

From: [Terry Duong](#)
To: [CON, Refuse Rates \(CON\)](#)
Cc: [Jon Braslaw](#); [Andy Wu](#)
Subject: Bill Messages for Rate Increases
Date: Wednesday, May 31, 2023 5:22:57 PM

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Hello Controller's Office,

Our procedures for notifying customers of a rate increase:

- Residential Quarterly Billing:
 - Include bill messages two months before a rate change and one month after a rate change. Example for the 1/1/23 rate change:
 - Bill message included in November and December billing "A City-approved adjustment in residential rates will be effective January 1, 2023. The adjustment for January will appear on your February bill."
 - Bill message and letter inserts sent with December billing
 - Notification alert to all Kubra enrollees on rate increase message available in Kubra during December billing
 - Bill message with January billing
 - Bill message with February billing "This bill includes a City-approved adjustment in residential rates effective January 1, 2023. These rates will be in effect until September 30, 2023."
- Apartment and Commercial Monthly Billing:
 - Include bill messages two months before a rate change and one month after a rate change. Example for the 1/1/23 rate change:
 - Bill message included in November and December billing "A City-approved adjustment in apartment rates will be effective January 1, 2023. This rate is effective until September 30, 2023."
 - Bill message and letter inserts sent with December billing
 - Notification alert to all Kubra enrollees on rate increase message available in Kubra during December billing
 - Bill message with January billing "This bill includes a City-approved adjustment in apartment rates effective January 1, 2023. This rate will be in effect until September 30, 2023."

Additionally, we did personal outreach to large contract customers and several associations. Rate increase messaging was also available on the homepage of Recology.

Let me know if you have any questions.

Thanks,
Terry

Terry Duong (she, 她, ella)
Regional Controller – San Francisco

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