

Dear Valued Customer,

Our number one value at Waste Connections is the safety of our employees, our customers, and the communities we serve. We are closely monitoring the current situation and are following guidance from the CDC, WHO, and our state and local public health officials. We recognize that the Coronavirus (COVID-19) outbreak has tremendous unknowns and is impacting businesses and our communities on a number of different levels.

While we always recommend that all garbage, whether contained in your cart or container or as an extra unit outside of your container, be securely bagged to ensure efficient service and to help keep your immediate neighborhood clean and free of debris; during this crisis this is of utmost importance. Bagging loose garbage helps ensure items do not litter the surrounding area when your garbage driver is servicing your cart or container, but more importantly, it will limit exposure to our employees. **Effective immediately, garbage drivers will be instructed to not service any waste outside of your cart or container that is not properly secured in either a sealed bag or a container that can be disposed of without opening.** Further, we are requesting that all garbage items inside your residential or commercial container be fully contained in properly sealed bags. This is a precaution during the COVID-19 crisis and we ask for your assistance to help keep our employees and community members safe.

If you have any questions regarding service, please email our office at cust2186@wasteconnections.com or call 360-533-1251 to speak with a customer service representative. *Please keep in mind that hold times may be longer than normal during this time.*

We sincerely appreciate your understanding and cooperation and will continue to provide the best service possible during these trying times.

Sincerely,
LeMay Grays Harbor Team