

# FAQ'S

## Subscription Charges

- 1. I received a notice stating that the City of Oakland subscribed on behalf my service address. What does that mean?** The City requires all residential properties to have and maintain garbage service. Pursuant to Oakland Municipal Code ("O.M.C.")section 8.28.180, the Director of Public Works may, as authorized by Government Code Section 38773, abate nuisance conditions created by the owner of a SFD (single family domicile) or MFD (multi-family domicile) premise to comply with [Section 8.28.100](#) or [Section 8.28.120](#) by subscribing to solid waste collection service for the property on which the nuisance conditions are maintained. The City may do so when such nuisance conditions are created as a result of contractor's termination of service for non-payment, due to failure of occupant to initiate service, or otherwise.  
**In simpler terms, Waste Management has designated your garbage bill as either delinquent or late and the City of Oakland is required by contract to subscribe to Waste Management for garbage services on the property owner's behalf.**
- 2. I paid my Waste Management Bill, why did I receive this notice from the City of Oakland?** If you paid your Waste Management Bill **late** then the City of Oakland is required to send notice pursuant to O.M.C. 8.28.190

8.28.190 - Collection of costs—Special assessment.

In accordance with Government Code Section 38773.5 (as it may be amended from time to time), the City may make the costs of subscribing to service on behalf of the owner pursuant to [Section 8.28.180](#), including the administrative costs associated therewith, a special assessment against the property upon which the nuisance conditions are maintained. The Finance Officer shall give the owner notice of its intention to impose of the special assessment under [Section 8.28.180](#). Such notice shall also be provided to the premises if it is different than the address identified pursuant to [Section 8.28.220](#). A separate special assessment shall be imposed for each billing period for which the City subscribes to service on behalf of the owner, and the City may continue imposing special assessments for subsequent billing periods until the owner has complied with [Section 8.28.100](#) or [Section 8.28.120](#), as the case may be. The notice shall include the information required by [Section 8.28.210](#) and shall specify that the property may be sold after three years by the tax collector for unpaid delinquent assessments. In all other respects, the Finance Officer may specify the form and manner in which such notice is given.

- 3. I still believe that I paid my Waste Management bill on time, how do I dispute the subscription charge?** If you believe that you paid your Waste Management Bill on time, please contact Waste Management by the following ways:

- Call the **Waste Management Customer Service Call Center** at **(510) 613-8710**, Monday - Friday 8:00 am to 6:00 pm.
  - Visit the Waste Management office at **172 98th Avenue, Oakland, CA, Monday - Friday 8:00 am to 6:00 pm.**
  - Email Waste Management at [csnorthbay@wm.com](mailto:csnorthbay@wm.com), 24 hours a day/7 days a week.
4. **I forgot to pay my Waste Management Bill, how can I make a payment?** Payments to Waste Management may be made 24 hours a day/7days a week online at [wm.com](http://wm.com) or by automated phone payment at 1-866-964-2729.
5. **The Subscription notice states that I can attend an Administrative Hearing or complete a protest form, where can I find this form?** Due to the Covid-19 pandemic shelter in place order, our offices are closed until further notice. In the interim, please complete the "[Subscription Notice Protest Form](#)" and either email [Citywideliens@oaklandca.gov](mailto:Citywideliens@oaklandca.gov) or mail the completed form to:

Citywide Liens,  
150 Frank H. Ogawa Plaza, Suite 5342  
Oakland, CA 94612

6. **Where do I mail my payment for the subscription charges?** You can mail your payment to:

**CITY OF OAKLAND  
MANDATORY GARBAGE  
P.O. BOX 45282  
SAN FRANCISCO, CA 94145-0282**