



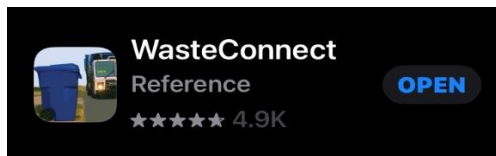
WASTE CONNECTIONS INC.
Connect with the Future®

What are the significant changes to the garbage and recycling service?

As of April 3, 2023, the basic level of service is once per week garbage collection with 2 - 96-gallon carts. All garbage must fit into the provided carts as garbage will be collected using fully automated trucks. Bulk waste will continue to be collected once per month. Recycling collection is being discontinued.

Will my collection day change?

Most likely, as we are doing a complete reroute to accommodate the new automated collection vehicles. A mailer will be sent to households who will have a change in pick up day, as well as information will be posted on websites and social media platforms, detailing the new collection days. Customers can visit our website <https://www.wasteconnections.com> and enter their address to find their collection day. Additionally, customers are encouraged to download our WasteConnect App for Apple or Android for additional information on collection days, service disruptions, etc.



What do I do with my recycling cart?

Place it out on your first collection day in March and if possible, leave it at the curb (or visible and accessible from the road) and the crews that will be delivering the extra garbage cart will remove the recycling cart. We will still be running our normally scheduled recycling routes in March until your container gets picked up by the cart delivery vendor. Once that happens you can start placing your second cart out on your normally scheduled garbage day.

What if I want more carts?

You can have more than 2 carts for an extra fee but at the start of the program we want everyone to have at least 2 garbage carts.

How is automated collection different from the way we are doing it now?

Currently your garbage is collected using a 2-person crew with a driver and a helper manually dumping the cans. In automated collection a driver operates a truck with an automated arm that picks up, dumps the can, and places it back down. To view a video of our new automated trucks in action, visit our website.

Do we have to put our carts in different places?

Yes. Your carts need to be placed by the curb no later than 7 am on your collection day. The carts must be accessible to the automated arm and cannot be blocked by vegetation, cars, mailboxes, etc. Place your carts so the lids open towards the truck and at least 3 feet apart from each other as well as 6 feet away from other stationary objects such as cars or mailboxes.

Why are we discontinuing recycling collection?

The recycling industry has drastically changed in the past few years. Though we, and our partner cities, are committed to cleaner communities and an environment, recycling is currently cost-prohibitive. To maintain reasonable rates, the service is discontinued.

Why are we making the change from manual to automated collection?

Automated garbage collection is being done nationwide for the safety of staff, both from traffic and from injuries caused by manually picking up thousands of pounds of trash daily.

