

Exhibit: Proposed SLAs

Background

The Refuse Rate Administrator has asked the SF Recology Companies for proposed Service Level Agreements (SLAs) for (1) collection of abandoned materials; (2) collection from public receptacles; and (3) repair of public receptacles.

The proposed SLA for abandoned materials collection assumes the addition of one Abandoned Materials Collection Zone as requested in the SF Recology Companies' rate submission. The proposed SLA for public receptacles collection assumes the addition of two public receptacle routes as requested in the SF Recology Companies' rate submission. If these assumptions are not adopted as part of a rate order, the proposed SLAs below would need to be adjusted.

Proposed Rate Order Text

Abandoned Materials Collection SLA

The SF Recology Companies shall be required to collect materials abandoned in the public right of way within the City and County of San Francisco within four hours of receiving notice of such abandoned materials during the period Monday through Friday, not including San Francisco public holidays, and during the hours of operation described below. The SF Recology Companies shall be required to collect materials abandoned in the public right of way within the City and County of San Francisco within eight hours of receiving notice of such abandoned materials on Saturdays, Sundays, and San Francisco public holidays, and during the hours of operation described below. The SF Recology Companies shall operate Abandoned Materials Collection routes from the hours of 5:30 a.m. until 2:00 p.m. This SLA shall not apply in the event that the SF Recology Companies have responded to (a) more than 310 notices of abandoned materials in one day or (b) more than 113,282 notices of abandoned materials in one rate year. The SF Recology Companies shall ensure that all notices of abandoned materials receive a response using existing and available resources, but if either of the caps described in the preceding sentence is exceeded, the SF Recology Companies shall not be required to respond to those notices of abandoned materials within the time limits prescribed above.

Public Receptacles Collection SLA

The SF Recology Companies shall be required to collect from public receptacles located within the City and County of San Francisco within eight hours of receiving notice from a senior that a public receptacle is full and during the hours of operation described below. The SF Recology Companies shall operate public receptacle collection routes from the hours of 10:00 a.m. until 6:30 p.m. daily. This SLA shall not apply in the event that the SF Recology Companies have responded to (a) more than 241 requests for public receptacle collection in one day or (b) more than 87,825

requests for public receptacle collection in one rate year. The SF Recology Companies shall ensure that all public receptacles are collected using existing and available resources, but if either of the caps described in the preceding sentence is exceeded, the SF Recology Companies shall not be required to respond to requests for collection of public receptacles within the time limits prescribed above.

Public Receptacles Repair SLA

The SF Recology Companies shall be required to repair public receptacles located within the City and County of San Francisco within 72 hours of receiving notice that such receptacles require repair during the period Monday through Friday, not including San Francisco public holidays. For the purposes of this SLA, “repair” is defined as repairing doors on public receptacles with outer facings of concrete only and replacing liners in (a) public receptacles with outer facings of concrete and (b) “Renaissance” receptacles. The SF Recology Companies’ ability to repair public receptacles is dependent on receiving necessary parts and liners from San Francisco Public Works. In the event that Public Works is unable to supply the SF Recology Companies with necessary parts or liners, this SLA shall not apply.