



May 7, 2020

Dear Municipal leaders,

We appreciate the trust you have placed in us and our people servicing your community. Over the past several weeks, with your support, we have been able to maintain the critical services of trash, recycling and yard waste collection and sustain our workforce.

**With that in mind, this letter serves to announce that effective Monday May 11<sup>th</sup>, 2020, we will resume the collection of bulky items in your community.**

Collection will follow regular schedules and guidelines. We respectfully ask that residents with a large amount of bulk material continue to adhere to the volume limits of your community. We ask that residents with more items place these items out over time. This is strictly to ensure our collection teams can complete all core services each week.

If you would like to post information on your city website or social platform, please use the following:

- For the most up-to-date service information, please visit [www.wm.com/alerts](http://www.wm.com/alerts).
- We encourage residents to sign up for email and text alerts here: <https://www.wm.com/us/en/mywm/my-preferences/verify>.
- We may also be contacted by email: [www.ilmovalcustomerexperience@wm.com](mailto:www.ilmovalcustomerexperience@wm.com).

Finally, we are not rescheduling Spring cleanup events at this time due to our inability to adhere to social distancing requirements. Our teams are monitoring the latest information and continually evaluating recommendations as information becomes known or advisories are updated.

Thank you for trusting Waste Management as your environmental solutions partner. We truly appreciate your business.

Ammon Taylor

A handwritten signature in black ink, appearing to read 'Ammon Taylor', written over a thin horizontal line.

Municipal Marketing Manager

Waste Management

515-361-0008