

Residential Care Facility Billing Changes for Garbage and Recycling Services

Frequently Asked Questions

Why is my garbage and recycling services provider changing from Residential to Commercial?

According to the San José Municipal Code (Section 9.10), residential care facilities are not included or designated as a single- or multi-family dwelling, and therefore they are to be serviced by the commercial solid waste service provider. Furthermore, the California Department of Resources Recycling and Recovery (CalRecycle) identifies residential care facilities (nursing homes, assisted living facilities, adult special needs facilities, etc.) as businesses and are required to have services with the commercial hauler. An audit of these accounts revealed that they were being serviced incorrectly by the residential collection system.

When will the change take place?

Residential care facilities must have commercial solid waste service by April 30, 2021. You can switch your waste collection services any time before this date.

Will this affect the cost of garbage and recycling collection for residential care facilities?

Commercial service is a different bin system from residential system. The cost depends on the service level required under the new system. Commercial service may cost more. For information on commercial solid waste rates, contact Republic Services at 408-423-1234 or visit <http://local.republicservices.com/site/santa-clara-ca/san-jose/rates-schedules>

What do I do about my yard trimmings?

Loose in the street or bin service of yard trimmings will no longer be collected by the residential hauler at your property once residential service has been stopped. If you have a yard waste bin, the bin will be collected by the commercial hauler.

Yard trimmings waste is not considered commercial solid waste. You can either use your own landscape services to haul this material away or pay for Republic Services to collect this material in their green “wet” bin.

What do I do about medical waste pick up services?

This change does not affect your medical pick up services. Medical waste pick up services are required by the State and Santa Clara County. For questions regarding medical waste management and a list of approved medical waste haulers, please contact the County at 408-918-3400 or swpadmin@cep.sccgov.org.

What if I want to downsize or upsize my garbage service to save money?

Subscribe to container sizes that match the amount and type of waste you produce. Schedule a free waste assessment by Republic Services to evaluate your business needs. Contact Republic Services at 408-432-1234.

You can also donate edible food to local food banks instead of throwing it away in your green container. Contact Second Harvest of Silicon Valley at 408-266-8866, extension 102.

What if I am no longer a residential care facility but still registered with the State? Do I still need to pay for commercial service?

If you have a license through the State then you are considered a business and should be serviced by Republic Services.

Whom do I contact for billing or service questions?

Contact Republic Services at 408-432-1234 or at sanjoserecyclingteam@republicservices.com regarding any questions related to commercial waste services. If you would like to speak with someone at the San Jose Environmental Services Department, please call 408-535-8550 or email at diana.mulleniux@sanjoseca.gov.

How will residential care facilities be notified of future rate changes?

The San Jose Environmental Services Department (ESD) will notify businesses of proposed rate increases, usually in April. Any rate increases require San Jose City Council approval, and typically this occurs in May. Once approved by City Council, Republic sends a rate increase notification, usually in June.

How are commercial solid waste rates calculated?

Rates are calculated by an annual formula in the agreement with Republic Services, which involves indexed changes and an evaluation of Republic's cost of operations for labor, vehicle, fuel, transfer and transport. The City also evaluates the cost of sorting and processing at the recycling and the organics processing facilities.