

Id	Are you commenting on/objecting to residential rates, commercial rates, or both?	Is this a public comment or an objection?	Public Comment and/or Objection
1	Both Residential and Commercial Rates	Objection	Please do not raise the rates.
2	Both Residential and Commercial Rates	Objection	In this period of cuts to everything from public services, shuttered businesses, increased unemployment and higher costs, an increase of 18% is outrageous. PG&E is doing a money grab and now Recology?!? The consumers are being squeezed from all directions. Where is the humanity?
3	Residential Rates	Objection	San Francisco residents already have the highest garbage fees I have ever seen. There is no justification in multiple double-digit increases with a clear, detailed description of what will be improved. Recology has again and again demonstrated corruption at the highest levels, and this feels like yet another cash grab for someone.  These rate increases are far in excess of inflation and should be denied. The rates are already too high and then the company illegally overcharges us. This from a company who bribed public officials. This alone is grounds to terminate them. We need to amend the charter and fire the corrupt Recology. Bring in competitive bidding.  Recology spent more than \$900,000 to bribe its regulator, former DPW director Mohammed Nuru from 2014 to 2020.  October 29, 2024 Recology admitted overcharging customers by \$24 million. March 4, 2021 Recology has agreed to reimburse customers \$94.5 million. This comes after a City Attorney investigation revealed the company gouged San Francisco customers.
4	Residential Rates	Comment and Objection	
5	Residential Rates	Objection	
6	Both Residential and Commercial Rates	Objection	I can't see the justification for the rate increase. It far outstrips inflation and doesn't delineate what we might get for such a significant jump of a monopoly utility.  So let me see if I have this right. 3 months ago Recology was found to have gouged its customers for \$24 million-----And now they're asking to raise the rates???  When I read this again, it seems unbelievable that they should be granted the increase.
7	Residential Rates	Comment and Objection	
8	Residential Rates	Objection	Rate increase at this time
9	Residential Rates	Comment and Objection	There needs to be more transparency and a potential open beating process for this service.
10	Residential Rates	Objection	The rate increase is way higher than the inflation rate.
11	Residential Rates	Comment and Objection	- Recology is a monopoly. SF user do not have an alternative so we are not in a position to cancel our service. - Recology has a very restrictive policy that does not give "vacation" credit. If one were to use the once a year option, there is a fee to restart services. So they charge even when the service is not used amounting to a surcharge. - Recology has received rate increases in 2023 and 2024. - Recology had an 14+% rate increase in 2017 and was charged with bribery to get that extreme rate increase approved. Citizens should not pay for Recology's mismanagement and errors.
12	Residential Rates	Objection	Most residential buildings in San Francisco are subjected to rent control which means de facto 1.5-3.5% percent rate increase per year.  City should apply the same standard for expenses as it imposed over income. If it limits the income to an average of two and a half percent a year then it should limit the expenses in the same manner.  This is a duality principle.
13	Both Residential and Commercial Rates	Comment and Objection	Simply, a monopoly that was recently caught bribing officials and fleecing customers should not be trusted with a proposed 30% rate increase over three years.  Also, it's concerning that "the SF Recology Companies are proposing a contingent rate schedule that would fund the cost of creating trash processing capacity in San Francisco to recover organics and recyclables from the trash stream." The DOE already has mechanisms in place to audit trans and hold large contaminators accountable. Does the proposal intend to do away with the DOE audits since there will be further investment in downstream recovery? If not, the proposal is unfair as the proposed rate increase requires all rate payers to pay for downstream recovery while continuing to levy additional charges and requirements for those rate payers that undergo the audit process.
14	Residential Rates	Comment and Objection	This proposed rate increase is absurdly high. This appears retaliatory, since Recology was caught red-handed recently for stealing from property owners and managers by inflating charges for years.

		<p>Trash collection in San Francisco is so problematic in so many aspects, yet nobody seems to be interested in addressing its problems. I cannot understand why so many are upset about how water and wastewater is charged, but show no inclination to try to correct how solid waste disposal is dealt with.</p> <p>I would ask that the reader keep in mind that, as near as I can tell, the refuse collection laws for The City are written by the companies that are contracted to remove the solid waste, and rubber stamped by the DPW and DPH. This situation, of course, creates no conflict of interest for the writers of the laws -- oh no. Most San Francisco properties are required to pay for far more service than those properties actually need.</p> <p>The first question I would like to raise is the legitimacy of a “unit charge” on the trash bill. This is a service that is based on the volume of solid waste carted away. I question how the number of dwelling units generating that volume impacts the effort and energy necessary to remove the waste. The definition of “unit” in the billing, besides being a totally bogus concept, makes no distinction between a four BR flat and an efficiency. The “unit charge” looks remarkably like a tax, and why I am paying a tax to a private company is beyond me.</p> <p>For an example, I have one building that is a nine family dwelling. At the beginning of October, the building will have twelve people, four to five dogs and a cat or two in residence. The first line on the bill is a unit charge. In contrast, there is a property a few blocks away that is ostensibly four units, so it's minimum service begins with a requirement for a “unit charge” for four units – five less of this ridiculous charge than the building that I originally describe. This is despite the fact that the “four unit property” has 35-40 people residing there, as it is being run as a commune or flophouse. I have no idea how much service that property is actually paying for – I presume they are providing adequate service – but its minimum requirements (and accompanying “unit charge” tax) are far less than my described property. Maybe I should compare my nine family dwelling's (3 1BR, 6 studios) unit charges to the Westerfeld house – built as a 28 room single family home, now 3 units (?); 22 rooms (?); 12 BRs(?) according to Wikipedia . . . or restored as a single family home (?) – surely each of my units is comparable to the unit(s) in the landmark property.</p> <p>The volume of mandated “landfill” service is ridiculous, considering the amount of waste that the haulers and The City want us to believe that they are diverting from the landfills. The minimum required service per unit for landfill is so enormously high, considering the amount that is supposedly being “diverted” from landfill, that it sometimes leaves very little space in trash collection areas to accommodate the volume of toters whose contents they want us to believe are headed to being recycled. The required volumes seem to be based on the way trash was collected decades ago, without recognizing how much of that waste stream is being put in recycling containers. At the same property of mine, I am being forced to pay for 160 (96+64) gallons of landfill service, 160 (96+64) gallons of recycling service. The 96 gallon landfill and the 64 gallon recycling toters are stashed in the crawl space, because they are not needed to handle the waste generated by the property. In spite of the fact that that much capacity is not required by the waste produced by the property every week, I am extorted into paying for the “minimum required service”. Since extortion is a classic crime perpetrated by organized crime, the extortion being inflicted on the rate payers of San Francisco lends credence to the story that the waste management company and subsidiaries that are contracted by The City and County of San Francisco for solid waste disposal (and seem to write the waste disposal laws) for The City are “mob</p>
15 Residential Rates	Comment and Objection	
16 Residential Rates	Objection	This is absurd and rate hike isn't warranted. Our expenses are way too high now that we cannot sustain keeping this property
17 Both Residential and Commercial Rates	Comment and Objection	A 30% increase over three years is absolutely ridiculous. Perhaps this should be offered for competitive bidding as opposed to the monopoly that it is that just constantly gets rubber stamped by the PUC and rate board.
18 Residential Rates	Objection	Rate hikes are putting alot of financial stress on rate payers. With so many cost increases happening recently, it's just adds to a overall monthly cost. We can't afford it. Hold down rate increases.
19 Both Residential and Commercial Rates	Comment and Objection	Owners already do not get the services they pay for with Recology missing multiple services monthly and not even fully emptying the bins when they do service. When you complain, the employees retaliate by being extremely loud in the morning at 4-5am for service next to over 50 units so the tenants then complain or move out! This is ridiculous to raise rates when you already don't provide full service to Owners to begin with.
20 Both Residential and Commercial Rates	Comment and Objection	I am a housing provider in San Francisco. I have been unable to raise rents at all (even when apartments have turned over) over the past 5 years as the aftermath of the pandemic has been such that rents have been totally flat in spite of high inflation country wide. The rate increases proposed are draconian & unfair & unable to be absorbed by housing providers. Moreover, we are facing more than double the cost on our interest charges on our loans as our loans are adjusting this year and next. This is a draconian & abrupt rate increase that we cannot shoulder! Please note that with rent control in the city our rent increases are necessarily modest as well!
21 Residential Rates	Objection	Proposed increases are MUCH too high. Individuals are not receiving salary/COLA increases of even 1/6th of the 18.18% being requested for RY 2026, and then another 7.53% for RY 2027 and 3.86% for RY 2028 - that's a 29.57% over only 3 years! It's completely unreasonable to expect that homeowners can pay 30% more for their Recology collection and it's unclear why these excessive increases are needed.
22 Residential Rates	Comment and Objection	At a time where there is so much financial uncertainty, raising rates 18% is ridiculous and irresponsible. I understand there are programs for low income individuals, but the lower middle class who don't qualify for reduced rates cannot continue to foot these big increases to required services.
23 Residential Rates	Objection	The proposed rate increase, which is more than 30% over 3 years, is egregious. Recology has failed to provide credible evidence that costs have increased by anywhere near this amount. A service as fundamental as municipal waste collection should not impose such a financial burden on households. This rate increase will strain budgets and incentivize people to illegally dump their trash.
24 Residential Rates	Objection	An 18% increase is crazy when there is no need to change anything about the service. There is no incentive to increase efficiency if you continue to raise prices when there is no alternative.
25 Residential Rates	Objection	I am writing to object the proposed increase of refuse rates. I don't even put up trash every week, sometimes I put out every 3 weeks, in summary I do not produce that much waste to have to pay more for others throwing away trash in undisclosed locations. And I do my part for the environment. Everything is going up, HOA, Home Insurance, Car Insurance. The increases are insufferable. Please do not increase, we really can't keep living in San Francisco with all the rate hikes.
26 Residential Rates	Comment and Objection	I see no reason given for this rate hike that is justified. The contracted contractor should be responsible for finding efficiencies in cost and keeping consumer rates low, and this rate hike goes against the spirit of that imperative. The City should not permit any rate hikes until the contractor provides irrefutable proof that any and all efficiencies in service have been identified and utilized before any rate hikes can be considered.
27 Residential Rates	Comment and Objection	Rates are expensive as is, and with only 2x large trash pickups / year, I have to pay out of pocket for additional pickups / sometimes with other vendors
28 Residential Rates	Comment and Objection	It's absolutely ridiculous that rates to raise by 18%.

29 Residential Rates	Comment and Objection	How can we justify an almost 13% increase (Administrator Proposal), let alone the Recology proposal of an 18% increase in one year? Recology does not adhere to the pickups at my 16 unit residential complex. They frequently miss at least one pickup per week. I've gotten tired of emailing them because it's so frequent. How can the city justify such a massive increase in a single year?
30 Residential Rates	Objection	I am writing to formally object to the proposed refuse rate increase for 2025 in San Francisco. As a resident, I am concerned about the financial burden this increase places on our community, especially during a time when many are already struggling with the high cost of living in the city.
		While I understand the need to maintain and improve waste management services, I urge the Refuse Board to explore alternative solutions that do not disproportionately impact ratepayers. Greater transparency in budgeting, operational efficiency improvements, and more community input should be prioritized before approving any increase.
		Thank you for considering my concerns.
		If, as I was told, Recology hires persons who have been released from incarceration and pays them a living wage, I enthusiastically support the rate increase.
31 Residential Rates	Comment	
32 Residential Rates	Comment and Objection	As a fixed income resident, this amount of increased rates over 3 years seems excessive and harmful. Perhaps a one time 10% increase could be absorbed with less consequence.
33 Residential Rates	Objection	Current rate is excessive already! All my smallest bins would take 2-3 weeks actually to fill up full. Blue bin recycles, customers used to get money back, BUT now is nothing! Must REDUCE RATES INSTEAD OF INCREASE RATE!!!
34 Residential Rates	Objection	Barely surviving. Need to cut rate, not increase. Try to get government funding instead of increasing rates.
35 Both Residential and Commercial Rates	Objection	Objection to rate increases
		It is safe to say that none of us wants rate increases. What everyone outside of the small neighborhood of Little Hollywood in Visitacion Valley may not know or care about is that as next door neighbors to RecologySF, we carry the full weight of the whole City's garbage collection's negative environmental impacts; 1. The odor (which has been significantly reduced due to management cooperation from 2015) 2. The noise of 24/7 trucks and moving debris boxes. 3. The Rats. 4. The Seagulls 5. The spillage on Tunnel Ave. 6. The contractor's and others illegally dumping at the West side of Tunnel Ave between Blanken & CalTrain Bayshore Station. 7. The nails and other sharp objects that cause flat tires on Tunnel Ave.
36 Both Residential and Commercial Rates	Comment	Roughly ten years ago RecologySF had plans to renovate their facilities. I think that was all derailed due to the rate and bribery scandals. These higher rates are needed in order to both offset rising operating costs, and to provide the new capital to pay for modernization. Everyone should pay their fair share for this NOW, to reduce the negative environmental impacts on those of us who deal with it daily so that all of you can have the best services possible.

		<p>At a time when San Francisco families are struggling with inflation in every line of their budgets, Recology is proposing to increase refuse rates by 31%. They don't mention that this amounts to a transfer of ~\$100M from SF residents to a \$1B corporation that doesn't even publish how much it pays its executives.</p> <p>Recology justifies its proposal by vaguely citing "cost of business increases" and "costs of increased business taxes due to Prop M (2024)." Prop M was voters wanting large businesses to pay their fair share in taxes. To pass-through those costs to households subverts the will of the voters and reflects Recology's view that it should be immune from ever having to pay more to the city.</p> <p>Recology doesn't say anything about why its costs have increased, or what steps it's taken to try to save costs before raising prices. For all we know, it could be executive bonuses masked as "cost of business." What we do know is that their costs increased due to fines and legal fees related to their malfeasance and mismanagement, which they also shouldn't get to pass on to us:</p> <ul style="list-style-type: none"><li>- An audit found that Recology unlawfully collected \$23.4M from SF residents between 2018 and 2021,</li><li>- Separately, Recology illegally overcharged SF residents over \$94M.</li><li>- Recology also paid \$36M in criminal fines under a 2021 deferred-prosecution agreement for bribery and honest-services fraud.</li></ul> <p>Recology's proposal makes zero effort to mention any actions it has taken to drive operational efficiencies or lower costs. SF voters in 2012 granted Recology a monopoly free of any competitors. Recology is now sticking its criminal hands in our pockets instead of tapping its huge revenues to pay for its supposed "cost increases."</p> <p>San Franciscans deeply value reliable refuse, recycling, and compost services. And we greatly appreciate Recology's workforce. But shifting \$100 million onto residents, while failing to demonstrate any cost-control, is fundamentally unfair.</p> <p>I formally protest the refuse rate increases.</p>
37 Residential Rates	Objection	
38 Residential Rates	Objection	Current rates are already super high.
39 Residential Rates	Objection	It's already too expensive. Garbage service should be owned by the city! Not a private for profit company!
40 Residential Rates	Objection	The prices are high enough and raising prices now in this bad economy will make it that much harder for people on a fixed income come to pay their bills! Give us a break and not raise prices even more.
41 Residential Rates	Objection	The rate increases are grossly high and I oppose them in their entirety. Furthermore, there should be absolutely no tipping fees because this work is a requirement of the job, and company should be compensating their employees fairly instead of relying on tips. Tips should only ever be optional, not mandatory. If you need to cut cost, reduce compensation for executive leadership and corporate employees.
42 Residential Rates	Objection	i object on the basis that rates are high enough already, and this makes living in sf difficult for families.
		<p>Your proposal to increase refuse rates by 31% doesn't mention that this amounts to a transfer of ~\$100M from SF residents to a \$1B corporation that doesn't even publish how much it pays its executives.</p> <p>You justify your proposal by vaguely citing "cost of business increases" and "costs of increased business taxes due to Prop M (2024)." Prop M was voters wanting large businesses to pay their fair share in taxes. To pass-through those costs to households subverts the will of the voters and reflects Recology's view that it should be immune from ever having to pay more to the city.</p> <p>You say nothing about why you costs have increased, or what steps you have taken to try to save costs before raising prices. For all we know, it could be executive bonuses masked as "cost of business." What we do know is that your costs increased due to fines and legal fees related to their malfeasance and mismanagement, which they also shouldn't get to pass on to us:</p> <ul style="list-style-type: none"><li>- An audit found that Recology unlawfully collected \$23.4M from SF residents between 2018 and 2021,</li><li>- Separately, Recology illegally overcharged SF residents over \$94M.</li><li>- Recology also paid \$36M in criminal fines under a 2021 deferred-prosecution agreement for bribery and honest-services fraud.</li></ul> <p>Your proposal makes zero effort to mention any actions you has taken to drive operational efficiencies or lower costs. SF voters in 2012 granted Recology a monopoly free of any competitors. You are now sticking your hands in our pockets instead of tapping your huge revenues to pay for your supposed "cost increases."</p> <p>San Franciscans deeply value reliable refuse, recycling, and compost services. And we greatly appreciate Recology's workforce. But shifting \$100 million onto residents, while failing to demonstrate any cost-control, is fundamentally unfair.</p> <p>I formally protest the refuse rate increases.</p>
43 Residential Rates	Objection	
44 Residential Rates	Comment and Objection	Vague statements of "higher costs" should not drive price increases for essential services. Recology should be required to present proof of the costs and proof that they cannot be addressed by other means, such as making efficiencies in their operations. Furthermore, executive compensation and stockholders dividends or stock buybacks should be closely scrutinized and considered against the claims of higher operating expenses. Privatization and monopoly operation of essential services should only be permitted where they control costs for the benefit of the public. The public should not be gouged to excessively line the pockets of corporate managers and shareholders.

45 Residential Rates	Objection	The rates are already too high for weekly service. Most of the time the batteries I put in a bag on top of the bin as directed is dumped on the ground. The collection is sometimes unreliable particularly around single item collections and Xmas trees. The staff at the dump are so rude in person when you try to use their dump services (except for the people who collect paint and chemicals from your car, they are polite).
46 Residential Rates	Objection	I formally protest proposed refuses rate increases. The rates are already high.
47 Residential Rates	Comment and Objection	It's already astronomically expensive to live in this city. We don't get any added value by these rate hikes. Maybe you can hire the homeless to provide these services at a lower wage.
48 Residential Rates	Objection	As a landlord, the city is restricting me to a rent increase of 1.4% this year. It was 1.7% last year and 3.6% the year before that. If landlord's rent increases are held to those percentages, then so should the services we are required to purchase from the city such as refuse, water and power. You're proposing a 12.6% increase the 1st year, a 22% increase through the 2nd year and a 27.4% increase through the 3rd year. We've been held to a 6.7% increase over three years, which is more than 20% less than your proposal. If expenses are going up, they are across the board, but landlords are held to a much lower allowable increase. All city services, including garbage collection, should be held to the same increases that landlords are held to. Why would our costs increase at a lower rate than those of the city services we're required to purchase through the city and their monopolized vendors.
49 Residential Rates	Objection	As a landlord, my rent increases are held to a minimal increase year over year. City services provided by the city or it's vendors should be held to the same standard percentage increase. My costs go up by the same amount as the businesses that deliver these services, so either my rent increases should go up by the same or the services should be held to the same as my rent increases. Or you can pass these increased costs on to my tenants.
50 Residential Rates	Objection	Recology rates have been consistently increasing at rates significantly higher than the "cost of living". Also please compare Recology's current rates with competitor's rates in other California Urban areas. There is absolutely no financial reason to grant Recology's current request for this rate increase.
51 Both Residential and Commercial Rates	Objection	Recology should not get a higher than rate of inflation rate increase. Rates are already too high and especially the service fee, which is charged even with sevice suspension.
52 Residential Rates	Comment and Objection	It's a real same that the Refuse rate did not address the concerns of elderly seniors that have very little garbage but still have to pay the same rate as families. I had called before asking for Senior rates and the answer is none available. I am paying \$122.39 for 3 months and I only put out 2 cans each week of very little garbage. My compose is 1--2 compose bags. Blue and black goes out about 2 times per month with less than 1/2 full. There are no compassion for elderly seniors who lives alone and have very little garbage.
53 Residential Rates	Objection	It would be nice to stay with the same current rates for the next 3 years until 9/30/2028 instead given the uncertainties under the current Trump administration!!!
54 Residential Rates	Objection	The costs are already too high and with the economic downturn this will become a hardship for those on fixed incomes. For someone who barely fills a can each week this is ridiculous
55 Both Residential and Commercial Rates	Comment and Objection	City residents can't afford an increase which will lead to even more dumping on the street of garbage and larger waste like couches and beds. Business that haul garbage will just pass that cost onto customers that already barely want to pay a company/business to haul away their junk, this will just be more of an incentive for people to dump garbage on the streets.
56 Residential Rates	Objection	Current economical situation does not warrant any rate inscreases!
57 Residential Rates	Objection	NO rates increases!
58 Residential Rates	Comment and Objection	No. Charge big Business not locals.
59 Residential Rates	Comment	I object the rate increase
60 Residential Rates	Comment and Objection	I object the rate increase
61 Residential Rates	Objection	Current charges are sufficient'
62 Residential Rates	Comment and Objection	Our rates have gone up quite a bit in the last 10 years and they need to stay the same for now. Rates have become unaffordable for many. There needs to be a cap every so many years.
63 Residential Rates	Objection	I object to a significant increase in rates without clear public justification of where the increased costs are coming from and transparency into executive compensation.  We should also encourage an open bid rather than allowing Recology to be a monopoly that can request rate increases as they see fit.  Do not allow them to pass on their increases but instead require clear justification and a push for efficiency.

		<p>At a time when San Francisco families are struggling with inflation in every line of their budgets, Recology is proposing to increase refuse rates by 31%. They don't mention that this amounts to a transfer of ~\$100M from SF residents to a \$1B corporation that doesn't even publish how much it pays its executives.</p> <p>Recology justifies its proposal by vaguely citing "cost of business increases" and "costs of increased business taxes due to Prop M (2024)." Prop M was voters wanting large businesses to pay their fair share in taxes. To pass-through those costs to households subverts the will of the voters and reflects Recology's view that it should be immune from ever having to pay more to the city.</p> <p>Recology doesn't say anything about why its costs have increased, or what steps it's taken to try to save costs before raising prices. For all we know, it could be executive bonuses masked as "cost of business." What we do know is that their costs increased due to fines and legal fees related to their malfeasance and mismanagement, which they also shouldn't get to pass on to us:</p> <ul style="list-style-type: none"><li>- An audit found that Recology unlawfully collected \$23.4M from SF residents between 2018 and 2021,</li><li>- Separately, Recology illegally overcharged SF residents over \$94M.</li><li>- Recology also paid \$36M in criminal fines under a 2021 deferred-prosecution agreement for bribery and honest-services fraud.</li></ul> <p>Recology's proposal makes zero effort to mention any actions it has taken to drive operational efficiencies or lower costs. SF voters in 2012 granted Recology a monopoly free of any competitors. Recology is now sticking its criminal hands in our pockets instead of tapping its huge revenues to pay for its supposed "cost increases."</p> <p>San Franciscans deeply value reliable refuse, recycling, and compost services. And we greatly appreciate Recology's workforce. But shifting \$100 million onto residents, while failing to demonstrate any cost-control, is fundamentally unfair.</p>
64 Both Residential and Commercial Rates	Comment and Objection	I formally protest the refuse rate increases.
		<p>There should be no reason to raise fees as I have substantially deceased for years the amount of garbage tossed out. I recycle almost anything recyclable and compost my scraps .</p> <p>Please lay out the detailed reasons as to why recology will be increasing its fees ?</p>
65 Residential Rates	Objection	Thank you
		<p>At a time when San Francisco families are struggling with inflation in every line of their budgets, Recology is proposing to increase refuse rates by 31%. They don't mention that this amounts to a transfer of ~\$100M from SF residents to a \$1B corporation that doesn't even publish how much it pays its executives.</p> <p>Recology justifies its proposal by vaguely citing "cost of business increases" and "costs of increased business taxes due to Prop M (2024)." Prop M was voters wanting large businesses to pay their fair share in taxes. To pass-through those costs to households subverts the will of the voters and reflects Recology's view that it should be immune from ever having to pay more to the city.</p> <p>Recology doesn't say anything about why its costs have increased, or what steps it's taken to try to save costs before raising prices. For all we know, it could be executive bonuses masked as "cost of business." What we do know is that their costs increased due to fines and legal fees related to their malfeasance and mismanagement, which they also shouldn't get to pass on to us:</p> <ul style="list-style-type: none"><li>- An audit found that Recology unlawfully collected \$23.4M from SF residents between 2018 and 2021,</li><li>- Separately, Recology illegally overcharged SF residents over \$94M.</li><li>- Recology also paid \$36M in criminal fines under a 2021 deferred-prosecution agreement for bribery and honest-services fraud.</li></ul> <p>Recology's proposal makes zero effort to mention any actions it has taken to drive operational efficiencies or lower costs. SF voters in 2012 granted Recology a monopoly free of any competitors. Recology is now sticking its criminal hands in our pockets instead of tapping its huge revenues to pay for its supposed "cost increases."</p> <p>San Franciscans deeply value reliable refuse, recycling, and compost services. And we greatly appreciate Recology's workforce. But shifting \$100 million onto residents, while failing to demonstrate any cost-control, is fundamentally unfair.</p>
66 Residential Rates	Objection	I formally protest the refuse rate increases.
		<p>Recology appears to be proposing a 32% rate increase (\$47 to \$62.03) over the next 3 years. The Refuse Rates Administrator is proposing a 27.4% increase over the new 3 years. In a city like San Francisco that professes to care about the underprivileged, how is inflation such as that tolerable? Who is holding Recology accountable for keeping costs down? Should we support a monopoly such as Recology raising rates 10% per year? Perhaps we should expect them to reduce costs as a way to earn a reasonable profit rather than just increasing costs to all of us!</p>
67 Residential Rates	Objection	
68 Residential Rates	Objection	Apparently this is not an appropriate rate increase for every household. 18% for 2026? Unbearable!!
69 Residential Rates	Comment and Objection	Raising rates is ridiculous when we don't even get the service we are currently paying for. Pickup is not happening on its scheduled days. It would be nice to get a refund on the days missed. Do better, Recology.

70 Residential Rates	Comment and Objection	Recology will continue to ask for rate increases every year. It's time for San Francisco to say no more. They have a monopoly nationwide on refuse. Tell them no increase. It's not needed, as they make plenty of money, nationwide. San Francisco homeowners certainly don't have funds to pay for more increases.
71 Residential Rates	Objection	I object to the proposed rate increases because the current rates are already too expensive and should be lowered.
72 Residential Rates	Comment and Objection	We're not entirely opposed to rate increases; however, the proposed rates seem excessive. Any adjustment should ideally be based on CPI trends and/or rent board-approved increases that are appropriately adjusted for inflation.
73 Residential Rates	Objection	
74 Residential Rates	Objection	Stop making this city such an expensive place to live for the regular folks. Most are just trying to get by. Fine more innovative and efficient ways to be better a garbage removal. You're crooks of the highest order.
75 Residential Rates	Objection	Please reject Recology's rate increase and save the public the \$50 million in savings to ratepayers that you have documented in your proposed rate schedules mailed to me.
76 Both Residential and Commercial Rates	Comment and Objection	The refuse rates in SF are already significantly higher than many/most municipalities. We have had ongoing increases. We separate our garbage into 3 cans- compost ( 2 which can be sold to offset cost of collection), recycle and garbage. These proposed rate increases are exorbitant ! Perhaps we should be awarding contracts to new companies with lower costs instead of having our rates increase so frequently and so significantly. Vote no on increases
77 Residential Rates	Objection	Object to the refuse rate increases.
78 Residential Rates	Objection	I can barely pay my bills now, how will this increase help.
79 Both Residential and Commercial Rates	Objection	The refuse rates dont reflect level of service and the residents already stranded with higher rates, while being forced to sort out our refuse. We compost and recycle exclusively, and the Recology makes profit selling the compost to the CA farmers. There are many residents that can not afford higher rates, so they opt out of trash and recycle bins, and take all their refuse to the public receptacles. The struggling businesses will pass down the increase to the consumers. All in all, it put undue burden on the city residents in already strained economy.
80 Residential Rates	Comment and Objection	The rate increase is much too high! I cannot afford these increases. 18 percent is insane - these rates for seniors, low and middle class? If you increased it 2 or 3 percent that's understandable but this is highway robbery. 18.18% in RY 2026, 7.53% in RY 2027 and 3.86% in RY 2028. The SF Recology Companies are also proposing to increase the tipping fee at RSF by 10.07% in RY 2026, 6.27% in RY 2027 and 5.74% in RY 2028.
81 Residential Rates	Objection	I am a 30-year resident of SF, raised my kids here, worked in nonprofit for all that time. These increases are exorbitant and unaffordable. PGE is bad enough...but Recology seems to spend more money on non-garbage/recycle work than its named basic service! The backbone of SF will have to leave if these increases continue. No one I know--including those who live in NYC--have insane rates like we do!
82 Residential Rates	Objection	We can't afford an increase!!! Please keep all our unilities from driving us out of the city
83 Residential Rates	Objection	I protest proposed rate increases
84 Residential Rates	Objection	I protest and refuse proposed rate increases
85 Residential Rates	Objection	Recology provides us with a less than reliable garbage collection service. Our HOA calls often as they fail to pick up our garbage. We pay for x2 per week service, typically they will skip one. We are a small HOA so we have to send pics of overflowing bins to the manager to prove they failed to actually pick up, albeit according to GPS it appears they stopped here. In the summer over flowing bins quickly become unpleasant. Recology Acct # 512143790
86 Residential Rates	Comment and Objection	I am opposed to a rate increase. Reasons for the increase were not given (i.e. like fuel costs?, salary increases?, etc). I see no added benefit for residential consumers.
87 Residential Rates	Comment and Objection	Daniel Celidonio I am a senior and living on social security. The first increase is \$8, more than 2027 and 2028 increase combined.

		<p>At a time when San Francisco families are struggling with inflation in every line of their budgets, Recology is proposing to increase refuse rates by 31%. They don't mention that this amounts to a transfer of ~\$100M from SF residents to a \$1B corporation that doesn't even publish how much it pays its executives.</p> <p>Recology justifies its proposal by vaguely citing "cost of business increases" and "costs of increased business taxes due to Prop M (2024).". Prop M was voters wanting large businesses to pay their fair share in taxes. To pass-through those costs to households subverts the will of the voters and reflects Recology's view that it should be immune from ever having to pay more to the city.</p> <p>Recology doesn't say anything about why its costs have increased, or what steps it's taken to try to save costs before raising prices. For all we know, it could be executive bonuses masked as "cost of business." What we do know is that their costs increased due to fines and legal fees related to their malfeasance and mismanagement, which they also shouldn't get to pass on to us:</p> <ul style="list-style-type: none"><li>- An audit found that Recology unlawfully collected \$23.4M from SF residents between 2018 and 2021,</li><li>- Separately, Recology illegally overcharged SF residents over \$94M.</li><li>- Recology also paid \$36M in criminal fines under a 2021 deferred-prosecution agreement for bribery and honest-services fraud.</li></ul> <p>Recology's proposal makes zero effort to mention any actions it has taken to drive operational efficiencies or lower costs. SF voters in 2012 granted Recology a monopoly free of any competitors. Recology is now sticking its criminal hands in our pockets instead of tapping its huge revenues to pay for its supposed "cost increases."</p> <p>San Franciscans deeply value reliable refuse, recycling, and compost services. And we greatly appreciate Recology's workforce. But shifting \$100 million onto residents, while failing to demonstrate any cost-control, is fundamentally unfair.</p>
88 Residential Rates	Objection	I formally protest the refuse rate increases.
89 Residential Rates	Objection	These are ridiculous proposed rate increases from both parties. The average US CPI over the past five years has been only 2.73%. The rate increases should be aligned with what normal consumers pay for everyday things and services. Get the proposed rates down!
90 Residential Rates	Objection	
91 Residential Rates	Objection	Objection of the rate increases - both amount and frequency: both amount of increase and the frequency of the increases are excessive, and are a burden on fixed income people.
92 Residential Rates	Comment and Objection	I reject the proposed Recology rate increases. We already pay enough for garbage service and increases to cover lower than expected revenue and increased taxes should not be a burden on SF residents. In addition, having SF residents carry the burden of financing public receptacle collection and illegal dumping removal in addition to various environmental programs is not right. Those items should be budget line items in the appropriate city department. Those departments should be accountable for their programs and waste disposal costs and not pass those asymmetrically onto city residents. This rate increase creates a moral hazard.
93 Residential Rates	Objection	
94 Residential Rates	Comment and Objection	The service provided is merely so-so at best. To pay more money for not only unimproved service, but 'meh' service is not all right.
95 Residential Rates	Objection	This almost 30% rate hike over three years is too much! It places an undue financial burden on homeowners/landlords and renters in San Francisco. SF already has very high refuse rates. Increases are understandable given the labor market and costs, but reasonable increases—not this.
96 Both Residential and Commercial Rates	Objection	This rate request is not reasonable at all. As a landlord, the city only allow 1.7% increase this year, why should recology get such high increase. If you think 1.7% is good enough for landlords, then give the same increase to recology!
97 Residential Rates	Objection	<p>am writing to submit my formal objection to the proposed rate schedules for residential properties, including but not limited to San Francisco, CA 94122</p> <p>Enough is enough.</p> <p>San Francisco's leadership has consistently failed to exercise even the most basic fiscal discipline. Before demanding yet more from property owners and residents, the City must first address its own out-of-control spending, bloated bureaucracy, and widespread inefficiencies — including maintaining a workforce where many employees are not even required to report to an office.</p> <p>It is unconscionable to continue imposing higher costs on property owners while refusing to confront the fundamental mismanagement that has fueled the City's bloated budget. Property owners are not an endless ATM for government inefficiency.</p> <p>I urge the Controller's Office to reject these proposed rates outright and demand that City leadership focus first on reducing waste, restructuring ineffective operations, and restoring accountability to the people they were elected to serve.</p> <p>Until that happens, no additional financial burdens on San Francisco residents and property owners are justified — nor should they be tolerated.</p>
98 Both Residential and Commercial Rates	Objection	
99 Residential Rates	Objection	These rate increases are OUTRAGEOUS and well beyond inflation rates. Please move to competitive bidding.
100 Residential Rates	Objection	I submit my formal objection to the proposed rate schedule so for residential property's, including but not limited to the sunset district. Enough is enough! Before demanding more from property owners and residents, the city must first address its own out of control spending, bloated bureaucracy, and inefficiencies. Do not impose higher costs on property owners while refusing to confront the fundamental mismanagement that has fueled the city's bloated budget. Thank you for your time.

101 Residential Rates	Comment and Objection	SF Refuse Rates are already EXORBITANT bordering on EXTORTION! Residents are forced to do SF REFUSE's JOB by separating garbage, recycle, organic materials or face being FINED! WTF?!!!! I wholeheartedly agree with Mr. Fleischer's comment: "Before demanding yet more from property owners and residents, the City must first address its own out-of-control spending, bloated bureaucracy, and widespread inefficiencies — including maintaining a workforce where many employees are not even required to report to an office. It is unconscionable to continue imposing higher costs on property owners while refusing to confront the fundamental mismanagement that has fueled the City's bloated budget."
102 Residential Rates	Comment and Objection	I object and asked that our residential rate is not raised. Which I am a senior and am on a fixed income and I am disabled and can't afford to work. Therefore I object to this rate change please do not raise the rate.
103 Both Residential and Commercial Rates	Comment and Objection	The rate increase is excessive. As a homeowner and small business owner, the cost that we have to pay are punitive. As a small business owner on Mission Street my garbage gets used by the public, due to lack of cans on the street. There is no competition in the market and Recology believes that can charge what they want. Do not approve this increase for the homeowners and business owners in the city.
104 Residential Rates	Comment and Objection	I oppose to Recology's proposal to increase garage collection fee. Their proposal represents 20% increase to today's fee, which is too high. I am ok with 3% increase.
105 Residential Rates	Comment and Objection	These refuse rates have already increased substantially over the last 5 years; the huge proposed increases over the next 3 years are egregious. Especially after Recology and Nuru conspired to overcharge all San Francisco residents illegally. Enough is enough. Also, our streets are a mess and garbage cans are overflowing, leaking and literally falling apart.
106 Residential Rates	Comment and Objection	I reject this proposed rate increase. This company is rife with fraud and these increases are way beyond what is reasonable. I say no.
107 Residential Rates	Objection	Percentage increase too high in current times
108 Residential Rates	Objection	I do not agree with the increase of maximum rates for the collection and disposal of residential refuse in San Francisco only 2 years after the last increase in rates. There has been no improvement in quality or frequency of collection and my personal income has not increased to be able to support another increase.
109 Residential Rates	Objection	We are seniors on fixed income. This rate increase far exceeds the rate increase for social security.
110 Residential Rates	Objection	People cannot afford a rate hike
111 Both Residential and Commercial Rates	Objection	We are poor. Trump is making everything more expensive. Please don't raise rates. Owners will just start throwing more trash onto the sidewalks and streets instead of using recology cans. They already do that and then call 311 for a pick up. Charge the city more for their services Recology does for them, not the customers.
112 Residential Rates	Objection	<p>I am opposed to Recology's proposed rate increases for Rate Year 2026 and beyond. As a retired homeowner, I object to paying more for service that is is more inconsistent and less substantive than in years prior. I do not think the Recology organization is using its resources efficiently and I hope that the Refuse Rate Board will not agree to this rate increase.</p> <p>Thank you for the opportunity to protest this rate increase in writing, as I am unable to attend the hearing on June 25 to provide oral protest.</p> <p>Anjolie Chidambaram, homeowner 4946 17th Street, San Francisco, CA 94117 anjoliec@gmail.com</p>
113 Residential Rates	Objection	<p>I am writing to submit my formal objection to the proposed rate schedules for residential properties, including but not limited to xxxx, San Francisco, CA 94122. Enough is enough.</p> <p>San Francisco's leadership has consistently failed to exercise even the most basic fiscal discipline. Before demanding yet more from property owners and residents, the City must first address its own out-of-control spending, bloated bureaucracy, and widespread inefficiencies — including maintaining a workforce where many employees are not even required to report to an office.</p> <p>It is unconscionable to continue imposing higher costs on property owners while refusing to confront the fundamental mismanagement that has fueled the City's bloated budget. Property owners are not an endless ATM for government inefficiency.</p> <p>I urge the Controller's Office to reject these proposed rates outright and demand that City leadership focus first on reducing waste, restructuring ineffective operations, and restoring accountability to the people they were elected to serve.</p> <p>Until that happens, no additional financial burdens on San Francisco residents and property owners are justified — nor should they be tolerated.</p>

		<p>To Whom It May Concern,</p> <p>I am writing to formally protest the proposed refuse rate increases being considered under Proposition 218, as a property owner at: 11 Franklin Street, Unit 305, San Francisco, CA 94102</p> <p>As a resident and ratepayer, I am deeply concerned about the impact of continued rate increases on households like mine. The proposed changes are excessive and lack adequate transparency regarding the justification for such significant cost escalations. At a time when many San Franciscans are already facing affordability challenges, these rate hikes impose an undue burden on residents without clearly demonstrating corresponding improvements in service or efficiency.</p> <p>I respectfully urge the City and Recology to reconsider these proposed rate increases, and instead explore alternative strategies that protect essential services while also ensuring accountability and cost control.</p> <p>Please accept this letter as my formal protest under the provisions of Proposition 218.</p> <p>I do not agree on the proposed rates increase. Shuchun Yang</p>
114 Residential Rates	Comment and Objection	
		I oppose increased residential refuse rates.
115 Residential Rates	Objection	290 San Carlos st unit 2 Sf, ca 94110
116 Residential Rates	Objection	This is extortion which can be stopped only by lawsuit against monopoly of Recology.
117 Residential Rates	Objection	Insane increase for the residents.
118 Residential Rates	Objection	I live in a 2 person household. We don't produce a lot of garbage/compost/recycling. Sometimes we hold on to our bins and put them out every other week. We have already taken a hit with homeowners insurance increase, PG&E increase, and now this. I am able to modify service with all my other bills by reducing my electrical and gas and by modifying what is on my insurance coverage. Why can't I modify my garbage bill depending on how much I throw out? Please reconsider these rate hikes. Everything is increasing except our paychecks. Please consider modify rates based on use and not a blanket rate hikes. Thank you.
119 Residential Rates	Comment and Objection	Our rates are high enough.
120 Residential Rates	Objection	The rate increase is too much and unaffordable for retired senior household.
121 Residential Rates	Objection	I object to the rate increase because we are heading to economy recession.
122 Residential Rates	Objection	It's been extremely challenging to raise a family and survive as a public employee. This rate increase proposal is extremely high and way higher than the current and expected rate of inflation even with the consideration of Bay Area standards of living. The rates should be fair and aligned closely with relevant other important economic measurements and data, not arbitrary, outrageous and inflated numbers for profit!!
123 Residential Rates	Objection	I am in opposition to the proposed rates outline in your notice of public hearing on proposed changes to residential refuse collection. We can not afford more charges for refuse service when pg&e has increased our rates without any choices for us.
124 Residential Rates	Objection	The city Controller's Office must reject these proposed rates inceases!
125 Residential Rates	Objection	Please accept this letter as a formal written protest of the proposed refuse rate increase. I believe an increase of the refuse rate will negatively affect my household financially due to the economic downturn the country is heading towards. Please reconsider imposing the rate increase as this will be an additional burden to my household and likely to other households in San Francisco. Thank you for your consideration.
		Hello:
		I am writing to oppose any rate increase.
		Also, as a senior, I have very little waste using the three bins; i.e., recycle, compost and waste. I do NOT need pick-up on a weekly basis but there is no option for bi-weekly or monthly pick-ups. There ought to be an option for less frequent pick-ups. Why is there no option for this?
		With the growing population of seniors, it only makes sense to have that option available. Also single and couples with no children usually generate less refuse. We cannot afford any rate increase and my bins are almost always less than 1/4 full, so weekly pick-ups are unnecessary. It's absolutely unfair and ridiculous that we are subject to weekly pick-ups when we do not need it but have to pay for it.
		No doubt the request for the additional option for reduced pick-ups will be embraced by many. If an increase will happen, then there should be a new option for people to opt for bi-weekly or monthly pick-ups.
		Thank you for your assistance in this matter.
126 Residential Rates	Comment and Objection	
127 Residential Rates	Objection	I am already paying a high price for my monthly service. I am a retired Senior Citizen who is on a fixed income. I cannot manage further increases for my current monthly service. Please DO NOT raise my current rate. Thank you for your consideration.

		<p>Hello:</p> <p>I am writing to oppose any rate increase.</p> <p>Also, as a senior, I have very little waste using the three bins; i.e., recycle, compost and waste. I do NOT need pick-up on a weekly basis but there is no option for bi-weekly or monthly pick-ups. There ought to be an option for less frequent pick-ups. Why is there no option for this?</p> <p>With the growing population of seniors, it only makes sense to have that option available. Also single and couples with no children usually generate less refuse. We cannot afford any rate increase and my bins are almost always less than 1/4 full, so weekly pick-ups are unnecessary. It's absolutely unfair and ridiculous that we are subject to weekly pick-ups when we do not need it but have to pay for it.</p> <p>No doubt the request for the additional option for reduced pick-ups will be embraced by many. If an increase will happen, then there should be a new option for people to opt for bi-weekly or monthly pick-ups.</p>
128 Residential Rates	Comment and Objection	Thank you for your assistance in this matter.
129 Residential Rates	Objection	I'm writing to protest/object to the proposed rate increases for Recology's trash, recycle and compost for the following years 2026, 2027 and 2028.
		<p>I am writing to oppose any rate increase.</p> <p>Also, as a senior, I have very little waste using the three bins; i.e., recycle, compost and waste. I do NOT need pick-up on a weekly basis but there is no option for bi-weekly or monthly pick-ups. There ought to be an option for less frequent pick-ups. Why is there no option for this?</p> <p>With the growing population of seniors, it only makes sense to have that option available. Also single and couples with no children usually generate less refuse. We cannot afford any rate increase and my bins are almost always less than 1/2 full, so weekly pick-ups are unnecessary. It's absolutely unfair and ridiculous that we are subject to weekly pick-ups when we do not need it but have to pay for it.</p> <p>No doubt the request for the additional option for reduced pick-ups will be embraced by many. If an increase will happen, then there should be a new option for people to opt for bi-weekly or monthly pick-ups.</p> <p>Thank you for your assistance in this matter.</p>
130 Residential Rates	Comment and Objection	
131 Residential Rates	Objection	I'm objecting to the raise in rates.
132 Residential Rates	Comment and Objection	I am also a living alone senior on a limited income,currently only using garbage & recycling services once a month. Fairness in the rate increases should be considered into how many times a month a single senior household uses the service.
133 Residential Rates	Objection	
134 Residential Rates	Objection	I object to the proposed rate increase by Recology because they are asking for an 18% increased for residential buildings between rate year 2025 and 2026. Inflation was only 2.7% annualized in the San Francisco Bay Area as of February 2025 ( <a href="https://www.bls.gov/regions/west/news-release/consumerpriceindex_sanfrancisco.htm">https://www.bls.gov/regions/west/news-release/consumerpriceindex_sanfrancisco.htm</a> ) Why should Recology be able to increase their rates over 6X the current inflation rate?
135 Residential Rates	Objection	The monthly rates are already very high! I would not want to see the rates go up more! My husband and I are retired and we live on a very conservative income.
136 Residential Rates	Objection	As a senior on a limited and fixed income, I am objecting to the rate increases. In the past several years, I have dedicated time and effort to learning how to maintain a household which produces the minimal amount of waste entering a landfill. Ninety-nine percent of waste from my household is either recycled or composted. Only about one gallon a week coming from my household cannot be recycled or returned to the earth.
137 Residential Rates	Comment and Objection	I oppose the requested rate increases. I believe that rates should be based on how much garbage each resident or family generates. This is especially true as a step towards 0% waste. We pay the same as any neighbor although our refuse (black) bin is almost completely empty every week while our green is bursting with green waste that YOU use to make mulch/compost that you sell! Our blue bin is well used as we are fervent recyclers. Where is the fairness of this? You had a pilot program years ago that I thought was more fair as you didn't bill each week for a particular bin that was not used that week. I hope you bring this great program back it is a great boon to people that don't create as much trash as others!
138 Residential Rates	Objection	We're already paying a fairly high rate for the serve and considering some of the illegal activities their officers have been found guilty of we should be rewarding them. I understand costs increase each year but rates should be increased by such a large degree. I propose it should be increased by the same amount as COLA.
139 Both Residential and Commercial Rates	Comment and Objection	These rates hurt businesses/landlords. It also contributes to higher cost of living rates for tenants. I object the rate increases as we've continually seen an unreasonable amount of rate increases in the last decade.

140 Residential Rates	Comment and Objection	I strongly oppose Recology's proposed garbage rate increase. Since 2002, rates have increased in the majority of years — often well above inflation — including massive spikes of 40.1% (2006), 24.6% (2013), 37.54% (2017), and 29.7% (2018). Recology's near-monopoly allows it to impose unjustified costs on multi-unit buildings like ours, despite supposed "efficiency" in waste pickup. Their previous 2024–2025 rate reduction of only 1% — following a corruption scandal — was a token gesture. The complexity and opacity of their billing system for composting and recycling make it impossible for even advanced users to predict or reduce costs effectively. Further, the company continues to impose outdated surcharges for elevation and bin distance that don't reflect current bin technology or labor effort. I support the Rate Board's lower counterproposal only as a far lesser evil, but we deserve meaningful reform: no more per-unit surcharges, smaller bin options, transparency in pricing, and a real end to predatory rate hikes. This system is broken — the city and rate board must stop enabling Recology's unchecked profiteering.
141 Both Residential and Commercial Rates	Objection	This rate increase is ridiculous and too expensive.
142 Residential Rates	Comment and Objection	I am writing to oppose the proposed increase in residential refuse collection rates over the next three years. At a time when many households are already managing higher living costs, this added burden is both unfair and unnecessary.  I urge you to reconsider and explore other funding solutions that do not impact residents directly.  Thank you for your attention to this important matter.
143 Residential Rates	Comment and Objection	Before approving any rate increases, I'd like to understand any refunds when pickups are missed and not completed that day. For those residences with Friday pickups, we are asked to leave our bins on the street for Saturday pickup which sometimes doesn't happen until Monday. My residence has been missed a few times every year over the 10+ years I've been here. I'm told that the regular guy is on vacation so the backup doesn't know the route, but the rats, coyotes, and other critters are multiplying as we leave our garbage out to increase public health hazards. Why increase payment rates when service doesn't improve? Operations management must be held accountable to performance to justify a pay increase, or the increased funding will just be wasted by incompetent management.
144 Residential Rates	Objection	I strongly oppose Recology's proposed garbage rate increase. Since 2002, rates have increased in the majority of years — often well above inflation — including massive spikes of 40.1% (2006), 24.6% (2013), 37.5% (2017), and 29.7% (2018). Recology's near-monopoly allows it to impose unjustified costs on multi-unit buildings like ours, despite supposed "efficiency" in waste pickup. Their previous 2024–2025 mandated rate reduction of only 1% — following a corruption scandal — was a token gesture.  The complexity and opacity of their billing system for composting and recycling make it impossible for even advanced users to predict or reduce costs effectively. Further, the company continues to impose outdated surcharges for elevation and bin distance that don't reflect current bin technology or labor effort.
145 Residential Rates	Comment and Objection	I support the Rate Board's lower counterproposal only as a far lesser evil, but we deserve meaningful reform: no more per-unit surcharges, smaller bin options, transparency in pricing, and a real end to predatory rate hikes. This system is broken — the city and rate board must stop enabling Recology's unchecked profiteering.
146 Residential Rates	Comment and Objection	We at 1433 Page Street oppose rate increases for refuse collection. I support the Administrator Proposal for proposed monthly charges for Residential Building. The Recology Proposal is extremely high and unacceptable to me. I am writing to oppose any rate increase.
147 Residential Rates	Comment and Objection	As a senior, I have very little waste using the three bins; i.e., recycle, compost and waste. I do NOT need pick-up on a weekly basis but there is no option for bi-weekly or monthly pick-ups. There ought to be an option for less frequent pick-ups. Why is there no option for this? It's absolutely unfair and ridiculous that we are subject to weekly pick-ups when we do not need it but have to pay for it. If an increase will happen, then there should be a new option for people to opt for bi-weekly or monthly pick-ups for each type of garbage can.
148 Residential Rates	Objection	Dear sir/madame i am the owner of a condo at 72 Townsend street unit 609 San Francisco,CA94107.I am firmly opposed to an increase rate to collect and dispose residential refuse.The logic behind my opposition is San Francisco is a very expensive place to live in.Adding another addition to the refuse rate make people to leave their beloved city.respectfully Zahra Khojasteh-Sobolski
149 Residential Rates	Comment	As a business that has been granted a monopoly in San Francisco County, Recology must be tightly managed by the City's Refuse Rates Administrator. For the benefits of a monopoly, Recology, I believe, should not be allowed to make a profit off ratepayers. I support the lower fee schedule proposed by the City's Refuse Rates Administrator, and would prefer NO rate increase without matching increases in services and measurable quality of service delivery. As an example, I was issued a smaller garbage bin because of San Francisco's Zero Waste Program but Recology continues to charge me for the larger size. When asked, they claimed the charge is required by the "City Charter." Less garbage, same frequency, but higher charge. That is not how Recology should be allowed to operate.
150 Residential Rates	Comment and Objection	I would support any rate increase if the City enforced the law against illegal dumping. In fact, I'd pay to organize a team to find and fine those who illegally dump and trash our city. Currently, ANY lazy person can walk out of their home and discard a piece of furniture on the sidewalk with zero consequences because the City picks it up and it disappears magically while the rest of us pay through the nose. We, hardworking San Franciscans, are sick and tired of paying for those residents who take no responsibilities for themselves and getting nothing in return. I object to any rate increase because your claim that this would provide cleanliness to our city is spurious.
151 Residential Rates	Objection	The propose increase is too much and I cannot afford it with my stagnant wage.

		<p>Dear Public Utilities Commission,</p> <p>At a time when San Francisco families are struggling with inflation in every line of their budgets, Recology is proposing to increase refuse rates by 31%. They don't mention that this amounts to a transfer of ~\$100M from SF residents to a \$1B corporation that doesn't even publish how much it pays its executives.</p> <p>Recology justifies its proposal by vaguely citing "cost of business increases" and "costs of increased business taxes due to Prop M (2024)." Prop M was voters wanting large businesses to pay their fair share in taxes. To pass-through those costs to households subverts the will of the voters and reflects Recology's view that it should be immune from ever having to pay more to the city. Recology doesn't say anything about why its costs have increased, or what steps it's taken to try to save costs before raising prices. For all we know, it could be executive bonuses masked as "cost of business." What we do know is that their costs increased due to fines and legal fees related to their malfeasance and mismanagement, which they also shouldn't get to pass on to us:</p> <ul style="list-style-type: none"><li>- An audit found that Recology unlawfully collected \$23.4M from SF residents between 2018 and 2021,</li><li>- Separately, Recology illegally overcharged SF residents over \$94M.</li><li>- Recology also paid \$36M in criminal fines under a 2021 deferred-prosecution agreement for bribery and honest-services fraud.</li></ul> <p>Recology's proposal makes zero effort to mention any actions it has taken to drive operational efficiencies or lower costs.</p> <p>SF voters in 2012 granted Recology a monopoly free of any competitors. Recology is now sticking its criminal hands in our pockets instead of tapping its huge revenues to pay for its supposed "cost increases."</p> <p>San Franciscans deeply value reliable refuse, recycling, and compost services. And we greatly appreciate Recology's workforce. But shifting \$100 million onto residents, while failing to demonstrate any cost-control, is fundamentally unfair.</p>
152 Both Residential and Commercial Rates	Comment and Objection	I formally protest the refuse rate increases.
153 Both Residential and Commercial Rates	Objection	Recology's rates are already exorbitant and unwarranted. The company is not responsive to the community and is only interested in gouging the public.
154 Residential Rates	Objection	no reasons why. taxes already paid to fund these services so what is this rate increase for? Shouldn't this be a ballot measure?
155 Residential Rates	Objection	<p>We pay high property taxes to live in San Francisco. The charge for refuse is already high and should not be raised. Instead, enforce illegal dumping.</p> <p>I am writing to express my objection to the proposed refuse rate increases requested by Recology for the years 2026-2028. While I understand the need for maintaining and improving waste management services, the significant rate hikes outlined in Recology's application are concerning.</p> <p>Key Points of Objection:</p> <p>1.Financial Burden on Residents: The proposed increases of 18.18% in 2026, 7.53% in 2027, and 3.86% in 2028, along with the tipping fee hikes, will place a substantial financial burden on San Francisco residents [1]. Many households are already struggling with the high cost of living, and these additional expenses could exacerbate financial stress.</p> <p>2.Lack of Transparency: There is insufficient information provided to justify the magnitude of these rate increases. Detailed explanations and breakdowns of the costs involved in maintaining and enhancing services should be made available to the public [2].</p> <p>3.Impact on Low-Income Communities: The rate hikes will disproportionately affect low-income communities, who may find it challenging to absorb these additional costs. Measures should be taken to ensure that waste management services remain affordable for all residents [1].</p> <p>4.Environmental Concerns: While the application mentions investments to sustain and enhance waste diversion programs, it is crucial to ensure that these programs are effective and that the rate increases directly contribute to environmental benefits [2].</p> <p>Thank you for considering my comments and objections. I urge the Refuse Rate Board to carefully review Recology's application and take into account the concerns of San Francisco residents.</p> <p>Sincerely, John F 21st Ave</p> <p>References [1] Proposed Rate Year 2026-2028 Refuse Rates: Submit Your Public Comment ... [2] Refuse Rate Setting Process   SF.gov - City and County of San Francisco</p>
156 Residential Rates	Comment and Objection	
157 Residential Rates	Objection	I’m objecting to the rates going up even higher for what? How is our service going to improve with you raising rates? And why I’d like specific reasons why you have to raise the rates I’m against raising the rates.
158 Residential Rates	Comment and Objection	I oppose the proposed rate increase. It's far in excess of any reasonable cost of living/inflationary adjustments and does not specify how we will benefit from increasing the cost of this utility. As it is, we have an unreliable service provider. I would be open to price increases if citizens would benefit.

		Recology, which has lost public trust due to past corruption and over-billing scandals, is also not customer friendly. In addition to its published monthly rates, it "nickels and dimes" customers by making it very difficult to put accounts on hold when they are out of the area. Customers are only allowed to use the hold service for 1- to -3 months. And while this service is unrestricted and free with the garbage company we deal with for other property in California, Recology charges a \$10 "hold" fee plus \$17.60 per month for the "privilege" of not using their service at all while you are away! If you close the account due to an expected long absence, you must then pay a \$20 reactivation fee to open a new account, despite the fact that you already have the necessary cans. This causes unnecessary paperwork and frustration. S.F. forces us to use this company so they have no incentive to treat customers well. Before considering any rate increase, please look at the other ways this company squeezes money from S.F. residents.
159 Residential Rates	Objection	
160 Residential Rates	Comment and Objection	Full transparency the contract for the RFP proposal that you are using should have had better oversight on fee increases in advance. In addition, you just repurposed the infrastructure in 2020. As residents on fixed incomes we are already trying to survive in SF and this increase is not warranted. In the past were given a credit on our bill if we recycle, now we are charged extra for the option. Provide additional solutions for smaller bins with price discounts without compromising the cost of having the required service.
161 Residential Rates	Comment and Objection	Recology has proposed an 18% rate increase for 2025–26, while the Administrator suggests a 13% increase. With inflation under 3% and average salary growth below 5%, both proposals are excessive and burdensome.
162 Residential Rates	Objection	We should shop around for other garbage collection vendors.
163 Residential Rates	Objection	Those amounts are too high for service. Check around Other areas!
		Dear Refuse Rates Board, On behalf of the Golden Gate Restaurant Association (GGRA), I am writing to express our concerns over the proposed Recology rate increases. Although we appreciate the city's work to reduce these rates from the initially proposed amounts and we understand the importance of the work that Recology does, 12-13% is still way too much of an increase for restaurants and other small businesses in this business climate. San Francisco is an increasingly expensive place to do business and significant increases in utility costs are a factor in making it difficult for business to open and thrive in our city. At a time when there are many vacant store fronts downtown and in many of our neighborhoods, now is not the time to significantly increase costs. We are hopeful that you can understand the burdens faced by our small business community and keep these increases as low as possible.  Laurie Thomas  Executive Director Golden Gate Restaurant Association
164 Commercial Rates	Objection	
165 Residential Rates	Comment	Test. This is a test to see if the input is working.
		Dear San Francisco Refuse Rate Board,  I'm writing to oppose Recology's proposed 29.57% rate hike. This increase would fall hardest on renters, small businesses, and working families--and it hasn't been meaningfully justified.  Recology plans to raise rates to fund \$21.3 million in electric trucks, \$34.6 million for a new processing facility, and \$3.9 million for contamination removal equipment--yet no competitive bidding or public review process has been used to verify costs. The Rate Administrator endorsed these increases despite a perfunctory public outreach process limited to bill flyers and a feedback form.  Climate compliance matters, but transparency, accountability, and affordability matter too. This rate hike pushes costs onto residents while shielding Recology from oversight.  We need a cost benefit analysis for any projects this will cover  Sincerely, Tiffany Waugh
166 Residential Rates	Comment and Objection	
167 Both Residential and Commercial Rates	Comment and Objection	Recology is making millions in profits and has a record of ripping customers off. The company recently had to pay customers back! How about a few million less in profits and no rate hikes. Don't reward bad actors. <a href="https://sfstandard.com/2022/05/16/23-4-million-in-additional-recology-overcharges-found-in-city-audit/">https://sfstandard.com/2022/05/16/23-4-million-in-additional-recology-overcharges-found-in-city-audit/</a>

		<p>The rates charged by Recology are already significant their service is poor. I moved to San Francisco approximately 2 years ago and without doubt this city is dirty in large part because of Recology's sloppy service. Every trash day, Recology grabs the bins and allows trash to fall out but they don't clean up the mess they make. I live on the Broadway steps and at 72 years old, I'm tired of going behind Recology to pick up trash they leave. I took a picture, showing coffee grinds, food and other trash left on the steps AFTER they came for the trash. It also appears that Recology's workers attempt to make as much noise as possible (they have to come into my property to retrieve the bins because of the slope and access issues presented by this street; I pay extra for this) but they bang the bins when taking them out and then when returning them. However, they do not return the bins back to their location but instead just leave them askew and blocking the walkway. It's a small area so it takes no additional time or effort to put the bins back where they were, but instead they are left out to block the residents' path. Recology makes no effort to provide a good service and thus does not warrant a rate hike. I would be interested to see if the City has recently done a study to ascertain if the services provided by Recology could be handled by the City more cost effectively or handled by a different private service. Before blindly giving Recology even more money by this rate hike, I think that the City needs to undertake such a study for its citizens.</p>
168 Residential Rates	Comment and Objection	
169 Residential Rates	Comment and Objection	<p>Please do not increase! I am very respectful of my trash, if this is even a possibility. I compost &amp; recycle to the maximum and have very little trash. I put my trash out twice a month vs every week simply because I don't have much to toss. However PGE is already killing me monthly and now if you raise your rates I'm afraid by 2028 I will looking at close to \$1000/month on utilities alone. I am already struggling to live in SF, a city I have been living since 1968. Do not increase, please and thank you for listening.</p>
170 Residential Rates	Comment and Objection	<p>Greetings. I don't personally know of anyone who is receiving an 18-percent salary increase for the upcoming year, particularly given the economic uncertainty that is on the immediate horizon. So I'm not in favor of granting an 18-percent increase to Recology. The Administrator's proposal seems a bit more reasonable, though still somewhat concerning. Thank you — Don</p> <p>Dear Refuse Rates Administrator,</p>
		<p>I am writing to oppose the proposed increase in residential refuse collection rates over the next three years. At a time when many households are already managing higher living costs, this added burden is both unfair and unnecessary.</p> <p>I urge you to reconsider and explore other funding solutions that do not impact residents directly.</p>
171 Residential Rates	Objection	<p>Thank you for your attention to this important matter.</p>
		<p>I own an apartment building in San Francisco with twice weekly service. The pick up accuracy is spotty and it is not uncommon for the driver to completely miss my building 1-3 times a quarter. That is 10-13% failure rate! I have to monitor the trash pick up to make sure trash picked up. I call to alert the supervisor and all I ever get is " we will try to do better" and "we have high drive reassignments/turnover".</p>
172 Residential Rates	Comment	<p>The customer now does more and Recology employees' do less and the company is filled with bloated bureaucracy to mask the problems. I recommend you cut the bureaucracy instead of granting a rate increase. What is the employee count to customer in SF? Lets start there AND charge more for the difficult service areas (ie North Beach and Chinatown) where service access is more difficult or cumbersome!</p>
173 Both Residential and Commercial Rates	Comment and Objection	<p>I oppose rate increase for business and residential for garbage collection in San Francisco.</p>
174 Residential Rates	Objection	<p>We already pay too much for refuse collection. I don't see why Recology doesn't have a lower profit cap.</p>
175 Residential Rates	Objection	<p>I am against the raise of Refuse Rate.</p>
176 Both Residential and Commercial Rates	Objection	<p>Everything is increased, we already sort out work to reduce their work. why we still keep paying higher price. 18% is no good</p>
177 Residential Rates	Objection	
178 Residential Rates	Objection	
179 Residential Rates	Objection	
180 Residential Rates	Objection	<p>Dont see why we would need to increase by so much. manage your current funds better</p>
181 Residential Rates	Objection	<p>At present the price of everything has increased,which has added to the burden of citizens. therefore, it is not desirable to increase the garbage fee again.</p>
182 Residential Rates	Comment and Objection	<p>At present, all prices are rising. Our lives feel very oppressive.</p>
183 Residential Rates	Comment and Objection	<p>The rates are getting very high. I am a senior and frequently away from my home, so I'm not benefiting much from the services. As a senior, it is also a financial burden to me.</p>
184 Residential Rates	Comment and Objection	<p>The rate increases proposed by Recology and even by the Administrator are far higher than the inflation rate of the past years and the projected future inflation rate. Recology overcharged customers in the past and was forced to refund them in 2021. Do not believe that Recology's services will improve if it gets a rate increase, and do not let Recology overcharge again.</p>
185 Both Residential and Commercial Rates	Comment and Objection	
186 Residential Rates	Objection	<p>I object to refuse rates increase which have been increasing significantly along with other utilities service. For someone with fix income, it creates a hardship.</p>
187 Residential Rates	Objection	<p>I object to refuse rates increase. Recology need to look for alternatives to rates increase. Residents on fixed income have not kept in pace with all the utilities increase and inflation. A lot of residents are barely able to pay for basic needs. The increase will create financial hardship to many living in the city.</p>
188 Both Residential and Commercial Rates	Comment and Objection	<p>The refuse rate is already too much and It will be a hardship for me if the refuse rate go up again.</p>
189 Both Residential and Commercial Rates	Comment and Objection	<p>The refuse rate currently is already too expensive and It will be hardship for me if the refuse rate go up again.</p>

190 Both Residential and Commercial Rates	Objection	I believe the increase is too high, the company is not keeping its work efficiently. One big problem is how much management, especially upper management, salaries and cost, have increased in recent years.
191 Residential Rates	Objection	I object to the rate increases because I feel I am already overpaying since I don't use much of the space in any of my cans/bins each week. I currently have the smaller black one they offer for garbage but I never ever fill it and usually only have 1 very small bag in it. My green one also generally only has one small compostable bag with the exception of a couple of times a year when I do a garden refresh. My blue bin is never full either although I tend to fill it about 1/2 way full most weeks. I'd like Recology to provide an option for a smaller cans and smaller fees that correlate.
192 Residential Rates	Objection	The amount of the proposed increases are disproportionately high given the current financial environment and SF property values (especially in my neighborhood--94124). The proposal suggests a more than 20% increase with the possibility of additional special increases under certain conditions. this is unreasonable and I sincerely object.
193 Residential Rates	Objection	I formally object to the increase in refuse rates proposed by Recology under consideration here. The current cost for refuse, a basic necessity and not a luxury, is already prohibitive for many, including lower income families like my own. There are many other avenues for Recology to account for operating increases that do not indiscriminately penalize all SF residents. Please do not approve any increase in refuse rates. Just SAY NO. Thank you.
194 Residential Rates	Comment	While I understand the purpose of having mandatory refuse services for every residential homes, my annoyance is that we don't have an option to lower the bill further by picking up bi-wkly instead of weekly. Given that I don't produce much waste, compost or recycling as my household size is small, I take the garbage out bi-weekly. It would be nice to consider this option and help reduce the bill a bit.
195 Residential Rates	Objection	Too high for seniors. Property owners should not have to pay for picking up trash on all public streets and sidewalks. This should be included in the city budget to be born by ALL city residents.
196 Residential Rates	Objection	It's too expensive already
197 Residential Rates	Objection	This increase is too high. I cannot afford it.
198 Residential Rates	Comment and Objection	Rates are already really high; this increase is a big increase
199 Residential Rates	Comment and Objection	I object to Recology's proposed rate hike by, as well as the Refuse Rate Administrator's Proposal. My household generates very little refuse per month. We could get away with one collection per month. Yet, our rates remain the same as those households who put three bins out per week. Perhaps instead of raising rates, Recology could charge each household per bin/ pickup and not a blanket rate per household for three bins. Our water and utilities are charged according to usage, why can't Recology do the same?
200 Residential Rates	Objection	We are seniors and have seen residential rates increased from \$126 to \$140 per billing cycle just in the last couple of years. Is this increase actually going to refuse cleanup or administration? It's no wonder only the rich can live here.
201 Residential Rates	Comment and Objection	We can't afford it, we already paying too much for it and everything else
202 Residential Rates	Objection	I object to the increase in rate. There should be an option for senior citizens for minimal collections.
203 Residential Rates	Comment and Objection	THIS COMMENT IS APPROPRIATELY MADE PURSUANT TO THE JUNE 25, 2025 REFUSE RATE INCREASE HEARING. The proposed rate increase is unjustified, and the proposed rate is uncompetitive. The bidding process is in violation of the City's bidding requirements. There is insufficient oversight of expenditures. There is insufficient justification for the proposed increase. There is insufficient public record of the application for the rate increase.
204 Residential Rates	Comment and Objection	Raise too much
205 Both Residential and Commercial Rates	Objection	This cost to operate property is very high in SF and these refuse rate increases are well above the inflation rate. SF Rent Control limits rent increases to 60% of local CPI, or a mere 1.4% in 2025. Rental housing providers continue to be squeezed with high utility costs, insurance, and soaring repairs and maintenance costs. I object to outsized increases in refuse cost increases.
206 Residential Rates	Objection	
207 Residential Rates	Comment and Objection	I object to raising the Recology rates for residential pickup
208 Residential Rates	Objection	I am writing to formally protest the proposed refuse rate increases currently under consideration. As a property owner in San Francisco, I oppose these increases and urge the Refuse Rate Board not to approve them.
209 Residential Rates	Objection	Please do not increase the rate, I can not afford it.
210 Both Residential and Commercial Rates	Objection	I object to the rate hike.
211 Residential Rates	Objection	Object to rate increase. It s too high and difficult for seniors on a limited income.
212 Both Residential and Commercial Rates	Comment and Objection	I strongly oppose the rate hike, in principle, but especially considering Sunset Scavenger's/ Recology's poor performance. Almost every other week bins are not picked up, especially the recycling ones, requiring me to contact the company. The trash spills on the ground and I need to send someone to clean it up - at my expense. No refunds for missed services are given despite requests.
213 Both Residential and Commercial Rates	Objection	As a property owner, I can't check whether a service I am paying for is provided every time. This lack of service can't be rewarded with a rate increase, especially one as outrageous like this.
214 Residential Rates	Comment and Objection	29% is crazy
215 Residential Rates	Comment and Objection	The rate increase far exceeds inflation for the next three years. We are already materially more expensive than other counties and cities in the bay area why should the rates goes up most residents doesn't fill there bins to top, and the residents pays for business that are overfilled and spilling into the streets.

		<p>The proposed rate increase places a heavy burden on senior home owners. Our retirement incomes and investments are being outpaced by the rising costs from the City, utility companies, health care costs, food, and overall high cost of living in San Francisco.</p> <p>Many of us are Native San Franciscans. We do not qualify for nor do receive any Public Assistance. Actually, we save the City money! Yet, we seem to be a ignored group of individuals. I would propose that Recology cut back on their Proposed Plans and Monthly increases and provide reduced Senior Homeowners rate, as they do for other “special need groups”. We no longer have a “profit margin”!</p> <p>Your consideration is appreciated. Letitia</p>
216 Residential Rates	Comment and Objection	
217 Residential Rates	Objection	We already pay thousands of dollars a month for our recycling bins, compost and trash bins. Please do not raise the rates.
		<p>These rates will aggregate over the years into well over 30%. This is totally unreasonable for folks on a fixed income.</p> <p>I live in a residential cooperative founded in the mid-sixties. Many people are on very tight fixed incomes. The city talks a good game about trying to support the little guy. Not a corporation—worker owned or not. There is a serious situation when a company with public record showing so much money on the books expects rate payers to buy new truck that will maximize profit.</p>
218 Both Residential and Commercial Rates	Objection	Wow.
219 Both Residential and Commercial Rates	Objection	The increase of 29% for any services doesn't seem reasonable as wages aren't increasing at that level nor is the cost of other services.
220 Residential Rates	Objection	The rates increase too much and too fast. Please don't make SF less and less affordable for working class. I am the only one working in a family of three. The property tax, all the maintenance fees, and non stopping increasing PG&E bill have already made living in SF so difficult.
221 Residential Rates	Objection	The rate increases are too high and exceed inflation by a long shot. We already pay thousands as a 60 unit coop, and the rates are already too much.