

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 material in your cart that does not belong in it, we leave you a WARNING tag that tells you what the problem was and you may also receive a WARNING letter in the mail. If you get a warning letter, please take it seriously.

The second time we see material in your cart that does not belong in it, we leave you a FINE tag. This means that we may place a fee on your 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.

Sometimes you may find a FRIENDLY REMINDER tag from us. This is not a WARNING or a FINE. This is simply a friendly note from us reminding you to recycle right in your blue cart and compost right in your green 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.