

SERVICE LEVEL ADJUSTMENTS

- The Residential Waste Collection Services Portal is now closed for initial service level selections, but you will have another opportunity to make adjustments.
- Once you receive your **new gray trash container**, you will have **30 calendar days** to:
 - Request a **size swap** for your trash container.
 - Update your order for **recycling or organic waste containers**.
 - Order **additional containers**.

- **Important:** There is no additional swap out period following delivery of your new recycling containers. The only opportunity to update your order, if needed, will be once your gray container has been delivered. After this 30-day period, the next opportunity to make adjustments will be **July 2026**.

- Log in to your Portal account to make your service level adjustments. If you do not already have a Portal account, we recommend you create one now. That way, your account is ready to go if you need to make any adjustments. You will also unlock benefits like the ability to see your property's service and fee history and gain access to text and email updates from the City. Visit **wasteportal.sandiego.gov** and use your unique code to sign up today!

Unique Code: **XXXXXXXX**

The City of
SAN DIEGO
Environmental Services Department
9601 Ridgehaven Ct. San Diego, CA 92123

PRESORTED
STANDARD
U.S. POSTAGE
PAID
SAN DIEGO, CA
PERMIT 134



NEW CITY BINS COMING SOON!

Container Deliveries Begin OCTOBER 2025

Date

<<Full Name>>

<<Address Line 1>>

<<City>> <<State>> <<ZIP Code>>

Want to stay up to date on delivery schedules?
Sign up for email and/or text alerts in the
Residential Waste Collection Services Portal at
wasteportal.sandiego.gov



Still have questions?

Visit **sandiego.gov/trash** for FAQs and delivery schedules or contact the Environmental Services Department at **trash@sandiego.gov** or **858-694-7000**.



Scan for available languages:

- Español
- Tagalog
- Tiếng Việt



Your Property Details:

Address: [Insert Property Address Here]

APN: [Insert APN Here]

The City of



Environmental Services Department

The City of San Diego will begin delivery of new residential waste collection containers this October through 2026.

Here's what you need to know:

WHAT'S CHANGING

- New **gray trash** container(s) and **light blue recycling** container(s) will be delivered.
- All **old black trash** and **dark blue recycling** containers will be removed and recycled.
- Green organic waste containers will remain, unless you requested a different number or size in the Residential Waste Collection Services Portal.
 - If your property still has the original green yard waste container, the City will update these to the standard organic waste container later in 2026.
- Once your neighborhood receives the new gray and light blue containers, the City will **no longer collect from the black trash and dark blue recycling containers**.

DELIVERY PROCESS

- Containers will not all arrive at once.
 - **Gray trash containers** will be delivered first.
 - **Light blue recycling containers** will follow on a second visit.
 - **Green container changes** (if applicable) will be made on a third visit.
- On delivery day, **old containers will be removed and recycled**. Removal may not necessarily happen at the same time as delivery, but it is expected that containers are delivered and removed on the same day.

WHEN WILL MY CONTAINERS ARRIVE?

- Deliveries are based on your **collection route and service day**.
- Find your **estimated delivery date** at sandiego.gov/trash.
- Dates may change—please check back regularly as your delivery approaches.
- You may not change or schedule your delivery date. Please coordinate with a neighbor if you will not be home on the scheduled day.
- The City will send text and email alerts in advance of deliveries. If you would like to receive these notifications, make sure to opt into email and/or text alerts through your Portal account.

IMPORTANT DELIVERY DAY INSTRUCTIONS - *On your scheduled delivery date:*

- Place **all trash, recycling and organic waste containers** at the curb—even if they are not full or if we are not making adjustments to that container type. This ensures your household receives the correct new containers and that all old ones are picked up and removed.
- **Leave old containers out** until crews complete delivery of your new containers and removal of your old containers.
 - If your old containers or those in your neighborhood are not removed, please request removal at sandiego.gov/GID.
- **Pull new containers onto your property** as soon as possible.
 - Confirm the size and quantity matches what you ordered and is right for your property. If you need to make any changes, please wait one business day after delivery and request a service-level adjustment in the Portal. **You have 30 calendar days after delivery to make any adjustments.**
- **Label the containers** you plan to keep with your address in the white box on the side of the container.

Thank you for your patience as the City delivers new containers to more than **225,000** customers!

City of San Diego Environmental Services Department

 Environmental Services

