

SUBJECT: IMPORTANT NOTICE: Your Property is Not Eligible for City of San Diego Residential Waste Collection Service. Action Needed to Change to Private Franchise Hauler Waste Collection Service



**Deadline to Establish Service
with an Approved Franchise
Hauler: OCT. 15, 2025**

If your property is already enrolled in trash, recycling and organic waste collection services from a Franchise Hauler, please e-mail documentation showing your enrollment (e.g. a copy of the agreement or invoice) to wasteservice@sandiego.gov.

Dear Property Owner: **[Name Here]**

As part of the City of San Diego's ongoing efforts to improve waste management services and ensure compliance with City regulations, we are notifying you that your property was identified in a recent address verification analysis as **not eligible** for residential waste collection service provided by the City.

Address: [Insert Property Address Here]

APN: [Insert APN Here]

The City Ordinance specifies that “at least once each week, City forces 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” (66.0127). The Ordinance further explains that “residential solid waste means solid waste, of the type and quantity normally generated by a residential property, that is placed at the designated collection point at the curb line of a City public street or City public alley in a City-approved curbside collection container on the designated collection day” and that “residential property means a single-family residential property or a multi-family residential property, with up to four residences on a single lot, that meets City requirements for collection by City forces.”

Who is eligible for City collection services?

A single-family residential property or a multi-family residential property, located on a public street, with up to four residences on a single lot, that meets City requirements for collection by City forces.

How do I know if my property meets the City requirements for collection by City forces? Eligible properties must meet all of the following criteria:

- Residential properties with one to four residences on a single lot. For definition of lot, see Waste Management Regulation at sandiego.gov/wmr
- Properties that are not mixed-use or commercial properties.
- Properties located on a public street and serviceable on a public street.
- Properties with sufficient space to store containers needed to hold all trash, recycling and organics generated by the property between collections.

How do I know if my property does *not* meet the City requirements for collection by City forces? Ineligible properties include:

- Residential properties with five or more residences on a single lot.
- Mixed-use and commercial properties.
- Properties located on private streets or within gated communities.
- Properties whose access requires the crossing of a private street or is serviced on a private street, even if the property address is on a public street.
- Properties with insufficient space to store enough City-issued containers needed to hold all trash, recycling and organics generated by the property between weekly collections.
- Properties in a housing complex where some of the properties do not meet the City's eligibility requirements. To qualify for City service, all properties in a complex need to be eligible for City service.

Our analysis indicates that your property **is not eligible** for City-provided waste collection services and therefore, you **must enroll with a City-approved private Franchise Hauler for your property's trash, recycling and organic waste collection services**. If you believe your property does meet all the criteria for City collection service listed above, please visit sandiego.gov/trash-service-updates to file an Appeal.

Next Steps

To ensure a smooth transition, please take the following steps.

1. Review Each Franchise Hauler and Service Offerings

Please refer to the enclosed list of City-approved Franchise Haulers. It is encouraged to contact more than one to determine which Franchise Hauler may be the best fit for your property. If your property is part of a homeowner association (HOA), please contact the HOA board to coordinate waste collection services.

2. Select a Franchise Hauler and Establish Waste Collection Service

Establish trash, recycling and organic waste services with one Franchise Hauler and determine a service start date. To comply with the City Recycling Ordinance Container and Signage Guidelines, you must subscribe to enough collection service so that containers do not overflow and containers are used properly without any contamination.

3. Leave City Containers at the Collection Point on the Date the New Service with a Franchise Hauler Begins

The week your new Franchise Hauler containers are being delivered, please ensure all City containers are left out in an accessible location after collection for at least 48 hours to facilitate the container exchange. Your new Franchise Hauler will deliver your new containers and remove the City containers.

4. Notify Residents and Tenants of Upcoming Changes

It is important to communicate the updates for waste collection services with the residents of the property or the tenants if the property is rented, including the new service start date, new collection day and recycling best practices.

Resources and Assistance

- Stay up to date on upcoming workshops and webinars and find our transition fact sheet, list of approved hauler options, frequently asked questions, and other resources at sandiego.gov/trash-service-updates.
- Visit SDRecyclingWorks.com for information on compliance with the City Recycling Ordinance and Container and Signage Guidelines.
- For questions or additional assistance, contact the City of San Diego Environmental Services Department at **619-533-4440** or email us at wasteservice@sandiego.gov

Scan for available languages:

- Español
- Tagalog
- Tiếng Việt



We understand that transitioning to a new waste collection service may be an adjustment, and we are committed to supporting you through this process. Thank you for your cooperation and partnership in creating a cleaner, greener San Diego.

Sincerely,

City of San Diego Environmental Services Department



Welcome to your guide to transition from City of San Diego waste collection to a private Franchise Hauler waste collection. Property owners play an important role in supporting San Diego's zero waste goals. Follow these steps to ensure your property is compliant with San Diego's trash and recycling requirements and continues to receive quality waste collection services.

STEP 1: REVIEW FRANCHISE HAULER LIST

- **Find the List:** The City of San Diego has a non-exclusive solid waste collection franchise system where residential properties ineligible to receive City-provided waste collection services can directly arrange for service with a City-approved private Franchise Hauler of their choice. Review the list of approved Franchise Haulers on the backside of this page or visit sandiego.gov/trash-service-updates to explore your options.

TIP: If you are part of a homeowner association (HOA), please contact the HOA to coordinate the selection of a Franchise Hauler for the community as a whole.

If multiple households – especially without an HOA – need help coordinating billing or service, you may choose to work with a waste broker. Brokers are optional third parties who can help negotiate group contracts, coordinate logistics, and support communication with haulers. They don't replace your Franchise Hauler but can simplify setup for complex properties.

STEP 2: EVALUATE YOUR PROPERTY'S NEEDS

- **Determine Container Needs and Adequate Service Level:** Identify the quantity and size of containers you currently have and work with a Franchise Hauler to set up the appropriate service level. Service must include trash, recycling and organic waste recycling service to ensure compliance with the City's Recycling Ordinance and state law. You must subscribe to enough service so that containers do not overflow.
 - ▶ **Trash and organic waste:** Must be picked up at least once per week.
 - ▶ **Recycling:** Must be picked up at least once every other week.

TIP: Consider the amount and type of waste your property generates and how many residents live on-site.

- Franchise Haulers may offer multiple pickups per week, which may help address space constraints. **Reference the Container and Signage Guidelines at: bit.ly/CityCSGuide.** Use the City's Container and Signage Guidelines to ensure you fully comply with the City's Recycling Ordinance. Every trash container must be paired with a recycling and organic waste container at every collection point.
- **Minimum Container Requirements for Multi-Family Properties**
 - ▶ **Option 1: Individual service for each unit – one trash, one recycling and one organics waste container.**
 - ▶ **Option 2: Centralized collection** – A designated place with communal access to collect and store paired trash and recyclables (i.e. enclosures, trash chutes/rooms, etc.)

The City's Container and Signage Guidelines can be found here: bit.ly/CityCSGuide.

STEP 3: CONTACT AND COMPARE HAULERS

- **Request Quotes:** Contact multiple Franchise Haulers to request quotes and discuss your specific needs. **Ensure you completely understand your new monthly cost and any additional fees** as there may be fees associated with being a new customer, equipment delivery, etc.
- **Service Offerings:** Inquire about additional services the Franchise Hauler may offer, such as bulky item pickup, extra pickups and locked containers.

- **Technical Assistance:** Ask if the Franchise Hauler provides on-site assistance to evaluate your needs and recommend the appropriate containers.

NOTE: If a Franchise Hauler offers you service and provides a quote, disagreeing with the pricing or terms does not constitute a denial of service. You are required to select a Franchise Hauler and begin services with them.

STEP 4: ESTABLISH NEW SERVICE

- **Set Up and Begin Service:** Coordinate with your chosen Franchise Hauler to establish your new service agreement, new container locations, and new collection day.
- **Service Requirements:** Ensure that you are enrolled in trash, recycling and organic waste service to avoid any code violations.
- **Confirm Your Service Start Date:** Ensure your City containers are set out on your designated service start date with the franchise hauler to ensure your new Franchise Hauler can swap the containers in an efficient manner. All containers need to be in an accessible location for the swap.
- **Ensure New Equipment Matches Immediate Needs:** After your Franchise Hauler drops off their new containers, ensure they were delivered to the correct location and that you have all necessary trash, recycling and organic waste recycling containers present.
- **Observe and Tailor Service:** Observe your new containers' usage patterns and determine with your Franchise Hauler if the new service is adequate or needs tailoring to better suit the needs of the property.

STEP 5: NOTIFY CHANGES TO TENANTS AND RESIDENTS (IF APPLICABLE)

- **Communicate Changes:** Inform all residents of the property, or tenants if the property is rented, about the new service provider and any changes to pickup schedules and new container locations.
- **Distribute Educational Resources:** Provide regular education and outreach on what materials can go in each container. Ask your Franchise Hauler for educational materials and signage. The City also has a host of helpful educational resources for properties serviced by a Franchise Hauler here: sandiego.gov/environmental-services/recycling/ro/residential#apt

NEED HELP?

For further assistance or questions, contact the City of San Diego Environmental Services Department at **619-533-4440** or email wasteservice@sandiego.gov. Visit SDRecyclingWorks.com for additional resources and information.

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Properties not eligible for City waste collection must use one of the approved Franchise Haulers listed below for trash, recycling and organic waste recycling services. You may select a Franchise Hauler of your choice to best service your property's needs.

Please note that not all Franchise Haulers may service your area.

The City does not assign Franchise Haulers or set service rates for businesses or privately serviced residences.

		YOUR CURRENT SERVICE PROVIDER	AVAILABLE FRANCHISE HAULER OPTIONS				
COMPANY NAME							
WEBSITE	SDRecyclingWorks.com	edcodisposal.com	republicservices.com/ municipality/san-diego-ca	uwscompany.com	waredisposal.com	business.wm.com/ san-diego	
LOCAL PHONE NUMBER	619-533-4440	619-287-7555	480-842-5862	619-814-6330	619-262-4990	619-596-5100	
LOCAL EMAIL	wasteservice @sandiego.gov	sdmeasureb @edcodisposal.com	measureb @republicservices.com	infosdmeasureb @uwscompany.com	startmytrashpickup @waredisposal.com	MeasureB@wm.com	
	Trash	✓	✓	✓	✓	✓	
	Recycling	✓	✓	✓	✓	✓	
	Organic Waste	✓	✓	✓	✓	✓	
	Carts*	✓	✓	✓	✓	✓	
EQUIPMENT	Dumpsters		✓	✓	✓	✓	
	Split Dumpsters		✓	✓	✓	✓	
	Rolloffs		✓	✓	✓	✓	
	Compactors		✓	✓	✓	✓	
	Locks		✓	✓	✓	✓	
ADDITIONAL OFFERINGS UPON REQUEST	Multiple Pick Ups Per Week		✓	✓	✓	✓	
	Bulky Item Pick Up		✓	✓	✓	✓	
	Household Hazardous Waste Pick Up			✓	✓	✓	
	Container Cleaning		✓	✓	✓	✓	