



Edwin M. Lee, Mayor
Mohammed Nuru, Director

Public Works Order No: 185760

Refuse Rate Application - Guidelines for the Submission and Tabulation of Protests

These guidelines apply to the Residential Refuse Rate Application filed by Recology Sunset Scavenger, Recology Golden Gate, and Recology San Francisco on February 13, 2017. The application only applies to residential customers of the refuse collection companies operating in the City.

1. "Application" means the application filed by Recology Sunset Scavenger, Recology Golden Gate, and Recology San Francisco on February 13, 2017, for permission to adjust the rates charged by the companies to residential customers for refuse collection and disposal services under the City's Residential Refuse Collection and Disposal Ordinance, codified in the Appendix to the San Francisco Administrative Code. The proposed rate increase would be combined with a rebate of amounts paid by residential and apartment ratepayers in prior years under prior rate orders. Without the rebates, the average rate increase for collection would be 22.96% effective July 1, 2017. With the proposed rebates, there would be an average rate increase for collection of 16.40% starting July 1, 2017 (or about \$5.70 a month for an average single family home); an additional increase of 4.98% for the twelve months beginning July 1, 2018 (after most of the proposed rebates are completed); and an additional increase of 0.62% for the twelve months beginning July 1, 2020 (after all the proposed rebates are completed). The application also seeks annual cost-of-living adjustments using a formula of government indices similar to that approved in prior rate orders.
2. "Customer" means the person or persons responsible for paying for refuse collection and disposal services at a residential premises. The Customer may be either the property owner or a tenant who is legally responsible for the payment of the refuse collection bill for the premises. A tenant may be required to submit written proof that he/she is legally responsible for the fee at the time the protest is submitted; a tenant's name on a current refuse collection bill for the premises shall constitute proof of responsibility.
3. "Hearing Officer" means the person designated by the Director of Public Works to conduct the rate hearing and prepare the report and recommended order under the 1932 Refuse Collection and Disposal Ordinance.

IMPORTANT NOTE:

There are two processes involved in the consideration and possible approval of the Application.



First, there is a majority protest process. If more than half of the Customers file a written protest against the Application, for any reason or for no reason, the City will not approve the Application. These guidelines govern how the protests are to be submitted and counted.

Second, there is a process under the 1932 Refuse Collection and Disposal Ordinance for considering and approving or rejecting the Application on the merits. The procedures for the rate hearing process, including procedures for appealing the Hearing Officer's recommended order to the Refuse Collection and Disposal Rate Board (Rate Board), are included in Public Works Order No. 185,078. The Rate Board must find that the proposed Revision is "just and reasonable."

If there is a successful majority protest, then there will be no rate hearing and the City will not approve the Application.

If there is no majority protest, the Hearing Officer will conduct a hearing on the Application and prepare a written report and recommended order on the Application. If no one files written objections to the Director's report and recommended order, the recommended order will become the final order.

If any person files a written objection to the Director's report and recommended order, the Rate Board will hold an appeal hearing and decide whether to approve the Application.

Submission of Protests

1. Any Customer may submit a written protest against the Application to the Hearing Officer, either by delivery to:

Refuse Collection Rate Hearing Officer
c/o Department of Public Works
1 Dr. Carlton B. Goodlett Place
City Hall, Room 348
San Francisco, CA 94102

or by submitting the protest at any public hearing on the Application.

2. Each protest must identify the subject premises (by street address or refuse collection account number) and include the original signature of the Customer submitting the protest. The Hearing Officer will not accept facsimile or e-mail protests. Although oral comments at the public hearings will not qualify as a formal protest unless accompanied by a written protest, the City welcomes input from the community during the public hearings on the Application. All written comments, including protests, will also become part of the record of the rate hearing process.
3. The hearing on the written protests will take place on May 4, 2017, at 9:00 a.m. in Room 416 at City Hall, located at 1 Dr. Carlton B. Goodlett Place. Protests must be received before the end of that hearing. The Hearing Officer will not accept or count protests received after the close of the hearing, even if postmarked prior to that time.
4. If there is more than one Customer for a given premises, including either property owners or tenants legally responsible for payment of the refuse collection bills, each Customer may submit a protest, but only one protest will be counted per premises and any one protest submitted in accordance with these rules will be sufficient to count as a protest for that premises.



5. In order to be valid, a protest must indicate clearly that it is in opposition to the Application and must bear the original signature of the Customer submitting the protest for that premises. The Hearing Officer will not count protests not bearing the original signature of a Customer.
6. Any Customer who submits a protest may withdraw it by submitting to the Hearing Officer a written request that the protest be withdrawn. The withdrawal of a protest shall contain sufficient information to identify the subject premises and the name of the Customer who submitted both the protest and the request that it be withdrawn.

3/6/2017

X Mohammed Nuru

Nuru, Mohammed

Director, Public Works

Signed by: Nuru, Mohammed

