To Our Valued Community Partners:

We’d like to thank you again for your patience and understanding as we work through these unprecedented times. As promised, we will make every effort to answer your questions and inform our customers about actions we are taking to keep our employees and community safe while also maintaining our essential business operations.

As of today, and since Monday, March 16th, all residential, commercial and roll-off collection of trash, recycling and organics/green waste has and continues as normal in all jurisdictions. Public trash cans have been serviced, illegal dump pickups have continued as normal where available and curbside bulky pickup and scheduling has seen no disruption. However, bulky events such as citywide bulky collections or bulky drop off events have all been postponed until at least July 1st. All other special collection and drop-off events have also been postponed including, but not limited to, household hazardous waste, electronic waste and green waste drop off events to abide by social distancing and shelter-in-place orders in California and Nevada.

Closures

A full list of our closures is available at wm.com/alerts. We’ve closed facilities and operations in California if it was difficult or impossible to maintain social distancing between customers and employees or provide other protective measures. This includes many offices typically open for customer service and some operations at transfer stations including recycling buy-back centers, household hazardous waste and green waste drop off areas and in very limited cases, trash drop off areas.

In addition, Waste Management has closed all call centers throughout the country and directed customer service employees to work from home. This was a herculean task that required the procurement and delivery of hundreds of laptops and accessories to employees. There were hiccups in this process, but our commercial customer service operations are almost back to full capacity.
Current Customer Service Call Center Status:

- More than 91 percent of our commercial customer service agents are back online taking calls.
- We’ve added 11 additional customer service agents to our email queue to respond to current and past inquires.
- Residential call center agents are currently being trained to ensure they are operational from home and we expect them to be online by the end of the day Wednesday (3/25)

Force Majeure

As you are aware, we issued a Notice of Force Majeure on March 22, 2020 based on the current crisis. We are in uncharted waters and facing unprecedented situations. We felt we needed to notify you of the situation and to alert you that we may have to make on-the-spot decisions to ensure our employees and community remain safe, we comply with applicable governmental orders, our operations continue, and that our customers and jurisdictions are notified in a timely manner.

Materials Recovery Facilities (MRFs)

We’ve received many inquiries about the status of our MRFs. As of today, all WM MRFs in Northern California and Nevada are operating as normal. Local leadership is meeting on a regular basis and will provide an update on potential MRF closures as soon as possible. Our top concern is the health and safety of our employees who do not have the ability to work from home.

Contingency Plans

Our top priority is keeping employees and the community safe and healthy while also providing the essential service of trash collection. Currently, we continue service as normal. However, should we begin to have drivers forced to stay home or face supply shortages that limit our operational fleet, we may begin to cancel or combine routes. Fortunately, our pool of drivers is growing as we see commercial accounts lower service levels and construction and demolition accounts screech to a halt. This has provided us a larger pool of drivers to service residential routes, where we have seen an increase in volumes.

Commercial Customers

We are experiencing an increased volume of requests from commercial customers seeking a reduction of service. It is required by law that generators properly dispose of waste, but we can help them modify service levels and frequency. We have developed two tracking mechanisms to ensure customers do not fall through the cracks and their billing and service is updated in a timely manner. At this point, our protocol for reduction of service is as follows:
• Customers will first be reduced to one pick up a week from multiple service days.
• Customers at the minimum service-day level will be granted a temporary reduction in bin size charge but asked to use the same bin on site.
• Customers seeking to temporarily cease service will be granted a temporary halt to service and will be asked to leave bin on site with no charge. We will reevaluate service needs within 30-days.
• Charges will reflect new temporary service levels.
• Bins will be left in place for now as we do not have the resources to remove/or switch bin sizes.

**Curbside Bulky Programs and Extra Bagged Trash**

Curbside bulky pick up by appointment and extra waste sticker programs continue as normal, however a decision on a temporary suspension of these programs may be made in the future. Once a decision is made, you and our customers will be notified.

**Employee Protective Measures**

We cannot stress enough that our top priority is the safety of our employees and community. Waste Management has taken several unprecedented steps and instituted new procedures to maximize social distancing, expand work from home opportunities, provide employees with financial security and ensure constant internal communications to keep employees educated on health awareness, proper cleaning procedures and the sanitizing of high-touch areas, including the following:

• Employees who can work from home are asked not to come to their local office.
• Instituted new procedures to ensure drivers maintain social distancing while arriving to work and during daily morning safety briefings.
• Working with suppliers to ensure our facilities are properly stocked with cleaning supplies.
• Increased company contribution to program that provides discounted dependent care to employees.
• Took unprecedented steps to provide equipment to employees such as dispatch and customer service to allow them to work from home.

Again, thank you for your patience as we work through these trying times. We appreciate your understanding of our contact protocols and requests to funnel questions through this email. We want to make sure we are providing the most up-to-date and accurate information as possible while also providing our employees with the time they need to keep operations functioning at the level you have grown to expect and deserve.
We’re grateful that we have the backing of the largest waste management company in the country which allows us to keep employees and the community safe while also continuing to service residents and businesses.

Thank you for your patience.

Sincerely,


Barry Skolnick
President of the above referenced legal entities

cc: WM Corp Legal, Northern California-Nevada Leadership Team, NCN Covid-19 Task Force
NCN Covid-19 Communication Task Force, Collection, Processing & Disposal District Managers, Public Sector Managers, Sales Team and Coordinators, Customer Service Team, Environmental Protection Team