

ESD Measure B Resource Document

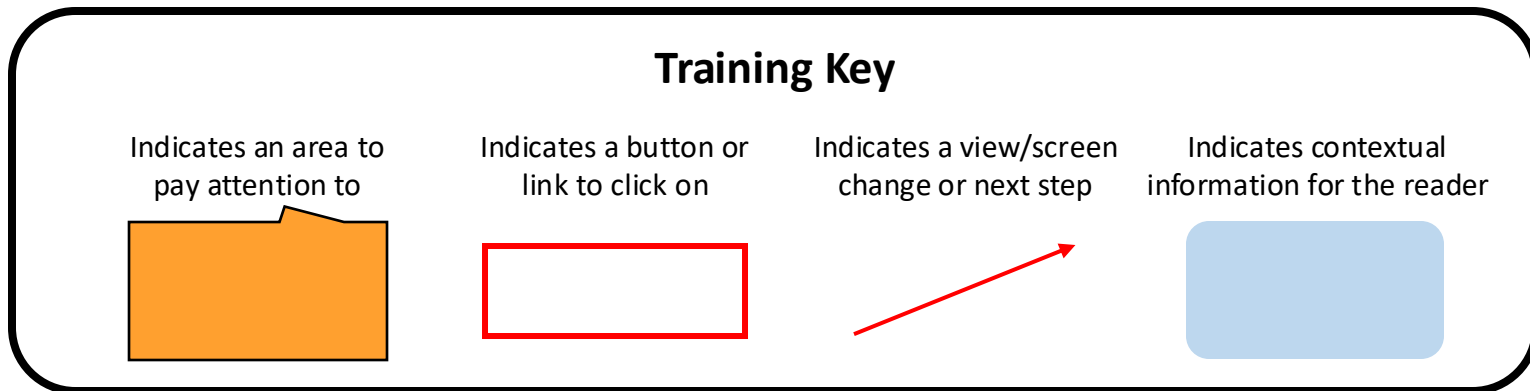
City of San Diego Customers

September 2025

What should I expect out of this resource?

In this document, you may...

- Review **4 frontend training modules** that will be available to City of San Diego customers





Module 16: Access Your Container History (1 of 2)

When you log into the Portal, you should have the option to review the Container History for one or more of your properties. Please note that the **Container 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. [Submit a Comment or Question](#)

Property Details

APN: 4713213300 Service Address: 4276 48TH ST, San Diego, CA 92115
Number of Units: 1 Next Collection Date:

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

Selected Container Summary

2 x 95 Gallon Gray Trash Containers
2 x 95 Gallon Blue Recycling Containers
2 x 95 Gallon Green Organics Containers

[Modify Selections](#)

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

Account Owner	Secondary User
John Smith ahosonitz8@gmail.com (908) 884-3406 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](#)

Other Actions

[Replace/Repair Damaged Container\(s\)](#) [Financial Assistance Donation](#) [Container History](#)

Click Container History.

View 2: Account with Multiple Properties

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

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
4713213300	4276 48TH ST, San Diego, CA 92115		Select an option Remove this Property Designate Secondary User(s) Modify Selections Service Address History Detailed Cost History Financial Assistance Donation Container History



Module 16: Access Your Container History (2 of 2)

Hello, John Smith.

Container History

APN:

4713131000

Service Address:

4276 48 ST, San Diego, CA 92115

Current:

Assignment Date	Container Type	Serial Number
5/2/2023	Blue Recycle 35 Gallon	RPC2777356
5/22/2022	Gray Trash 65 Gallon	RPC931332
5/22/2022	Green Organics 65 Gallon	RPC930894
8/24/2018	Blue Recycle 95 Gallon	090176578
8/24/2018	Blue Recycle 35 Gallon	R95161799

A list of your **Current containers** will be listed in a table with each **Assignment Date, Container Type, and Serial Number.**

[Return to Dashboard](#)



Module 17: Repair or Replace Damaged Containers (1 of 10)

Before you log into the Portal, you should have the ability to request a Repair or Replacement for Damaged Container(s) for one or more of your properties via the **Portal Home Page**.

View 1: Portal Home Page Access

The screenshot shows the 'Environmental Services Department Residential Waste Collection Services Portal' for the City of San Diego. The page has a blue header with the city logo and language options. The main content area features a large banner with a waste collection truck and a 'Create Portal Account' button. Below the banner, there are two columns of links. The left column includes 'Need Help?', 'Look up my APN', 'APN Eligibility Lookup and Appeal', 'Collection Schedule', 'Other Issues with Log In', 'Environmental Services Department Home Page', and 'FAQ'. The right column includes 'Additional Environmental Services Department Services', 'Request ADA Assisted Collection', 'Repair/Replace Damaged Container(s)' (highlighted with a red box), 'Replace Missing Container(s)', 'Report Missed Collection', 'Report Illegal Dumping', and 'Other Get It Done Services'. An orange callout box on the right side of the page points to the 'Repair/Replace Damaged Container(s)' link, stating: 'Navigate to the Portal Home Page and click **Repair/Replace Damaged Container(s)**.'



Module 17: Repair or Replace Damaged Containers (2 of 10)

When you log into the Portal, you should have the option to request a Repair or Replacement for Damaged Container(s) for one or more of your properties. Please note that the **Repair/Replace Damaged Container(s)** button may be in a different location on your screen as the screen changes depending on if you have *one property (view 2)*, or *multiple properties (view 3)*, already added to your account.

View 2: Account with One Property

Hello, John Smith. [Submit a Comment or Question](#)

Property Details

APN: 4713213300 Service Address: 4276 48TH ST, San Diego, CA 92115

Number of Units: 1 Next Collection Date:

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

Selected Container Summary

2 x 95 Gallon Gray Trash Containers

2 x 95 Gallon Blue Recycling Containers

2 x 95 Gallon Green Organics Containers

[Modify Selections](#)

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

Account Owner	Secondary User
John Smith ahosonitz8@gmail.com (908) 884-3406 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](#)

Other Actions

[Replace/Repair Damaged Container\(s\)](#) [Make Donation](#) [Container History](#)

Click **Repair/Replace Damaged Container(s)**.

View 3: Account with Multiple Properties

Residential Waste Collection Services Portal

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

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
2672310400	15749 CONCORD RIDGE TER, San Diego, CA 92127	07/22/2025	Select an option View Property Details Remove this Property Designate Secondary User(s) Modify Selections
4713131000	4217 North 47TH ST, San Diego, CA 92115	06/13/2025	Repair/Replace Damaged Container(s) Replace Missing Container(s) Service Address History

Accessibility | Language Translation

Click **Repair/Replace Damaged Container(s)**.



Module 17: Repair or Replace Damaged Containers (3 of 10)

Repair or Replace Damaged Container

Before you start...

Estimated Resolution Time: 28 days*

*This estimate is calculated using data from the last 6 weeks as well as seasonal trends and staff knowledge.

Start

Click
Start.

Repair or Replace Damaged Container

*Is the container serial number visible?

- ☐ Yes
☐ No

Select **Yes** or **No**
to confirm if your
container serial
number is visible.

Back

Next

Module 17: Repair or Replace Damaged Containers (4 of 10)

Path 1: Visible Serial Number with Correct Address

Repair or Replace Damaged Container

* Is the container serial number visible?

☒ Yes

☐ No

* Container Serial Number

Back

Next

If your container's Serial Number is visible, select **Yes**. Then, enter your **Container Serial Number**.

Click **Next**.

Repair or Replace Damaged Container

This serial number is located at 12376 ESCALA DR, San Diego, CA 92128.

* Is this the correct address?

☒ Yes

☐ No

Back

Next

If your address is correct, select **Yes**.

Click **Next**.

Module 17: Repair or Replace Damaged Containers (5 of 10)

Path 1: Visible Serial Number with Correct Address (cont'd)

Repair or Replace Damaged Container

* Which part(s) of the container are damaged (select all that apply)?

☐ Body
☐ Lid
☐ Wheel

Select which **part(s)** of the container are damaged.

* Where will the container be located?

☐ Street
☐ Alley

Select where the **container** will be located.

* Which container type is damaged?

☐ Gray Trash
☐ Blue Recycling
☐ Green Organics

Select which **container type** is damaged.

* Which size container is damaged?

☐ 35-Gallon
☐ 65-Gallon
☐ 95-Gallon

Select which **container size** is damaged.

Optionally, you may include a photo of the damage.

Upload Files

Optionally **upload a photo** to attach to your case.

Click **Next**.

Back

Next



Module 17: Repair or Replace Damaged Containers (6 of 10)

Path 1: Visible Serial Number with Correct Address (cont'd)

Repair or Replace Damaged Container

Contact Information

Please enter your contact information.

* First Name

* Last Name

* Email

* Phone

Additional Information

Fill out the required **Contact Information**, entering your *First and Last Name, Email, Phone Number* and any other *Additional Information* you would like to provide.

Click
Submit.

Submit

Repair or Replace Damaged Container

Thank you for using Get It Done.

Your request has been submitted.

Cases are prioritized in the order they are received. Our delivery window is 2–4 weeks, you will receive an email once delivery is scheduled. If you have any questions about your case, please contact us at (858) 694-7000 or trash@sanidiego.gov.

Your Request Tracking Number **05328886**

A confirmation screen will appear with a **tracking number** for your records and convenience.



Module 17: Repair or Replace Damaged Containers (7 of 10)

In some instances, you may request a repair or replacement for your container that has a visible serial number but appears to be attached to the **wrong address**. Click through the process to learn how to troubleshoot this problem.

Path 2: Visible Serial Number with Incorrect Address

Repair or Replace Damaged Container

* Is the container serial number visible?

☒ Yes
☐ No

* Container Serial Number

[Back](#)

Click **Next**.

[Next](#)

If your container's Serial Number is visible, select **Yes**. Then, enter your **Container Serial Number**.

The City of
SAN DIEGO

Repair or Replace Damaged Container

This serial number is located at 12376 ESCALA DR, San Diego, CA 92128.

* Is this the correct address?

☐ Yes
☒ No

[Back](#)

[Next](#)

If your address is incorrect, select **No**.



Module 17: Repair or Replace Damaged Containers (8 of 10)

Path 2: Visible Serial Number with Incorrect Address (*cont'd*)

Repair or Replace Damaged Container

This serial number is located at [12376 ESCALA DR, San Diego, CA 92128](#)

* Is this the correct address?

☐ Yes
☒ No

If **No** is selected, a message will appear providing the [Parcel Lookup Tool](#) link for your convenience.

The address for the parcel is being displayed. If you reside in an ADU, please use the primary residential service address when creating a case. If you do not know the primary residential service address, please use the [Parcel Lookup Tool](#) to locate your parcel and see which service address to use.

[Back](#)

Note: Read the pop-up message that appears. If you reside in an ADU, please use the primary residential service address when creating a case. If you do not know the primary residential service address, please use the [Parcel Lookup Tool](#) to locate your parcel and see which service address to use. If the displayed address is still incorrect, you may complete the contact form that appears after clicking **Next**.

Click
Next.

[Next](#)



Module 17: Repair or Replace Damaged Containers (9 of 10)

Path 3: No Visible Serial Number

Repair or Replace Damaged Container

* Is the container serial number visible?

☐ Yes

☒ No

Select **No** if
your container
serial number
is not visible.

Back

Click
Next.

Next



Module 17: Repair or Replace Damaged Containers (10 of 10)

Paths 2 and 3 of the **Repair or Replace Damaged Containers** process will end in a request for your information through a **Contact Information form**. This form will allow an ESD Customer Service Representative to contact you about your case and its progress.

Path 2 & Path 3 (cont'd):

Repair or Replace Damaged Container

Contact Information

Please enter your contact information to have a Customer Support Representative reach out to you.

* First Name
John

* Last Name
Smith

* Address
217 North 47TH ST, San Diego, CA 92115

* Email
johnsmith@gmail.com

* Phone
(555) 555-5555

Photo

Upload Files Or drop files

Additional Information

Enter your contact information including *First Name, Last Name, Address, Email, and Phone Number.*

If necessary, you may *upload a file or photo or add additional information* about your request.

Click **Submit.**

Submit

Repair or Replace Damaged Container

Thank you for using Get It Done.

Your request has been submitted.

Cases are prioritized in the order they are received. If you receive no response within 5 business days, please contact us at (858) 694-7000 or trash@sandiego.gov.

Your Request Tracking Number **05792111**

A confirmation screen will appear with a **tracking number** for your records and convenience.

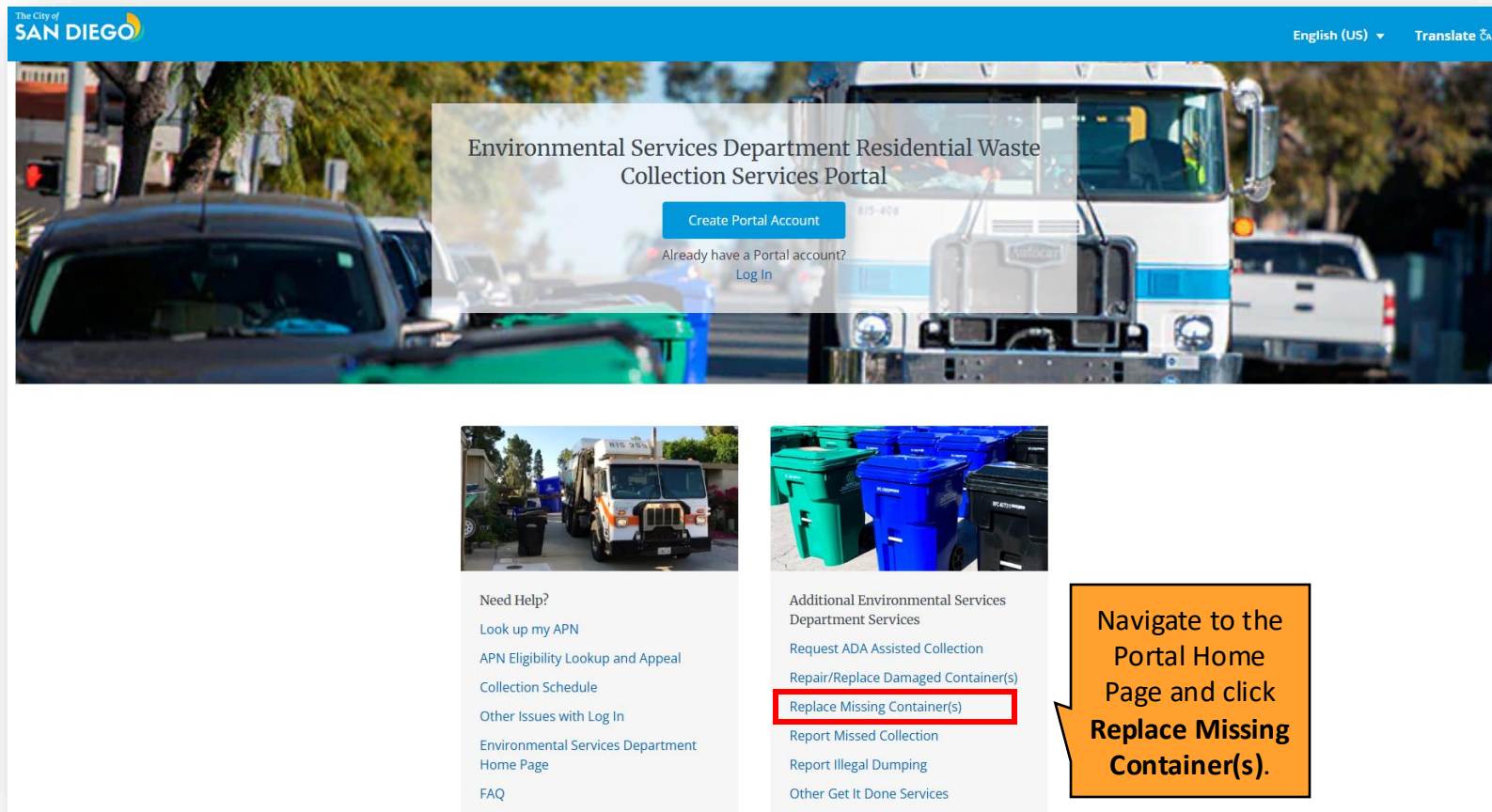
sandiego.gov



Module 18: Replace Missing Containers (1 of 7)

Before you log into the Portal, you should have the ability to request a Replacement for Missing Container(s) for one or more of your properties via the **Portal Home Page**.

View 1: Portal Home Page Access



The City of
SAN DIEGO

English (US) ▾ Translate 🌐

Environmental Services Department Residential Waste Collection Services Portal

Create Portal Account

Already have a Portal account?
Log In

Replace Missing Container(s)

Navigate to the Portal Home Page and click **Replace Missing Container(s)**.



Module 18: Replace Missing Containers (2 of 7)

When you log into the Portal, you should have the option to request a Replacement for Missing Container(s) for one or more of your properties. Please note that the **Replace Missing Container(s)** button may be in a different location on your screen as the screen changes depending on if you have *one property (view 2)*, or *multiple properties (view 3)*, already added to your account.

View 2: Account with One Property

Hello, John Smith. [Submit a Comment or Question](#)

Property Details

APN: 4713213300 Service Address: 4276 48TH ST, San Diego, CA 92115

Number of Units: 1 Next Collection Date:

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

Selected Container Summary

2 x 95 Gallon Gray Trash Containers

2 x 95 Gallon Blue Recycling Containers

2 x 95 Gallon Green Organics Containers

[Modify Selections](#)

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

Account Owner	Secondary User
John Smith Johnsmith@gmail.com (555) 555-555 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](#)

Other Actions

[Replace/Repair Damaged Container\(s\)](#) [Replace Missing Container\(s\)](#) [Container History](#)

Click Replace Missing Container(s).

View 3: Account with Multiple Properties

Residential Waste Collection Services Portal

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

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
2672310400	15749 CONCORD RIDGE TER, San Diego, CA 92127	07/22/2025	Select an option View Property Details Remove this Property Designate Secondary User(s) Modify Selections Repair/Replace Damaged Container(s) Replace Missing Container(s) Service Address History
4713131000	4217 North 47TH ST, San Diego, CA 92115	06/13/2025	

Accessibility

Click Replace Missing Container(s).



Module 18: Replace Missing Containers (3 of 7)

Path 1: Address Found and Missing Container(s) Known

Replace Missing Container

Before you start...

Estimated Resolution Time: 28 days*

*This estimate is calculated using data from the last 6 weeks as well as seasonal trends and staff knowledge.

Click
Start.

Start

Replace Missing Container

The address for the parcel is being displayed. If you reside in an ADU, please use the primary residential service address when creating a case. If you do not know the primary residential service address, please use the [Parcel Lookup Tool](#) to locate your parcel and see which service address to use.

If you are unable to find the correct result after searching, please contact the [Environmental Services Department](#).

Search by Assessor's Parcel Number (APN)

To get started, enter APN and click *Search*.

* APN

Search

Click
Search.

Search by Address

To get started, enter your address and click *Search*. An address will be produced when the exact Street Number, Street Name and Street Suffix abbreviation is entered (i.e., for Avenue enter AV, for Street enter ST, etc.)

* Street Number

* Street Name

Street Suffix

Search

Click
Search.

Back

Search your
missing container
by typing in the
associated APN.

Alternatively, you may search your missing container by typing in the **Property Address**.

Note: If you reside in an ADU, please use the primary residential service address when creating a case. If you do not know the primary residential service address, please use the [Parcel Lookup tool](#) to locate your building and see the service address to use.



Module 18: Replace Missing Containers (4 of 7)

Path 1: Address Found and Missing Container(s) Known (*cont'd*)

When searching on an associated APN, results will appear below. If the property address is correct, click **Select**.

Note: If you reside in an ADU, please use the primary residential service address when creating a case. If you do not know the primary residential service address, please use the [Parcel Lookup tool](#) to locate your building and see the service address to use.

Replace Missing Container

The address for the parcel is being displayed. If you reside in an ADU, please use the primary residential service address when creating a case. If you do not know the primary residential service address, please use the [Parcel Lookup Tool](#) to locate your parcel and see which service address to use.

If you are unable to find the correct result after searching, please contact the [Environmental Services Department](#).

Search by Assessor's Parcel Number (APN)

To get started, enter APN and click **Search**.

* APN

3582822100

Search

1 Result(s)

Please select an address to continue:

Select

5445 SOLEDAD RD, San Diego, CA 92037

Back

Search by Address

To get started, enter your address and click **Search**. An address will be produced when the exact Street Number, Street Name and Street Suffix abbreviation is entered (*i.e.*, for Avenue enter AV, for Street enter ST, etc.)

* Street Number

* Street Name

Street Suffix

Search

Replace Missing Container

Which Container(s) are missing?

Select all that apply

	Assignment Date	Container Type	Serial Number
☐	2025-05-15	Blue Recycling 35 Gallon	RPC73643912
☒	2025-05-15	Gray Trash 65 Gallon	RPC86345216
☐	2025-05-15	Green Organics 65 Gallon	RPC34526218
☐	2025-05-21	Blue Recycle 95 Gallon	RPC86345216
☐	2025-05-21	Blue Recycle 95 Gallon	RPC86345216

Back

Next

Select the container(s) that are missing by **marking the check box(es)** and click **Next**.



Module 18: Replace Missing Containers (5 of 7)

Path 1: Address Found and Missing Container(s) Known (*cont'd*)

Replace Missing Container

Please enter your contact information.

* First Name

* Last Name

* Email

* Phone

Additional Information

[Back](#)[Submit](#)

Enter your contact information including *First Name, Last Name, Email, and Phone Number*. If necessary for your case, enter additional information in the box provided. If you reside in an ADU and made the case under the primary service address, include your residential address under additional information.

Click Submit.

Replace Missing Container

Thank you for using Get It Done.

Your request has been submitted.

Cases are prioritized in the order they are received. Our delivery window is 2-4 weeks, you will receive an email once delivery is scheduled. If you have any questions about your case, please contact us at (858) 694-7000 or trash@sandiego.gov.

Your Request Tracking Number **05328888**

A confirmation screen will appear with a **tracking number** for your records and convenience.



Module 18: Replace Missing Containers (6 of 7)

In some instances, you may want to request a replacement but **cannot locate your correct address** or **do not know for certain which container(s) are missing**.

Path 2: Address Not Found or Missing Container(s) Unknown

Replace Missing Container

The address for the parcel is being displayed. If you reside in an ADU, please use the primary residential service address when creating a case. If you do not know the primary residential service address, please use the [Parcel Lookup Tool](#) to locate your parcel and see which service address to use.

If you are unable to find the correct result after searching, please contact the [Environmental Services Department](#).

Search by Assessor's Parcel Number (APN)

To get started, enter APN and click *Search*.

* APN

Search

Search by Address

To get started, enter your address and click *Search*. address will be produced when the exact Street Number, Street Name and Street Suffix abbreviation is entered. (for Avenue enter AV, for Street enter ST, etc.)

* Street Number

* Street Name

Street Suffix

Search

Back

If you cannot locate your address or, you found your address but cannot identify the container(s) that are missing, click the link provided to **contact the ESD Customer Service Center** for assistance.



Module 18: Replace Missing Containers (7 of 7)

Path 2: Address Not Found or Missing Container(s) Unknown (*cont'd*)

Replace Missing Container

Please enter your contact information to have a Customer Support Representative reach out to you.

* First Name

* Last Name

* Address

* Email

* Phone

APN

Additional Information

Enter your contact information including *First Name, Last Name, Address, Email, Phone Number, and APN*. If necessary for your case, enter additional information in the box provided.

Replace Missing Container

Thank you for using Get It Done.

Your request has been submitted.

Cases are prioritized in the order they are received. If you receive no response within 5 business days, please contact us at (858) 694-7000 or trash@sandiego.gov.

Your Request Tracking Number: 05329313

A confirmation screen will appear with a **tracking number** for your records and convenience.

Click
Submit.

Back

Submit



Module 19: Change or Maintain Your Financial Assistance Donations (1 of 3)

When you log into the Portal, you should have the option to change or maintain your Financial Assistance Donation(s) for one or more of your properties. Please note that the **Financial Assistance Donation** 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. [Submit a Comment or Question](#)

Property Details

APN: 4713213300 Service Address: 4276 48TH ST, San Diego, CA 92115
Number of Units: 1 Next Collection Date:

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

Selected Container Summary

2 x 95 Gallon Gray Trash Containers
2 x 95 Gallon Blue Recycling Containers
2 x 95 Gallon Green Organics Containers

[Modify Selections](#)

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

Account Owner	Secondary User
John Smith Johnsmith@gmail.com (555) 555-555 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](#)

Other Actions

[Replace/Repair Damaged Container\(s\)](#) [Replace Missing Container\(s\)](#) [Financial Assistance Donation](#)
[Container History](#)

Click **Financial Assistance Donation**.

View 2: Account with Multiple Properties

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

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.

APN	Address	Next Collection Date	Perform Actions
4713213300	4276 48TH ST, San Diego, CA 92115		Select an option Remove this Property Designate Secondary User(s) Modify Selections Service Address History Detailed Cost History Financial Assistance Donation Container History
4713211500	4782 ORANGE AVE, San Diego, CA 92115	06/13/2025	

Policy | Accessibility | Contact Us | Help? Contact us at 858-694-2200

Select the action drop down list next to a property and click **Financial Assistance Donation**.



Module 19: Change or Maintain Your Financial Assistance Donations (2 of 3)

Note: For each property you previously made a Financial Assistance Donation for, you will receive an email reminder to update your donation, the following fiscal year.

Hello, John Smith.

Financial Assistance Donation

APN:
4713213300

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

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

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

Amount

To cancel your donation, please select the 'No' option prior to June 30th, 2026.

**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](#)

Select the option to either make a **One-Time Donation** or a **Recurring Annual Donation**. Enter the amount you would like to donate towards Financial Assistance in the accompanying box.

Click
Confirm.



Module 19: Change or Maintain Your Financial Assistance Donations (3 of 3)

Hello, John Smith.

Financial Assistance Donation Confirmation

APN:

4713213300

Service Address:

4276 48TH ST, San Diego, CA 92115

This is a confirmation that you have elected to make a financial assistance recurring donation of \$20.00.

This donation is property-specific and will be added to your end of year property tax bill. If you would like to update your donation amount or frequency, please select 'Go to Dashboard' below and navigate back to this page using the Financial Assistance Donation link.

[Go to Dashboard](#)

You will see a **confirmation message** once your Financial Donation change request has been submitted.