

ACTION REQUIRED: Transition to Private Franchise Hauler Service and Sign Up for New Trash, Recycling and Organic Waste Collection



Dear Property Owner,

The City of San Diego's records indicate that the property listed below has not yet signed up for the required trash, recycling and organic waste collection service with one of the five City-authorized Franchise Haulers.

Your Property Details:

Address: [Insert Property Address Here]

APN: [Insert APN Here]

Over the past several months, we've mailed you multiple notices explaining:

- Why your property is not eligible for City service per the City's Municipal Code and Waste Management Regulation.
- The required transition deadline.
- Step-by-step instructions to set up service with a private Franchise Hauler.

This is an important reminder that your property is not eligible to receive City collection, and you must now arrange for private service to stay in compliance with local laws and avoid Notices of Violations and potential citations with fines.

If your property is already enrolled in waste collection services from a Franchise Hauler, please email documentation with proof of enrollment (e.g. a copy of the agreement or invoice) to wasteservice@sandiego.gov to avoid future notices.

IMPORTANT REMINDER: After setting up your service agreement, confirm your start date with your Franchise Hauler. On that date, place your old, empty City containers in an accessible location so your Franchise Hauler can swap them with new containers.

COMMON QUESTIONS



Why does my property have to transition to a private Franchise Hauler?

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, please visit sandiego.gov/trash to file an Appeal.

What makes my property ineligible to receive City collection services?

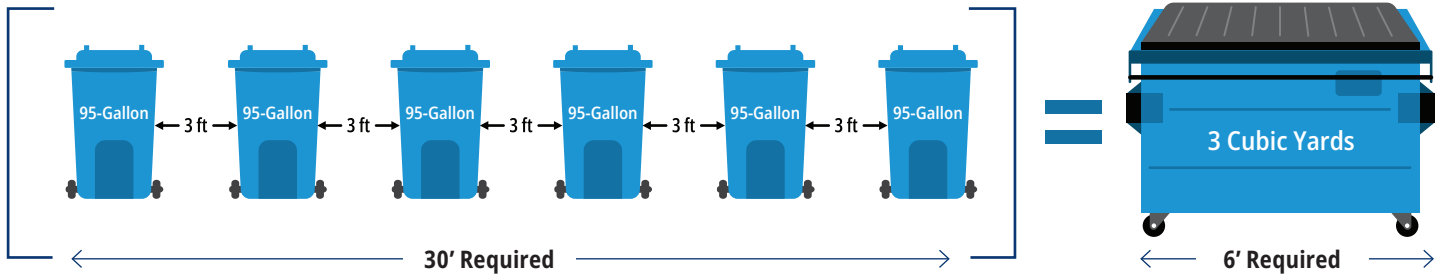
Ineligible properties include:

- Residential properties with five or more residences on a

single lot, as lot is defined in the City's Waste Management Regulation (see sandiego.gov/wmr).

- 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 organic waste 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.

Visual comparison of 6 x 95-gallon carts and the set out collection space needed vs. a 3-cubic yard dumpster.



Why have I not heard back from a Franchise Hauler or been offered service?

We understand that setting up new service with a Franchise Hauler can be challenging, and some property owners are experiencing delays or limited options. Please allow a few days after contacting a hauler. If a hauler hasn't responded after five business days, or if a property owner was denied service by all five Franchise Haulers (EDCO, Republic Services, UWS, Ware Disposal, WM), please email or call us with a brief description and any documentation of your outreach attempts, including dates and times, so we can assist. Please note, a property owner in disagreement with a Franchise Hauler's offer, such as the types of containers being offered (for example a dumpster), or the service rate, does not constitute denial of service.

San Diego uses an open market, non-exclusive waste hauling system. This allows private Franchise Haulers to operate citywide, but they are not assigned to specific properties or neighborhoods. Available Franchise Haulers and services offered may vary by location or property type. The City does not set rates or assign haulers, but we're working closely with the Franchise Haulers to identify and address barriers to help facilitate the new customer onboarding process.

Included with this mailer is a hauler directory with a list of hauler options, their contact information, and a detailed list of services they offer.

Why are dumpsters being offered instead of carts?

In some cases, properties may be offered dumpster service by a Franchise Hauler due to local route coverage, property layout, or waste volume generated from the property. Dumpster service can be a cost-effective and efficient means for private haulers to collect solid waste from some properties in a way that meets City requirements. Dumpsters offer several practical benefits, including greater capacity, lockable lids, space efficiency

and better security in shared service areas. Dumpster service must be considered if individual cart service is too cost prohibitive or not available.

What if my neighbors and I do not have an HOA to coordinate service and billing setup?

If your property is part of a multi-home complex without an HOA and you're finding it difficult to coordinate service, the option to use a waste broker may be helpful. A waste broker is a third-party service that helps manage waste collection for properties. Brokers don't collect trash and instead work directly with the customer and Franchise Haulers to coordinate group service and billing, negotiate rates and set up containers and collection schedules. Using a waste broker is completely optional. It is still your responsibility to ensure the property is set up with the required trash, recycling and organic waste collection. Please visit sandiego.gov/csg to review the City's recycling requirements for multi-family property owners, providing additional details on what is needed to comply with the City's Recycling Ordinance. The City does not endorse or recommend any specific waste broker.

What if I can't find a Franchise Hauler to Service my property?

The City continues to coordinate closely with all City-approved Franchise Haulers to identify and address any barriers to the transition process. If you have contacted all five haulers and all five declined to offer you service, please email or call us with a brief description and any documentation of your outreach attempts, including correspondence emails, documents issued by the hauler or phone call records with dates and times, so we can assist.

The City may apply citations with fines to customers who fail to secure private hauler service. The fines will help the City to recover the costs it is incurring to provide service to transitioning customers which will need to be covered by the City's General Fund.

We appreciate your attention to this important transition. Please act now to avoid potential violations or fines and to protect public health, safety and our environment.

City of San Diego Environmental Services Department



FOR QUESTIONS OR ASSISTANCE:

Visit: sandiego.gov/trash

Contact: wasteservice@sandiego.gov or 619-533-4440

Scan for available languages:

- Español
- Tagalog
- Tiếng Việt



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.

FRANCHISE HAULER DIRECTORY

		YOUR CURRENT SERVICE PROVIDER	AVAILABLE FRANCHISE HAULER OPTIONS				
COMPANY NAME		The City of 	 edcodisposal.com "We'll Take Care of It"	 REPUBLIC SERVICES	 UNIVERSAL WASTE SYSTEMS INC.	 DISPOSAL, INC.	
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
SERVICES	Trash	✓	✓	✓	✓	✓	✓
	Recycling	✓	✓	✓	✓	✓	✓
	Organic Waste	✓	✓	✓	✓	✓	✓
EQUIPMENT	Carts*	✓	✓	✓	✓	✓	✓
	Dumpsters		✓	✓	✓	✓	✓
	Split Dumpsters		✓	✓	✓	✓	✓
	Rolloffs		✓	✓	✓	✓	✓
	Compactors		✓	✓	✓	✓	✓
ADDITIONAL OFFERINGS UPON REQUEST	Locks		✓	✓	✓	✓	✓
	Multiple Pick Ups Per Week		✓	✓	✓	✓	✓
	Bulky Item Pick Up		✓	✓	✓	✓	✓
	Household Hazardous Waste Pick Up			✓	✓	✓	✓
	Container Cleaning		✓	✓	✓	✓	✓

* Carts may not be available in all areas.

REVISED: 9-10-25