



May 4, 2020

Dear Tallyn's Reach Residents,

Waste Management appreciates the opportunity to service your home and keep Tallyn's Reach safe, clean and green. We are **seeking your assistance** to enhance the neighborhood's curb appeal and help protect our drivers' safety.

Waste Management has been willing to pick up a few extra bags per service day, however that number has grown over the years to the point where the amount of trash bags has become unmanageable for our drivers. These bags are vulnerable to the weather and to pests, including birds, rodents and feral animals. If not securely tied, they can lead to litter on the streets and in yards. This reduces the visual appeal of the neighborhood and can pose health and safety concerns, depending on the waste that escapes from bags.

WM Offering Second Carts at No Cost

To keep the neighborhood safe and clean, we are offering a second 96-gallon cart in place of bag service **at no extra cost**. Using a wheeled, lidded cart will make it easier to move extra waste to the curb on collection day and will contribute to a cleaner community.

- **You can request a second trash cart and/or a second recycling cart – all at no additional cost.** That means you can have (2) Trash carts at your current service rate.
- If you need additional carts (beyond two trash and one recycling), you can order one or more for just \$5.00 (Trash) or \$5.00 + RMO (Recycle) per cart per month.
- To request carts, please email our Customer Service team at fchoacarts@wm.com. This email will be available for a limited time and is only for requesting an additional cart. You can request an additional cart by using the email effective 5/04/2020 -7/31/2020. For assistance after the deadline please call 303-797-1600.

Allowing for fully automated collection also protects our driver's safety. By relying on the truck's hydraulic arm to lift and empty carts, the driver avoids exiting the vehicle and manually lifting bags of varying weight and unknown contents. In addition, this improves our operational efficiency, ensuring we can service the community reliably and allowing us to pass along savings to you.

Waste Management drivers work hard every day to keep the community safe, clean and green. By shifting to cart-only service, you can dispose of the same volume of material, while protecting our drivers, easing your burden in moving materials to the curb and keeping the community clean and beautiful.

On behalf of our entire team of professional drivers, technicians and operations specialists, thank you for allowing Waste Management to service your community.



Sincerely,

Ken Atencio
WM District Manager