

ATTENTION

San Francisco Department of the Environment  
1455 Market Street, Suite 1200  
San Francisco, CA 94103



**SF Environment**  
Our home. Our city. Our planet.  
A Department of the City and County of San Francisco

Attention Property Owners and Managers

January 15, 2019

## OFFICIAL NOTICE: NEW LAW TAKES EFFECT – JULY 1, 2019

The City and County of San Francisco passed a new law to increase compliance with San Francisco's mandatory recycling and composting ordinance (Environment Code Chapter 19). The new law requires that Large Refuse Generators (LRG) have their refuse audited at least every 3 years to assess compliance with mandatory recycling and composting. If a property fails an audit and is found to have contamination above set limits in any of their three streams of refuse (recyclables, compostables, and trash), the new **Refuse Separation Ordinance** (No. 180646) requires them to engage the services of a Zero Waste Facilitator.

**You are receiving this notice because your account has been identified as a Large Refuse Generator.** Per City law, Large Refuse Generators are defined as accounts that have a roll-off compactor or at least 40 cubic yards or more of uncompacted refuse service per week. Refuse service includes all hauler serviced collection bins containing recyclables, compostables and trash.

For more resources, visit: [SFEnvironment.org/zerowastefacilitator](http://SFEnvironment.org/zerowastefacilitator) or call (415) 355-3700. Por favor, llame a SF Environment al (415) 355-3700 para obtener más información sobre este tema.

請致電三藩市環境局 (415) 355-3700 獲取本主題相關資訊

### FREQUENTLY ASKED QUESTIONS (FAQ)

#### What is a Zero Waste Facilitator?

A Zero Waste Facilitator is a qualified person(s) who serves exclusively in helping a property comply with adequate refuse separation. This service may include sorting refuse before final collection by the hauler and providing separation compliance feedback or education to property managers and tenants. As a resource, the Department of the Environment (SF Environment) will keep an updated list of known Zero Waste facilitators on their website indicating those who have attended a training conducted by the Department. For more information, visit: [SFEnvironment.org/zerowastefacilitator](http://SFEnvironment.org/zerowastefacilitator).

#### How is an audit conducted?

A property's collected refuse will be visually inspected by SF Environment or Recology to determine the percent contamination in a designated recycling, composting or trash stream. Auditors will photograph and document identified contamination and determine if the quantity of contamination has exceeded acceptable levels.

#### When will my property be audited?

All affected LRGs will be audited at least once within three years of the effective date and within every three years thereafter.

FREQUENTLY ASKED QUESTIONS (FAQ), continued →

### How can a property assess its compliance before a required audit?

A property can do a self-assessment through visual inspections before materials are placed in final collection bins. This can be done by intercepting material being brought from different locations within a property, such as in tenant locations, before being placed in the hauler's collection bins. For resources on what is acceptable in each bin, visit: [SFRecycles.org](https://SFRecycles.org), and how to conduct a self-assessment, visit: [Recology.com/recology-san-francisco/recycling-legislation](https://Recology.com/recology-san-francisco/recycling-legislation)

### What are the audit requirements?

If refuse contents are found to exceed contamination (unacceptable materials found in a designated bin) levels set by SF Environment, then the LRG will be deemed out of compliance. Contamination levels are set based on the ability to process and market materials and progress toward zero waste. They may be adjusted no more than once per year. Contamination thresholds will be publicly posted at [SFEnvironment.org/zerowastefacilitator](https://SFEnvironment.org/zerowastefacilitator).

### What is required if a property fails an audit?

If an LRG fails an audit conducted by SF Environment or Recology, then SF Environment must issue a report on the findings of the audit, which includes photos of contamination along with a Notice of Noncompliance and Compliance Order. The Compliance Order will require remedial actions that the property must take, *including engaging the services of a Zero Waste Facilitator for at least 24 consecutive months at a sufficient capacity*. A property must present a compliance plan and documentation of hiring a Zero Waste Facilitator within 60 days of the City Order.

### What if a Zero Waste Facilitator is not available within 60 days of a City Order?

SF Environment may allow a property an additional 60 days for a total of 120 days to engage a Zero Waste Facilitator if the property can demonstrate a lack of availability for a Zero Waste Facilitator.

### What are the requirements for follow-up audits?

A property that has complied for 12 consecutive months with an Order can request a follow-up audit at the property's expense and with evidence of remediation efforts. If the property does not request a follow-up audit, a follow-up compliance audit will be conducted automatically at no expense to the property after a Zero Waste Facilitator has been engaged for 24 months. If the property passes a follow-up audit, SF Environment will notify the property that it has met its compliance obligations. If the property fails the audit, SF Environment will issue another Order requiring the property to take additional remediation actions. A property is not entitled to more than 3 audits within a year.

### What are potential fines for noncompliance?

SF Environment may assess fines up to a \$1000 a day for properties that do not comply.

### Have Zero Waste Facilitators been successful?

Over 80 properties in San Francisco utilize Zero Waste Facilitators. Properties with facilitators have been able to reduce trash and/or increase recycling or composting resulting in an increased recovery (diversion) rate and discount on their Recology refuse bill. They also can help properties avoid refuse contamination charges. In many cases, Zero Waste Facilitators have been shown to provide a net savings to a property.



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