



March 20<sup>th</sup>, 2020

**Attention: COVID19 Update**

To Our Valued Municipal Customers:

At Advanced Disposal, "Service First, Safety Always" is our number one priority - the safety of our employees, our customers, and the public at large. Advanced Disposal is taking many precautions to ensure that all of these folks are kept as safe as possible while servicing our customers during the COVID19 pandemic.

Effective immediately, Advanced Disposal will no longer collect refuse and recycling that is not contained in a cart. **Loose bags are not acceptable and any items placed outside the cart will not be collected.** This procedure is necessary to keep our employees from handling items that may be potentially contaminated with the virus and minimize the spread of the virus to employees, customers and the public. Please ensure that all refuse and recycling is properly contained in the cart in order to be picked up. Thank you for your understanding and cooperation with this request.

Additionally, while we are confident that the precautionary measures taken will go a long way toward the safety of all, there remains the potential that Advanced Disposal could face an unforeseen reduction in workforce as the result of this pandemic. In the event that we do experience service delays or interruptions as a result, we will be in contact with the affected customers as soon as possible to identify a priority and hierarchy for what is to be collected (i.e. refuse first, recycling second; service delay dates third, etc.). It is our commitment to continue to provide excellent customer service and quality communication during these unprecedented times. We are open to comments and suggestions you may have to further that effort. Please do not hesitate to contact me with any comments, questions or suggestions.

Finally, should your municipality decide to impose a "shelter-in-the-place" order, it is critical that the solid waste hauling and disposal industry be deemed an essential service, thus allowing our folks to continue servicing your neighborhood. Please continue to visit our website, at <https://www.advanceddisposal.com/wi/de-pere/green-bay-collection> to remain informed with Service Alerts.

Thank you for remaining patient during this unprecedented time, and we remain focused on serving you.

Sincerely,

*Christina DuBois*

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