



TO: San Francisco Apartment Association  
FROM: Recology Sunset Scavenger & Recology Golden Gate  
DATE: July 9, 2021  
RE: **Recology Payments to Customers**

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In the spirit of Recology's long-standing partnerships with the customers and businesses in San Francisco, we would like to provide you additional information related to the payments that will soon be sent to eligible customers.

If you or your business had an account with Recology in San Francisco **at any point between July 1, 2017, and March 31, 2021**, you may be entitled to receive payment.

### [How do I receive my payment?](#)

Eligible customers should have received an email or postcard from Recology's Payment Administrator in early July 2021 with instructions for receiving payment.

To receive payment as quickly as possible, customers should use the Unique ID and PIN provided in the email or postcard to log in to [www.SFRatePayment.com](http://www.SFRatePayment.com) and make a payment selection. Options include a physical check or electronic payment.

**The deadline to make an electronic payment selection is July 30, 2021.**

**If you do not select a payment method** by the July 30<sup>th</sup> deadline, a check will automatically be mailed to the address listed on your Recology account. These paper checks will be mailed on August 6, 2021.

### [How much is my payment?](#)

Payment amounts are based on a number of factors, including how long you had the account, how much you paid during the rate period, and what type of service you had. To view your amount, please go to [www.SFRatePayment.com](http://www.SFRatePayment.com) and log in using your Unique ID and PIN.

### [What if I didn't get an email or postcard?](#)

If you did not receive an email notice or postcard with your Unique ID and PIN, you can contact Recology's Payment Administrator at **855-654-0939**. They can help locate your record in the database. Please be prepared to provide the following information:

- First Name and Last Name
- Billing Address
- Service Address
- Phone number associated with the account
- Email address associated with the account
- Recology Account ID number

### What if I have multiple locations/multiple accounts?

It is common for businesses with multiple locations to have multiple accounts with Recology. In these cases, you will receive a separate email or postcard for each account. Each account will receive its own, separate payment.

If you have more than ten accounts, you will receive just one email with an attachment listing the Unique IDs and PINs that correspond with each of your accounts.

### Which address are you using to mail my check?

You can log onto [www.SFRatePayment.com](http://www.SFRatePayment.com) using your Unique ID and PIN to view the address on file. If you need to change your address, you can contact Recology's Payment Administrator at **855-654-0939**.

### I have more questions...

We are happy to help answer any of your questions concerning this process! You can contact Recology's Payment Administrator at **855-654-0939** and we will work to answer your questions.

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