

[Date]

[Property Owner Name]

[Property Owner Address]

[City, State, ZIP Code]

Subject: Action Requested – Create Your Residential Waste Collection Services Portal Account
Containers Service Address: <Address>

Dear Property Owner,

You are receiving this mailer because you either recently purchased a home that currently receives its solid waste management services from the City of San Diego Environmental Services Department (ESD), or your property is newly eligible for City service from ESD. Please follow the instructions in this mailer to create an account in the City's Residential Waste Collection Services Portal to select or update the trash, recycling and organic waste containers assigned to your property, as applicable.

If your property is already receiving City-provided service, and you do not need to change the number of containers on your property, no action is required. However, there is still value in creating a Portal account. Having an account includes benefits such as the ability to see your property's service and fee history, access to text and email updates from the City, and the ability to make service adjustments to your containers in the future.

If your property is newly eligible for City service and does not currently have City containers, please create a Portal account to select your new containers. If your property doesn't have any containers and you're unable to dispose of waste, please contact the Environmental Services Department's Contact Center at 858-694-7000 to request interim bins in the meantime. If you do not make a selection within 30 days, the City will automatically provide you with one 95-gallon trash container, one 95-gallon recycling container and one 95-gallon organic waste container.

Each property is required to have at least one trash container, one recycling container and one organic waste container. While the standard container size is 95 gallons, owners of properties producing less trash may find a smaller 35-gallon or 65-gallon trash container is sufficient. Alternatively, owners of properties with more than one unit on the lot or those producing higher volumes of trash may find they need the larger 95-gallon or multiple containers.

Visit sandiego.gov/trash to learn more about the City's Solid Waste Management Fee, Financial Assistance Program, resources to help select your containers and more.

New Owner of a Property currently receiving City of San Diego Trash Service:

STEP 1: Navigate to the Residential Waste Collection Services Portal

- Scan the QR code on your mobile device or enter the following URL into your internet browser:

<https://wasteportal.sandiego.gov>

Scan QR code to create your Residential Waste Collection Services Portal account



STEP 2: Create your Single Sign-on Account

- Enter your email address, first name and last name. Create a password. Verify your account through the link sent to your email

STEP 3: Use your APN & Unique Code to Add this Property to your Account

- Assessor's Parcel Number (APN): <APN>
- Unique Code: <Unique Code>

STEP 4: Select the Total # of Containers Needed for your Property

- If you don't need to make changes to the bin size(s) or quantity, please ignore the following instructions.

OPTIONAL STEPS: Designate a secondary user on your account

- The Portal allows you to designate someone to serve as a secondary user of your account.
- The secondary user will be able to view account details and make changes to your account.

Sign up for alerts

- Look for a button in the Portal that says, "Update Contact Information." There, you will enter your contact information, and then select the checkboxes that state, "**Check to receive text/email message updates**".

Owner of a Property that is not currently receiving City of San Diego Trash service

STEP 1: Navigate to the Residential Waste Collection Services Portal

- Scan the QR code on your mobile device or enter the following URL into your internet browser:
<https://wasteportal.sandiego.gov>

STEP 2: Create your Single Sign-on Account

- Enter your email address, first name and last name. Create a password. Verify your account through the link sent to your email.

STEP 3: Use your APN & Unique Code to Add this Property to your Account

- Assessor's Parcel Number (APN): <APN>
- Unique Code: <Unique Code>

STEP 4: Select the Total # of Containers Needed for your Property

- Select the number and sizes of your new gray trash, green organic waste, and light blue recycling containers. OPTIONAL STEP: Designate a secondary user on your account.
- The Portal allows you to designate someone to serve as a secondary user of your account.
- The secondary user will be able to view account details and make changes to your account.

Sign up for alerts

- Look for a button in the Portal that says, "Update Contact Information." There, you will enter your contact information, and then select the checkboxes that state, "**Check to receive text/email message updates**."

Additional Information

- Please make your selections within 30 days of the date on this notice.
- Once you've made your selections, make sure to sign up for alerts so you can receive reminders of your bin delivery date.
- As you make your selections, you will be able to see the cost of service associated with your container selections.
- Your Solid Waste Management Fee will be included as a line item on your County property tax bill. If your City-provided service began during the 2025/2026 Fiscal Year, a prorated portion of the 2025/2026 fee will be included in the fee you pay for 2026/2027.

If you believe you received this mailer by mistake because your property should be ineligible for City service and eligible for a franchise hauler instead, please submit an appeal at the following URL:
<https://www.sandiego.gov/environmental-services/trash-service-updates/appeals>

If you have questions or need additional assistance, please contact the City of San Diego Environmental Services Department at wasteservice@sandiego.gov or **858-694-7000**.

Sincerely,
Environmental Services Department