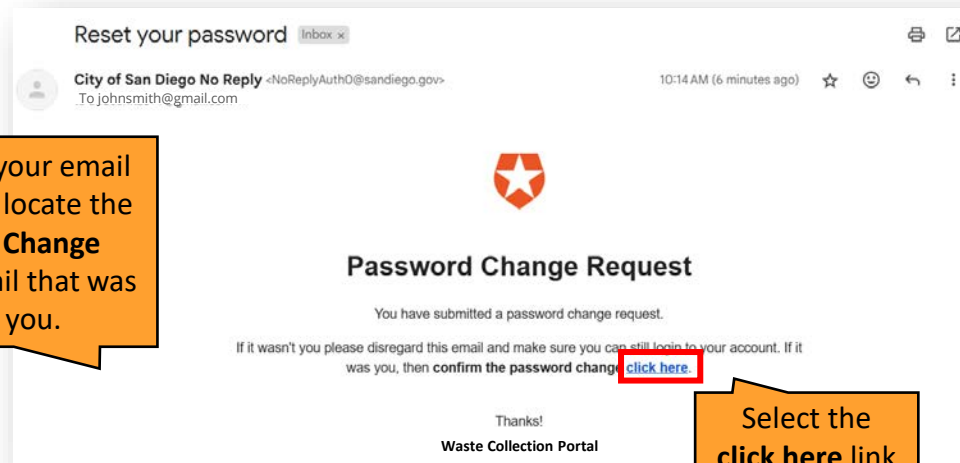
Click **Proceed**.

Module 4: Reset my City of San Diego Single Sign-On Password (1 of 2)





Module 4: Reset my City of San Diego Single Sign-On Password (2 of 2)




Navigate to your email account and locate the **Password Change Request** email that was sent to you.


Select the **click here** link in the email.

The City of
SAN DIEGO

Change Password

Enter a new password for
johnsmith@gmail.com

 your new password

 confirm your new password


You will be directed to an internet browser to reset your password. **Enter and re-enter your new password** in the provided fields.


Click the **arrow** to proceed.

Confirm your password meets the listed requirements

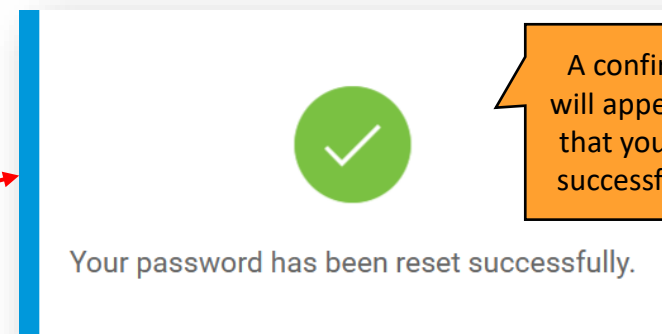
At least 8 characters in length
Contain at least 3 of the following 4 types of characters:

- Lower case letters (a-z)
- Upper case letters (A-Z)
- Numbers (i.e. 0-9)
- Special characters (e.g. !@#\$%^&*)

 *****

 confirm your new password

Click the **arrow** to proceed.



A confirmation screen will appear notifying you that your password has successfully been reset.



Module 5: Understand the Portal Dashboard

When logging into the Portal, the actions you can take on your dashboard may vary based on the number of properties linked to your account. Each view has a different layout for actions you can perform. If you have *one property*, you will see **View 1**, and if you have *multiple properties*, you will see **View 2**.

View 1: Account with One Property

View 1: Account with One Property dashboard. The interface includes a greeting, a 'Property Details' section with 'Add a New Property' and 'Remove This Property' buttons, a 'Selected Container Summary' section with a 'Modify Selections' button, and an 'Account Owner' section with 'Update Contact Information', 'Designate a Secondary User', and 'Remove a Secondary User' buttons. A 'Service Address History' section contains 'Service Address History' and 'Detailed Cost History' buttons. An 'Other Actions' section includes a 'Financial Assistance Donation' button. Callouts provide instructions for each button and note that changes can be made during open enrollment from July 15th to September 30th, 2025.

Callouts:

- Click here to **Add a New Property**.
- Click here to **Remove This Property**.
- Click here to **Modify Selections** of your containers. The existing **note** will determine when and if you are able to modify your selections at this time.
- You can make changes during open enrollment from **July 15th to September 30th, 2025**.
- Click here to **Update Contact Information**.
- Click here to **Designate a Secondary User**. (For **Account Owners only**).
- Click here to **Remove a Secondary User**. (For **Account Owners only**).
- Click here to view **Service Address History**.
- Click here to view **Detailed Cost History**.
- Click here to make a **Financial Assistance Donation**. (For **Account Owners only**).

View 2: Account with Multiple Properties

View 2: Account with Multiple Properties dashboard. The interface includes a greeting, a 'Dashboard' section with 'Update Contact Information' and 'Add a New Property' buttons, and a 'Properties that you own are listed below' table. The table has columns for APN, Address, Next Collection Date, and Perform Actions. A dropdown menu for 'Perform Actions' is shown, listing options like 'View Property Details', 'Remove this Property', 'Designate Secondary User(s)', 'Modify Selections', 'Service Address History', 'Detailed Cost History', and 'Financial Assistance Donation'. Callouts provide instructions for each button and the dropdown menu.

Callouts:

- Click here to **Update Contact Information**.
- Click here to **Add a New Property**.
- Click here to **Update Contact Information**.
- Click here to **Add a New Property**.
- Click here to view the properties associated with the **Account Owner**.
- Click here to view any **Secondary Users** attached to your properties.
- Select an option next to a property to **view and Perform Actions** required.

APN	Address	Next Collection Date	Perform Actions
4713213300	4276 48TH ST, San Diego, CA 92115		
4713211500	4782 ORANGE AVE, San Diego, CA 92115	06/13/2025	

Module 6: Add a Property (1 of 3)

If you misplaced the APN for the property you are trying to add to your Portal account, use the **Look Up My APN** link on the Portal Home Page to find it. If you misplaced the Unique Code for your property's APN, refer to the FAQs on our [Portal Resources page](#) on how to obtain a new one.

As the last step of your log in process, check your **texts and/or **email** to view your communication confirmation.**

Click Proceed.

Add your property's APN and Unique Code that can be found in the sealed mailer that was sent to you.

Click Continue.



Module 6: Add a Property (2 of 3)

After logging into the Portal for the first time and adding your first property, you will have the option to add additional properties. Please note that the **Add a New Property** button may be in a different location on your screen as the screen changes depending on if you have *one property (view 1)*, or *multiple properties (view 2)*, already added to your account.

View 1: Account with One Property

Hello, John Smith.

Property Details

APN: 4713211600 Service Address: 4790 ORANGE AVE, San Diego, CA 92115

Number of Units: 1 Next Collection Date: 06/13/2025

[+ Add a New Property](#) [- Remove This Property](#)

Selected Container Summary

- 2 x 95 Gallon Gray Trash Container
- 1 x 95 Gallon Blue Recycling Container
- 1 x 95 Gallon Green Organics Container

[Modify Selections](#)

You can make changes during open enrollment from **July 15th to September 30th, 2025.**

Account Owner	Secondary User
John Smith johnsmith@email.com Update Contact Information	A Secondary User is granted access by the Account Owner to manage the trash, recycling and organic waste container service level requests for the property/properties on the account. No Secondary Users Designate a Secondary User

Click Add a New Property.

View 2: Account with Multiple Properties

Hello, John Smith.

[Update Contact Information](#) [Add a New Property](#)

Dashboard

Welcome to the City of San Diego Environmental Services Department (ESD) Residential Waste Collection Services Portal.

Account Owner: You are the property owner, your name is listed on the Deed of Trust (DOT) and you are financially responsible for the APN (Assessor's Parcel Number) listed on the account. You have access to all service information and you can also manage the trash, recycling and organic waste container service levels on the property/properties on your account. You can designate a Secondary User who can also make service level changes on your behalf. You will be notified of any activity on the account.

Secondary User: You have been granted access to the Environmental Services Department's Residential Waste Collection Services Portal by the Account Owner as a secondary user. The Account Owner has granted you access to manage the trash, recycling and organic waste container service level requests for the property/properties on the account. Changes in service level made by any Secondary User may impact the total cost of waste services owed by the property owner. The Account Owner will be notified of any modifications to the account you make.

Account Owner			Secondary User
Properties that you own are listed below:			
APN	Address	Next Collection Date	Perform Actions
4713211500	4782 ORANGE AVE, San Diego, CA 92115	06/13/2025	Select an option View Property Details Remove this Property Designate Secondary User(s) Modify Selections Service Address History Detailed Cost History Financial Assistance Donation
4713211300	4201 EUCLID AVE, San Diego, CA 92115		

[Policy](#) | [Accessibility](#) | [Language Translation](#) | [Contact Us](#) | [Help](#) | [Feedback](#) | [Contact us at 858-694-3333](#)

Click Add a New Property.



Module 6: Add a Property (3 of 3)

Hello, John Smith.

Add New Property

Please enter the unique code received and the Assessor's Parcel Number (APN) for the property you wish to associate with your account.

APN:
APN is a 10 digit numeric code.

9	3	4	0	2	9	6	7	3	9
---	---	---	---	---	---	---	---	---	---

[Clear](#)

Unique Code:
Unique code is a 10 digit alpha-numeric code.

E	G	X	L	Z	Y	B	B	T	R
---	---	---	---	---	---	---	---	---	---

[Clear](#)

Your unique code can be found in the mailer sent to your tax mailing address or, for secondary users, it will be provided in an email from the Environmental Services Department.

Did not receive a code? [Click here](#)

[Cancel](#) [Continue](#)

Add your property's **APN** and **Unique Code** that can be found in the sealed mailer that was sent to you.

Click **Continue**.



Module 7: Choose Your Waste Collection Service Levels (1 of 4)

Hello, John Smith.

Select the number of containers for your property

APN: 4823748290
Number of Units: 1
Service Address: 123 Bond Street, San Diego, CA 92122

Please select the number and sizes of trash, recycling and organics containers for your property. Open enrollment is available until September 30th, 2025. You may return to this site and update your selection until that date and annually going forward. For the initial rollout, the City will begin delivering new containers beginning in October 2025 and continuing through June 2026. If you do not make a selection, you will automatically receive one new 95-gallon trash container and one new 95-gallon recycling container for your property. Your old City trash and recycling containers will be removed and recycled.

You are required to have at least one trash container, one recycling container and one organics container at your property. When making your selection, please consider the number of units on your property and the volume of waste produced. This site allows you to select up to three (3) trash containers, three (3) recycling containers and four (4) organics containers **per unit** on your property as indicated above. You may request additional containers by contacting the Environmental Services Department at 858-694-7000.

To assist you in making your selection, please refer to the [Size Guide, Pricing Guide](#), and [Frequently Asked Questions](#) at the bottom of this page.

Read the instructions for choosing your containers.

Click on the image of the **Pricing Guide** to explore a full-fee guide to help you estimate the total cost of your service level selections.

GRAY TRASH



35-GALLON BIN
24" deep x 19" wide
x 38" tall



65-GALLON BIN
27" deep x 27" wide
x 43" tall



95-GALLON BIN
33" deep x 29" wide
x 43" tall

BLUE RECYCLE



35-GALLON BIN
24" deep x 19" wide
x 38" tall



65-GALLON BIN
27" deep x 27" wide
x 43" tall



95-GALLON BIN
33" deep x 29" wide
x 43" tall

GREEN ORGANIC WASTE



35-GALLON BIN
24" deep x 19" wide
x 38" tall



65-GALLON BIN
27" deep x 27" wide
x 43" tall



95-GALLON BIN
33" deep x 29" wide
x 43" tall



Click on the image of the **Size Guide** to explore a full-size guide to help you determine the container sizes that fit your needs.

Trash Service Fee Calculator

Use this calculator to estimate your monthly trash service fee based on the City of San Diego's new trash collection pricing. Select one of the available trash container bundle options and add any extra containers you may need to view your total monthly cost.

Prices shown are valid for Fiscal Year 2026 (July 1, 2025 through June 30, 2026).

To make your actual service level selections, please visit our [customer portal](#).

Base Bundle Option	Quantity / Selection	Monthly Cost
95-Gallon Trash Bundle (Includes one 95-gallon Trash bin, one 95-gallon Recycling bin and one 95-gallon Organics bin — \$43.60/month)	<input checked="" type="radio"/>	\$43.60
65-Gallon Trash Bundle (Includes one 65-gallon Trash bin, one 95-gallon Recycling bin and one 95-gallon Organics bin — \$38.94/month)	<input type="radio"/>	



Module 7: Choose Your Waste Collection Service Levels (2 of 4)

The Portal will have automatically selected one (1) 95-gal for each container type before you make your selections. This automatic selection serves as the **Bundle 3 option which all customers will be charged for in the first year (2025-2026) of these services.** If you require more than three (3) trash, three (3) recycling, and/or more than four (4) organics containers, refer to the FAQs on our [Portal Resources page](#) to determine how to receive approval. When making your selections, review the bundle and additional container options in your mailer, on our [Trash Service Updates page](#), or on the [pricing guide](#).

Choose the number
of **Trash** containers
you need.

How many total TRASH containers do you want at your property?

35 gal +
65 gal +
95 gal +

Trash Monthly Subtotal

Through current Fiscal Year (June 30):* **\$43.60**

Starting next Fiscal Year (July 1): **\$44.57**

The most common residential container size is 95 gallons.

If you select more than one trash container, the **bundled rate** will apply to the largest size container you select.

* Rate effective upon delivery of new containers. If you receive a decrease in number of containers or increase in service level before the end of the Fiscal Year (June 30), you will see a credit or additional charge on your next bill.

How many total RECYCLING containers do you want at your property?

35 gal +
65 gal +
95 gal +

Recycling Monthly Subtotal

Through current Fiscal Year (June 30):* **\$0.00**

Starting next Fiscal Year (July 1): **\$0.00**

The fee for the initial **bundle rate** includes a 95-gallon recycling container. If you prefer a smaller recycling container for reasons unrelated to solid waste management services (e.g., if you would like a smaller size due to space considerations), the City will make one available, but the fee would be the same.

* Rate effective upon delivery of new containers. If you receive a decrease in number of containers or increase in service level before the end of the Fiscal Year (June 30), you will see a credit or additional charge on your next bill.

Choose the number
of **Recycling**
containers you need.

How many total ORGANICS containers do you want at your property?

35 gal +
65 gal +
95 gal +

Organics Monthly Subtotal

Through current Fiscal Year (June 30):* **\$0.00**

Starting next Fiscal Year (July 1): **\$0.00**

The fee for the initial **bundle rate** includes a 95-gallon organics container. If you prefer a smaller organics container for reasons unrelated to solid waste management services (e.g., if you would like a smaller size due to space considerations), the City will make one available, but the fee would be the same.

* Rate effective upon delivery of new containers. If you receive a decrease in number of containers or increase in service level before the end of the Fiscal Year (June 30), you will see a credit or additional charge on your next bill.

Does your selection above match the size and quantity of your current / existing organics containers?

☐ Yes
☐ No

If your organics container(s) size or quantity changes, the Department will exchange, remove, or deliver Green Organics container(s) for your property, based on the selections you made.

Per California Senate Bill 1383, you are required to have an organics container.

Choose the number
of **Organics**
containers you need.

Answer the question regarding your
current / existing organics containers
by selecting **Yes** or **No**.

Note: Selecting **Yes** will indicate to ESD that you will continue using the Green Organics container(s) on your property. Selecting **No** indicates that ESD will need to exchange, remove, or deliver Green Organics container(s) for your property, based on the selections you made.



Module 7: Choose Your Waste Collection Service Levels (3 of 4)

A summary of the containers you selected, and the fees incurred will appear for your review.

Monthly Cost Summary through current Fiscal Year (June 30, 2025)*	
Bundle Subtotal	\$43.60
Financial Assistance Program Fee Reduction	\$0.00

*Rates effective upon delivery of new containers.
By October 2025, you will see a charge for a new Solid Waste Management Fee on your property tax bill in the amount of **\$523.20**, the fee for one 95-gal trash container, one recycling container and one organics container. If you select and receive a decrease or increase from this service level before the end of the Fiscal Year (June 30), you will see a credit or additional charge on your next bill in October 2026 to reflect that change.

Monthly Cost Summary starting next Fiscal Year (July 1, 2026)	
Bundle Subtotal	\$44.57
Financial Assistance Program Fee Reduction	\$0.00

Estimated ANNUAL total for next Fiscal Year *

* The total amount for next Fiscal Year may be lower than estimated due to financial assistance. The total amount may also be higher or lower due to credits or additional charges applied to your total if you select and receive a decrease or increase in your service level before the end of the current Fiscal Year (ending June 30).

Your order has been received and delivery of new containers will start in October. You may change your order until September 29, 2025.

A message confirming that your order has been received, and the anticipated delivery information will appear.

Note: Your trash containers will be delivered first. After the City delivers all the new trash containers, your new recycling containers will be delivered. After the City delivers all new recycling containers, Organics containers will be delivered to those who requested them.

For more information on your service level selections and related fees, expand each of the provided FAQs.

Frequently Asked Questions

- > How do I decide the number and sizes of containers to select?
- > Can I receive a discount if I use a smaller trash container? Will I pay more if I need additional containers?
- > Can I receive a discount if I use a smaller recycling or organics container?
- > Is financial assistance available?
- > Where can I find more information?

Cancel Continue

Click
Continue.



Module 7: Choose Your Waste Collection Service Levels (4 of 4)

To review more information about making donations via the Portal, what the donations are for, and who they will go to, visit the FAQs on our [Portal Resources page](#).

Hello, John Smith.

Service Level Confirmation

APN:
4713211600

Service Address:
4790 ORANGE AVE, San Diego, CA 92115

This is confirmation that a service level change has been made. A confirmation email will be sent to the Account Owner as well as to any Secondary User(s) associated with this property.

Your estimated total for your service level selection starting July 1st, 2025 \$534.84.*

Would you like to donate an additional amount to help provide trash services for those needing financial assistance**?

☒ No

☐ Yes, I would like to make a one-time donation.

Amount
Amount

☐ Yes, I would like to make a recurring annual donation***.

Amount
Amount

To cancel your donation, please select the 'No' option prior to June 30th, 2025.

*Estimated total displayed excludes the amounts of any donations you make.

**The financial assistance donation will start on your 2027 annual property tax bill. Records of donations will be visible on the cost history page.

***Recurring annual donations must be cancelled through the 'Financial Assistance Donation' button on your property details by June 30 to be removed from your next annual and all future property tax bills.

Go to Dashboard

Confirm

Click
Confirm.

On the following screen, select if you would like to make a one-time or annual donation.

Hello, John Smith.

Financial Assistance Donation Confirmation

APN:
4713211600

Service Address:
4790 ORANGE AVE, San Diego, CA 92115

This is a confirmation that you have elected to not make a donation.

Go to Dashboard

A confirmation will appear to confirm that you have or have not made a donation.

Read the message in gray for more information about your donations.



Module 8: Remove a Property (1 of 2)

When you remove a property from your Portal account, **it does not serve as a confirmation that it is removed from your responsibility or tax billing.** If you are still the current owner of a property, it is your responsibility to pay the Solid Waste Management Fee for that property. If you are no longer the owner of the property, you will not be responsible for the Solid Waste Management Fee.

View 1: Account with One Property

Hello, John Smith.

Property Details

APN: 4713211600 Service Address: 4790 ORANGE AVE, San Diego, CA 92115

Number of Units: 1 Next Collection Date: 06/13/2025

[+ Add a New Property](#) [- Remove This Property](#)

Click Remove this Property.

Selected Container Summary

2 x 95 Gallon Gray Trash Containers

1 x 95 Gallon Blue Recycling Container

1 x 95 Gallon Green Organics Container

[Modify Selections](#)

You can make changes during open enrollment from **July 15th to September 30th, 2025.**

Account Owner	Secondary User
John Smith johnsmith@mail.com Update Contact Information	A Secondary User is granted access by the Account Owner to manage the trash, recycling and organic waste container service level requests for the property/properties on the account. No Secondary Users Designate a Secondary User

View 2: Account with Multiple Properties

Hello, John Smith. [Update Contact Information](#) [Add a New Property](#)

Dashboard

Welcome to the City of San Diego Environmental Services Department (ESD) Residential Waste Collection Services Portal.

Account Owner: You are the property owner, your name is listed on the Deed of Trust (DOT) and you are financially responsible for the APN (Assessor's Parcel Number) listed on the account. You have access to all service information and you can also manage the trash, recycling and organic waste container service levels on the property/properties on your account. You can designate a Secondary User who can also make service level changes on your behalf. You will be notified of any activity on the account.

Secondary User: You have been granted access to the Environmental Services Department's Residential Waste Collection Services Portal by the Account Owner as a secondary user. The Account Owner has granted you access to manage the trash, recycling and organic waste container service level requests for the property/properties on the account. A Secondary User may impact the total cost of waste services owed by the property owner. Any modifications to the account you make.

[Account Owner](#) [Secondary User](#)

Properties that you own are listed below:

APN	Address	Next Collection Date
4713211500	4782 ORANGE AVE, San Diego, CA 92115	06/13/2025
4713211300	4201 EUCLID AVE, San Diego, CA 92115	

Select the action drop down list next to the property you would like to remove and click **Remove this Property.**

Select an option
View Property Details
Remove this Property
Designate Secondary User(s)
Modify Selections
Service Address History
Detailed Cost History
Financial Assistance Donation

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Module 8: Remove a Property (2 of 2)

Hello, John Smith.

Remove a Property

Account Owner

Properties for which you are an Account Owner are listed below:

APN	Service Address	Secondary User	Action
4713212600	4775 TROJAN AVE, San Diego, CA 92115		Remove
4713211500	4782 ORANGE AVE, San Diego, CA 92115		Remove

[Return to Dashboard](#)

Select **Remove** next to the property you want to remove.

Hello, John Smith.

Remove Property Confirmation

APN: 4713212600

Service Address: 4775 TROJAN AVE, San Diego, CA 92115

Designation: Account Owner

Are you sure you want to be removed as the Account Owner for APN 4713212600?

By selecting "Yes" below, you will be removed as an Account Owner for APN 4713212600. If you do not wish to be removed as an Account Owner for this APN, select "Previous" to return to the Portal dashboard.

[Previous](#)

[Return to Dashboard](#)

[Yes](#)

Confirm you would like to remove the selected property by clicking **Yes**.

Hello, John Smith.

Remove Property Confirmation

You have successfully removed the property from your account.

This is a confirmation that you have been successfully removed as an Account Owner for:

APN:
4713212600

Service Address:
4775 TROJAN AVE, San Diego, CA 92115

You will receive an email confirmation of this change.

A confirmation will appear in green to let you know that you have successfully removed the property.

[Remove Another Property](#)

[Return to Dashboard](#)



Module 9: Access your Property's Detailed Cost History (1 of 2)

Please note that the **Detailed Cost History** button may be in a different location on your screen depending on how many properties are linked to your account. If you have *one property*, you will see **View 1**, and if you have *multiple properties*, you will see **View 2**.

View 1: Account with One Property

Hello, John Smith.

Property Details

APN: 4713211600 Service Address: 4790 ORANGE AVE, San Diego, CA 92115

Number of Units: 1 Next Collection Date: 06/13/2025

+ Add a New Property - Remove This Property

Selected Container Summary

2 x 95 Gallon Gray Trash Containers

1 x 95 Gallon Blue Recycling Container

1 x 95 Gallon Green Organics Container

Modify Selections

You can make changes during open enrollment from **July 15th to September 30th, 2025**.

Account Owner	Secondary User
John Smith johnsmith@mail.com Update Contact Information	A Secondary User is granted access by the Account Owner to manage the trash, recycling and organic waste container service level requests for the property/properties on the account. No Secondary Users Designate a Secondary User

Service Address History

[Service Address History](#) [Detailed Cost History](#)

Select the button titled **Detailed Cost History** to view the Detailed Cost History for your only property.

View 2: Account with Multiple Properties

Hello, John Smith. [Update Contact Information](#) [Add a New Property](#)

Dashboard

Welcome to the City of San Diego Environmental Services Department (ESD) Residential Waste Collection Services Portal.

Account Owner: You are the property owner, your name is listed on the Deed of Trust (DOT) and you are financially responsible for the APN (Assessor's Parcel Number) listed on the account. You have access to all service information and you can also manage the trash, recycling and organic waste container service levels on the property/properties on your account. You can designate a Secondary User who can also make service level changes on your behalf. You will be notified of any activity on the account.

Secondary User: You have been granted access to the Environmental Services Department's Residential Waste Collection Services Portal by the Account Owner as a secondary user. The Account Owner has granted you access to manage the trash, recycling and organic waste container service level requests for the property/properties on the account. Changes in service level made by any Secondary User may impact the total cost of waste services owed by the property owner. The Account Owner will be notified of any modifications to the account you make.

Account Owner			Secondary User
Properties that you own are listed below:			
APN	Address	Next Collection Date	Perform Actions
4713211500	4782 ORANGE AVE, San Diego, CA 92115	06/13/2025	Select an option View Property Details Remove this Property Designate Secondary User(s) Modify Selections Service Address History Detailed Cost History Financial Assistance Donation
4713211300	4201 EUCLID AVE, San Diego, CA 92115		

Select the action drop down list next to the property you would like to access the cost history for and click **Detailed Cost History**.



Module 9: Access your Property's Detailed Cost History (2 of 2)

On the **Detailed Cost History** screen, you can review Debits, Credits, Donations, and Financial Assistance billed/received for your selected property in the existing fiscal year(s).

A link to the **FAQs** is included if you require more information about your Detailed Cost History.

Hello, John Smith.

Cost History

APN:
4713213300

Service Address:
4276 48TH ST, San Diego, CA 92115

Fiscal Year 2026

Subtotal Before Debits/Credits	\$523.2
Debits due to Service Level Increase*	\$0
Credits due to Service Level Decrease*	(\$0)
Financial Assistance Program	\$0
Amount Billed to Tax Bill	\$523.2

Fiscal Year 2025

Subtotal Before Debits/Credits	\$100
Debits due to Service Level Increase*	\$0
Credits due to Service Level Decrease*	(\$0)
Financial Assistance Program	\$0
Amount Billed to Tax Bill	\$100

**Debits and credits are applied to reflect service level changes made by Account Owners or Secondary Users during the prior fiscal year, as applicable. Financial assistance may be available.*

[Please visit our FAQs for more information.](#)

[Return to Dashboard](#)



Module 10: Access your Property's Address Service History (1 of 2)

Please note that the **Service Address History** button may be in a different location on your screen as the screen changes depending on if you have *one property (view 1)*, or *multiple properties (view 2)*, already added to your account.

View 1: Account with One Property

Hello, John Smith.

Property Details

APN: 4713211600 Service Address: 4790 ORANGE AVE, San Diego, CA 92115

Number of Units: 1 Next Collection Date: 06/13/2025

[+ Add a New Property](#) [- Remove This Property](#)

Selected Container Summary

2 x 95 Gallon Gray Trash Containers

1 x 95 Gallon Blue Recycling Container

1 x 95 Gallon Green Organics Container

[Modify Selections](#)

You can make changes during open enrollment from **July 15th to September 30th, 2025.**

Account Owner	Secondary User
John Smith johnsmith@mail.com	A Secondary User is granted access by the Account Owner to manage the trash, recycling and organic waste container service level requests for the property/properties on the account.
No Secondary Users Designate a Secondary User	

Service Address History

[Service Address History](#) [Detailed Cost History](#)

Select the button titled **Service Address History** to view the Service Address History for your only property.

View 2: Account with Multiple Properties

Hello, John Smith.

[Update Contact Information](#) [Add a New Property](#)

Dashboard

Welcome to the City of San Diego Environmental Services Department (ESD) Residential Waste Collection Services Portal.

Account Owner: You are the property owner, your name is listed on the Deed of Trust (DOT) and you are financially responsible for the APN (Assessor's Parcel Number) listed on the account. You have access to all service information and you can also manage the trash, recycling and organic waste container service levels on the property/properties on your account. You can designate a Secondary User who can also make service level changes on your behalf. You will be notified of any activity on the account.

Secondary User: You have been granted access to the Environmental Services Department's Residential Waste Collection Services Portal by the Account Owner as a secondary user. The Account Owner has granted you access to manage the trash, recycling and organic waste container service level requests for the property/properties on the account. Changes in service level made by any Secondary User may impact the total cost of waste services owed by the property owner. The Account Owner will be notified of any modifications to the account you make.

[Account Owner](#) [Secondary User](#)

Properties that you own are listed below:

APN	Address	Next Collection Date	Perform Actions
4713211500	4782 ORANGE AVE, San Diego, CA 92115	06/13/2025	<div>Select an option View Property Details Remove this Property Designate Secondary User(s) Modify Selections Service Address History Detailed Cost History Financial Assistance Donation</div>
4713211300	4201 EUCLID AVE, San Diego, CA 92115		

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Select the action drop down list next to the property you would like to access the service address history for and click **Service Address History**.



Module 10: Access your Property's Address Service History (2 of 2)

Hello, John Smith.

Service Address History

APN:

4713211600

Service Address:

4790 ORANGE AVE, San Diego, CA 92115

Date	Action	Made By
06/17/2025	Primary User Contact Information Updated	Account Owner
06/17/2025	Financial Assistance Donation for \$0.0	John Smith
06/17/2025	Requested Service Level Change to: <ul style="list-style-type: none">• 2 x 95 Gallon Gray Trash Containers• 1 x 95 Gallon Blue Recycling Container• 1 x 95 Gallon Green Organics Container	Account Owner
06/17/2025	Financial Assistance Donation for \$0.0	John Smith
06/16/2025	Primary User Contact Information Updated	Account Owner

[Detailed Cost History](#)

[Return to Dashboard](#)

On the **Service Address History** screen, you can review the date(s) you or your secondary user(s) last made changes to your property's service levels, what action you took, and who completed the action.



Module 11: Designate a Secondary User (1 of 2)

As an Account Owner, you can optionally designate secondary users whom you trust, as they will have the ability to manage the waste collection services for the properties they are designated to. This may be a relative, spouse, friend, property manager, etc. To learn more about who to consider designating as a secondary user for your property, the benefits of doing so, and what role they may play in managing the waste collection services for the property on your account, refer to the FAQs on our [Portal Resources page](#). Please note that the **Designate Secondary User(s)** button may be in a different location on your screen as the screen changes depending on if you have *one property (view 1)*, or *multiple properties (view 2)*, already added to your account.

View 1: Account with One Property

Hello, John Smith.

Property Details

APN: 4713211600 Service Address: 4790 ORANGE AVE, San Diego, CA 92115

Number of Units: 1 Next Collection Date: 06/13/2025

[+ Add a New Property](#) [- Remove This Property](#)

Selected Container Summary

2 x 95 Gallon Gray Trash Containers

1 x 95 Gallon Blue Recycling Container

1 x 95 Gallon Green Organics Container

[Modify Selections](#)

You can make changes during open enrollment from **July 15th to September 30th, 2025.**

Account Owner	Secondary User
	A Secondary User is granted access by the Account Owner to manage the trash, recycling and organic waste container service level requests for the property/properties on the account.
	No Secondary Users
	Designate a Secondary User

Select the button titled **Designate Secondary User(s)** to designate secondary users for your only property.

View 2: Account with Multiple Properties

Hello, John Smith.

[Update Contact Information](#) [Add a New Property](#)

Dashboard

Welcome to the City of San Diego Environmental Services Department (ESD) Residential Waste Collection Services Portal.

Account Owner: You are the property owner, your name is listed on the Deed of Trust (DOT) and you are financially responsible for the APN (Assessor's Parcel Number) listed on the account. You have access to all service information and you can also manage the trash, recycling and organic waste container service levels on the property/properties on your account. You can designate a Secondary User who can also make service level changes on your behalf. You will be notified of any activity on the account.

Secondary User: You have been granted access to the Environmental Services Department's Residential Waste Collection Services Portal by the Account Owner as a secondary user. The Account Owner has granted you access to manage the trash, recycling and organic waste container service level requests for the property/properties on the account. Changes in service level made by any Secondary User may impact the total cost of waste services owed by the property owner. The Account Owner will be notified of any modifications to the account you make.

Account Owner			Secondary User
Properties that you own are listed below:			
APN	Address	Next Collection Date	Perform Actions
4713211500	4782 ORANGE AVE, San Diego, CA 92115	06/13/2025	Select an option View Property Details Remove this Property Designate Secondary User(s) Modify Selections Service Address History Detailed Cost History Financial Assistance Donation
4713211300	4201 EUCLID AVE, San Diego, CA 92115		

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Select the action drop down list next to the property you would like to designate a secondary user for and click **Designate Secondary User(s)**.



Module 11: Designate a Secondary User (2 of 2)

Hello, John Smith.

Designate Secondary User(s)

APN: 4713212600 **Service Address:** 4775 TROJAN AVE, San Diego, CA 92115

Please enter the Secondary User's information below. The Secondary User will be allowed to make service level changes for this property.

Individual or Business Name *
Jane Smith

Email *
janesmith1@gmail.com

Note: Enter the Secondary User's information and select if you want to apply the user to other APNs/Service Addresses.
Note: If you have not added more than one property to your account, you will not have the option to apply the Secondary User to other properties.

Would you like to apply the same Secondary User to other APNs/Service Addresses?
☒ Yes
☐ No

☒ **APN:** 4713211500
Service Address: 4782 ORANGE AVE, San Diego, CA 92115

[Return to Dashboard](#) [Next](#)

Hello, John Smith.

Designate Secondary User Confirmation

Are you sure you would like to designate **Jane Smith** (janesmith1@gmail.com) as a Secondary User for:

APN: 4713212600 **Service Address:** 4775 TROJAN AVE, San Diego, CA 92115

APN: 4713211500 **Service Address:** 4782 ORANGE AVE, San Diego, CA 92115

[Previous](#) [Confirm](#)

Click Confirm.

Hello, John Smith.

Designate Secondary User Confirmation

This is a confirmation that **Jane Smith** has been successfully added as a Secondary User for:

APN: 4713212600 **Service Address:** 4775 TROJAN AVE, San Diego, CA 92115

APN: 4713211500 **Service Address:** 4782 ORANGE AVE, San Diego, CA 92115

You will receive an email confirmation and additional emails if further changes to your account are made. An email will be sent to the Secondary User with further instructions.

A confirmation screen will appear showing that your Secondary User was added to the properties you selected. Both you and the Secondary User will receive a confirmation email.



Module 12: Remove a Secondary User (1 of 2)

Please note that the **Remove a Secondary User** button may be in a different location on your screen as the screen changes depending on if you have *one property (view 1)*, or *multiple properties (view 2)*, already added to your account.

View 1: Account with One Property

Hello, John Smith.

Property Details

APN: 4713211600 Service Address: 4790 ORANGE AVE, San Diego, CA 92115

Number of Units: 1 Next Collection Date: 06/13/2025

+ Add a New Property - Remove This Property

Selected Container Summary

2 x 95 Gallon Gray Trash Containers

1 x 95 Gallon Blue Recycling Container

1 x 95 Gallon Green Organics Container

Modify Selections

You can make changes during open enrollment from July 15th to September 30th, 2025.

Account Owner	Secondary User
John Smith johnsmith@mail.com Update Contact Information	<p>A Secondary User is granted access by the Account Owner to manage the trash, recycling and organic waste container service level requests for the property/properties on the account.</p> <ul style="list-style-type: none">Jane Smith janesmith@mail.com Designate a Secondary User Remove Secondary User

Select the button titled **Remove Secondary User** to remove secondary users for your only property.

View 2: Account with Multiple Properties

Hello, John Smith. [Update Contact Information](#) [Add a New Property](#)

Dashboard

Welcome to the City of San Diego Environmental Services Department (ESD) Residential Waste Collection Services Portal.

Account Owner: You are the property owner, your name is listed on the Deed of Trust (DOT) and you are financially responsible for the APN (Assessor's Parcel Number) listed on the account. You have access to all service information and you can also manage the trash, recycling and organic waste container service levels on the property/properties on your account. You can designate a Secondary User who can also make service level changes on your behalf. You will be notified of any activity on the account.

Secondary User: You have been granted access to the Environmental Services Department's Residential Waste Collection Services Portal by the Account Owner as a secondary user. The Account Owner has granted you access to manage the trash, recycling and organic waste container service level requests for the property/properties on the account. Changes in service level made by any Secondary User may impact the total cost of waste services owed by the property owner. The Account Owner will be notified of any modifications to the account you make.

Account Owner			Secondary User
Properties that you own are listed below:			
APN	Address	Next Collection Date	Perform Actions
4713212300	4262 North 48TH ST, San Diego, CA 92115	06/13/2025	Select an option
4713211600	4790 ORANGE AVE, San Diego, CA 92115	06/13/2025	Select an option

Select the action drop down list next to the property you would like to remove a secondary user for and select **Remove Secondary User(s)**.



Module 12: Remove a Secondary User (2 of 2)

Hello, John Smith.

Remove Secondary User

Welcome to the City of San Diego Environmental Services Department (ESD) Residential Waste Collection Services Portal.

Account Owner: You are the property owner, your name is listed on the Deed of Trust (DOT) and you are financially responsible for the APN (Assessor's Parcel Number) listed on the account. You have access to all service information and you can also manage the trash, recycling and organic waste container service levels on the property/properties on your account. You can designate a Secondary User who can also make service level changes on your behalf. You will be notified of any activity on the account.

Secondary User: You have been granted access to the Environmental Services Department's Residential Waste Collection Services Portal by the Account Owner as a secondary user. The Account Owner has granted you access to manage the trash, recycling and organic waste container service level requests for the property/properties on the account. Changes in service level made by any Secondary User may impact the total cost of waste services owed by the property owner. The Account Owner will be notified of any modifications to the account you make.

Secondary User

Secondary Users for your properties you own are listed below:

APN	Address	Secondary User	Action
4713211600	4790 ORANGE AVE, San Diego, CA 92115	Jane Smith	Remove

[Return to Dashboard](#)

Find the Secondary User you would like to remove and click **Remove**.

Hello, John Smith.

Remove Secondary User Confirmation

APN: 4713211600 **Service Address:** 4790 ORANGE AVE, San Diego, CA 92115

The following individual is currently designated as a Secondary User for:

APN: 4713211600
Name: Jane Smith
Email: janesmith@mail.com

By selecting "Remove User" below, they will no longer have access to change/up for APN 4713211600. **Are you sure you would like to remove Jane Smith?**

[Previous](#) [Remove User](#)

Click **Remove User** to confirm.

Hello, John Smith.

Remove Secondary User Confirmation

This is a confirmation that **John Smith** has been successfully removed as a Secondary User for:

APN: 8085257954 **Service Address:** 567 Genesis Street, San Diego, CA 92122

You will receive additional emails if further changes to your account are made.

[Remove another Secondary User](#) [Return to Dashboard](#)

A confirmation screen will appear to confirm your removal of the Secondary User.



Module 13: Update Your Contact Information (1 of 2)

Any changes or edits to your contact information in the Portal **will not change or effect your log in information for your Portal account**. Please note that the **Update Contact Information** button may be in a different location on your screen as the screen changes depending on if you have *one property (view 1)*, or *multiple properties (view 2)*, already added to your account.

View 1: Account with One Property

Hello, John Smith.

Property Details

APN: 4713211600 Service Address: 4790 ORANGE AVE, San Diego, CA 92115

Number of Units: 1 Next Collection Date: 06/13/2025

+ Add a New Property - Remove This Property

Selected Container Summary

2 x 95 Gallon Gray Trash Containers

1 x 95 Gallon Blue Recycling Container

1 x 95 Gallon Green Organics Container

Modify Selections

You can make changes during open enrollment from July 15th to September 30th, 2025.

Account Owner	Secondary User
John Smith johnsmith@mail.com Update Contact Information	Designated access by the manage the trash, recycling container service level property/properties on the Designate a Secondary User

Service Address History

Service Address History Detailed Cost History

On your account dashboard, click **Update Contact Information**.

View 2: Account with Multiple Properties

Hello, John Smith.

[Update Contact Information](#) [Add a New Property](#)

Dashboard

Welcome to the City of San Diego Environmental Services Portal. (SD) Residential

Account Owner: You are the property owner, your name is listed on the Deed of Trust (DOT) and you are financially responsible for the APN (Assessor's Parcel Number) listed on the account. You have access to all service information and you can also manage the trash, recycling and organic waste container service levels on the property/properties on your account. You can designate a Secondary User who can also make service level changes on your behalf. You will be notified of any activity on the account.

Secondary User: You have been granted access to the Environmental Services Department's Residential Waste Collection Services Portal by the Account Owner as a secondary user. The Account Owner has granted you access to manage the trash, recycling and organic waste container service level requests for the property/properties on the account. Changes in service level made by any Secondary User may impact the total cost of waste services owed by the property owner. The Account Owner will be notified of any modifications to the account you make.

Account Owner	Secondary User		
Properties that you own are listed below:			
APN	Address	Next Collection Date	Perform Actions
4713211500	4782 ORANGE AVE, San Diego, CA 92115	06/13/2025	Select an option View Property Details Remove this Property Designate Secondary User(s) Modify Selections Service Address History Detailed Cost History Financial Assistance Donation
4713211300	4201 EUCLID AVE, San Diego, CA 92115		

Privacy Policy | Accessibility | Language Translation | Contact Us | Help? Contact us at 858-694-XXXX

On your account dashboard, click **Update Contact Information**.



Module 13: Update Your Contact Information (2 of 2)

Hello, John Smith.

Update Contact Information

Updates include Holiday Tree Collection, Secure Paper Shredding and more.

First Name

Last Name *

Mobile Phone

☐ Check to receive text message updates.

Username *

Contact Email * ⓘ

☐ Check to receive email updates.

[Previous](#)

[Continue](#)

Edit your **First Name, Last Name, Username, Contact Email, and/or Mobile Phone** number.

If you would like to opt in or out of email and/or text message updates, check or uncheck the appropriate boxes.

Hello, Johnathan Smith-Cohen.

Update Contact Information

This is a confirmation that your contact information has been successfully updated with the below information:

First Name: Johnathan
Last Name: Smith-Cohen
Email: johnnysmithcohen@gmail.com

[Return to Dashboard](#)

Review the confirmation screen that appears.



Module 14: Add a Provisional Property (1 of 2)

To add a provisional property to your account, begin by ensuring you have created an account following the steps in **Module 3: Create an Account and Sign Into the Portal**. To receive more information on how and why you might need to add a provisional property to your account, visit the FAQs on our [Portal Resources page](#).

Hello, John Smith.

Property Details

APN: 4713211600	Service Address: 4790 ORANGE AVE, San Diego, CA 92115
Number of Units: 1	Next Collection Date: 06/13/2025

[+ Add a New Property](#) [- Remove This Property](#)

Selected Container Summary

- 2 x 95 Gallon Gray Trash Containers
- 1 x 95 Gallon Blue Recycling Container
- 1 x 95 Gallon Green Organics Container

[Modify Selections](#)

You can make changes during open enrollment from **July 15th to September 30th, 2025**.

Account Owner	Secondary User
John Smith johnsmith@mail.com Update Contact Information	A Secondary User is granted access by the Account Owner to manage the trash, recycling and organic waste container service level requests for the property/properties on the account. No Secondary Users Designate a Secondary User

Service Address History

[Service Address History](#) [Detailed Cost History](#)

Hello, John Smith.

Add New Property

Please enter the unique code received and the Assessor's Parcel Number (APN) for the property you wish to associate with your account.

APN:
APN is a 10 digit numeric code.

[Clear](#)

Unique Code:
Unique code is a 10 digit alpha-numeric code.

[Clear](#)

[Did not receive a code? Click here](#)[Cancel](#) [Continue](#)

Find the note that states:
Did not receive a code?
Proceed with adding a provisional property by selecting **Click here**.



Module 14: Add a Provisional Property (2 of 2)

If you do not know the APN for your provisional property, you may return to the Home Page of the Portal and select **Look Up My APN**, to find it.

Hello, Johnathan Smith-Cohen.

Unique Code Issues

Account Owner:

- New property owner or recent deed change:**

If you are a new property owner or have been newly added to the deed and have not yet received a unique code but wish to create a provisional account as Account Owner, [click here](#). Unique codes are sent to new property owners when the City receives updated deed information approximately 8-10 weeks after property deed changes occur.

- Current property owners without a recent purchase or deed change:**

If you currently own a property in San Diego and have not had a recent change to your property and/or if you are unable to locate your unique code, you may request one by [clicking here](#).

Secondary User:

- If you wish to enroll as a Secondary User but do not have a unique code, please [click here](#).

Read the information addressed to Account Owner and select **Click here** to continue the process of adding a provisional property to your account.

Hello, Johnathan Smith-Cohen.

Provisional Account Creation

Account Owner

Property Owner

Please enter the name or names exactly as they appear on the deed and the Assessor's Parcel Number (APN) for the property you wish to associate with your account. If there is more than one owner (grantee), you must list them all.

Grantee Line 1 *

Grantee Line 2 (if applicable)

Grantee Line 3 (if applicable)

APN *

Enter the name of all **Grantees** that are listed on the deed of the provisional property and the property's **APN**.

Click **Continue**.

Account Owner

Secondary User

Properties that you own are listed below:

APN	Address	N
4713212600	4775 TROJAN AVE, San Diego, CA 92115	06
4713211500	4782 ORANGE AVE, San Diego, CA 92115	06

You will be redirected to your Portal Dashboard and a confirmation that you have added your provisional property will be highlighted.

Provisional Properties associated with your account are listed below.

APN	Address	Next Collection Date	Perform Actions
4713212300	4262 North 48TH ST, San Diego, CA 92115	06/13/2025	Select an option



Module 15: Language Accessibility

Click **Translate** and select your preferred language.

Translate Logout

Select Language

- Abkhaz
- Acehnese
- Adholi
- Afar
- Afrikaans
- Albanian
- Alur
- Amharic
- Arabic
- Armenian
- Assamese
- Avar
- Awadhi
- Aymara
- Azerbaijani
- Balinese
- Baluchi
- Bambara
- Baoulé

Account Owner | **Secondary User**

Properties that you own are listed below:

APN	Address	Next Collection Date	Perform Actions
4713212600	4775 TROJAN AVE, San Diego, CA 92115	06/13/2025	Select an option

Portal de servicios de recolección de residuos residenciales

Translate Cerrar sesión

Hola , Johnathan Smith-Cohen.

Actualizar información de contacto | Agregar una nueva propiedad

Panel

Bienvenido al Portal de Servicios de Recolección de Residuos Residenciales del Departamento de Servicios Ambientales (ESD) de la Ciudad de San Diego.

Titular de la cuenta: Usted es el propietario de la propiedad, su nombre figura en la Escritura de Fideicomiso (DOT) y es responsable financieramente del APN (Número de Parcela del Tasador) que figura en la cuenta. Tiene acceso a toda la información de servicio y también puede administrar los niveles de servicio de los contenedores de basura, reciclaje y residuos orgánicos en la(s) propiedad(es) de su cuenta. Puede designar un Usuario Secundario que también pueda realizar cambios en el nivel de servicio en su nombre. Se le notificará de cualquier actividad en la cuenta.

Usuario secundario: El titular de la cuenta le ha otorgado acceso al Portal de Servicios de Recolección de Residuos Residenciales del Departamento de Servicios Ambientales como usuario secundario. Este le ha otorgado acceso para gestionar las solicitudes de nivel de servicio de los contenedores de basura, reciclaje y residuos orgánicos para las propiedades de la cuenta. Los cambios en el nivel de servicio realizados por cualquier usuario secundario pueden afectar el costo total de los servicios de recolección de residuos adeudados por el propietario. Se notificará al titular de la cuenta sobre cualquier modificación que realice en la cuenta.

Titular de la cuenta | **Usuario secundario**

Las propiedades que usted posee se enumeran a continuación:

APN	DIRECCIÓN	Próxima fecha de recogida	Realizar acciones
4713212600	4775 TROJAN AVE, San Diego, CA 92115	13/06/2025	Seleccione una opción

The Portal screens will translate to the language you selected.