FREQUENTLY ASKED QUESTIONS
RECYCLA RATE ADJUSTMENT
Effective January 1, 2026

ANNUAL RATE ADJUSTMENT

What is the rate increase for 2026?

Effective January 1, 2026, the scheduled annual ***recycLA rate adjustments is 5.00%*** and is in accordance with the recycLA contracts.

How is the recycLA rate calculated?

The annual rate adjustment includes the Consumer Price Index (CPI), which is the cost of doing business annually, based on multiple factors, and is not set by the City – it could go up or down.

The annual rate adjustment comes with environmental improvements and helps ensure recycLA customers consistently receive the following:

- Excellence in service and customized agreements - recycle more and pay less
- Expanded services, including recycling, bin replacement, graffiti removal and food rescue assistance
- Healthier air quality through the use of clean fuel collection vehicles
- 24/7 customer support and assistance through the LASAN Customer Care Center 1-800-773- 2489

Will there be additional adjustments in 2026 and next year over the calculated consumer price index?

No. Beginning 2023, and for the duration of the recycLA contracts, there will only be CPI related adjustments.

How can customers lower their costs, even with higher rates?

While recycLA rates may rise per contractual terms, customers can proactively lower expenses by **increasing their recycling (blue bin) efforts and minimizing solid waste (black bin) services**. Reductions in both black bin size and collection frequency will effectively decrease the overall bill. We encourage all customers to ask their hauler for a comprehensive waste assessment to review and identify how to best reduce their overall black bin tonnage and increase diversion.

How can customers further reduce their monthly recycLA fee, even with the new rate adjustment?

recycLA was designed to help move the City of Los Angeles away from relying on and using landfills by encouraging recycling. Proper recycling leads to cost savings through reduced black bin solid waste services. For a waste assessment and options to enhance recycling efforts, customers can contact LASAN's Customer Care Center at **1-800-773-2489.**

Who should a customer call regarding any questions regarding rate adjustments or if they need to discuss payment arrangements?

recycLA customers should call LASAN's Customer Care Center 24-hour hotline at 1**-800-773-2489.** Customers will be put in contact with the appropriate RSP as necessary.

RECYCLING TRENDS

How is the recycling market doing?

The export of recyclable materials is a key component of California's recycling infrastructure. Each year, California exports about a third of the recyclable materials it collects. Historically, most of that material—particularly unsorted mixed paper and mixed plastics—went to China for processing and manufacturing into new products. China's recent strict contamination limits and import bans have led to the need to identify new markets and reestablish local processing capacity, both of which have added cost to handling recycling. Due to this recent strain in recycling markets, the City amended the RSP contracts to include a recycling market rate adjustment of 0.25% in 2020 and 0.25% in 2021 with the objective of keeping recyclable materials from going to landfill.

BILLING

What can customers do regarding their billing questions and disagreements with their RSPs?

Please contact LASAN's Customer Care Center at **1-800-773-2489** to create a billing inquiry service request or to find out the status of your billing inquiry or dispute.

Who should a customer call regarding any questions on the 2026 rate increase, service level adjustments, waste assessment or service requests?

recycLA customers should call LASANs Customer Care Center at **1-800-773-2489**. Customers will be put in contact with the appropriate RSP as necessary.