

IMPORTANT NOTICE: DEADLINE to Transition to Private Franchise Hauler Service Approaching. ACTION NEEDED to Change to Private Franchise Hauler Waste Collection Service



**Deadline to Establish *New* Service
with an Approved Franchise Hauler:
OCTOBER 15, 2025**

Dear Property Owner,

This is your **second notice** that your property was identified in a recent address verification analysis as not eligible for residential waste collection service provided by the City of San Diego. If you have not done so already, please establish waste collection service with a City-authorized private Franchise Hauler by the deadline outlined below. Immediate action is required to comply with City regulations and avoid potential enforcement actions.

Your Property Details:

Address: [Insert Property Address Here]

APN: [Insert APN Here]

Failure to Comply

Properties that fail to select their new Franchise Hauler or file an appeal online at sandiego.gov/environmental-services/trash-service-updates/appeals by the deadline and do not maintain adequate waste collection service may be subject to enforcement actions starting fall 2025, including **Notices of Violation and Administrative Citations**.

**If you have recently transitioned service to a
Franchise Hauler (April 2025 – Present)**

Please disregard this mailer.

**If you have historically maintained Franchise
Hauler service (March 2025 and prior)**

Please email wasteservice@sandiego.gov
with documentation verifying enrollment with
your Franchise Hauler.

Immediate Next Steps

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

1. Review Each Franchise Hauler and Service Offerings

Please refer to the list of City-approved Franchise Haulers (bit.ly/SDHaulerDirectory). It is encouraged to contact more than one Franchise Hauler to determine which 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 (bit.ly/CityCSGuide), 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.

As previously communicated, City Ordinance 66.0127 defines what properties are eligible for City collection services. The 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”. 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.

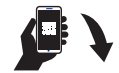
**Lot means the parcel of land corresponding to a single APN.*

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 urge you to act now to avoid service disruptions and potential penalties. 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

