

AVOID FEES

All of us at the Solid Waste Management Department would much prefer our valued customers use our recycling and organics programs correctly 100% of the time than issue a fee for violations.

The first time we see a problem, customers get a 'Friendly Reminder' tag on their green or blue cart. This tag will tell that customer what the problem was. We may also send a 'reminder' letter.

The next time there is an issue at the same address, we use a WARNING tag and may also send a WARNING letter. If you get a warning letter, please take that seriously.

It is on the third violation that we would have to place a fee on a customer's CPS Energy bill. Most violation fees are \$25 but the fee for diapers is \$50. Diapers are trash and should always go in the brown cart.

If you do get a fee, you have a one-time only way to get it waived. You can participate in an online educational activity and if you successfully complete this, we will not place the fee on your CPS Energy bill.

Within ten days of the date of the fee notice letter, go to: www.sarecycles.org/fee. Watch the lesson and answer the questions. The fee notice letter will have a code in it. Enter this code to submit your response. Also enter the address on the letter, exactly as it appears. Print the confirmation page and keep it for your records.

You will receive a letter confirming we have your successful participation on record. However, if a fee appears on your bill, contact us at swmdinfo@sanantonio.gov or 210-207-6428. You will need your confirmation page.