



Date: 2/28/2022

Dear WM Customer,

We appreciate the opportunity to service your home and keep Spring Creek Meadows HOA safe, clean and green.

In an effort to continue to keep your neighborhood safe and clean, we are asking for your help in eliminating extra bags outside of your cart. Bags outside your cart are vulnerable to the weather and pests, including birds, rodents and feral animals. If not securely tied, they can lead to litter on your street and in your yard. Litter can pose health and safety concerns for your pet and WM driver, depending on the waste that escapes from bags and reduces your neighborhood's visual curb appeal.

To remove these health and safety concerns in your neighborhood, we are shifting from extra bag service **effective 4/13/2022** to providing you with up to (3) 96-gallon trash carts **at no additional cost**. That means you can have (3) WM trash carts at your **current service rate**. Using a wheeled, lidded cart will make it easier to move extra waste to the curb on collection day and contribute to a cleaner community for all.

And allowing for fully automated collection also protects your 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.

Request an additional WM Cart

You can request an additional trash cart and/or a second recycling cart (subject to RMO charge) — **at no additional cost** — by emailing our Customer Service team at fchoacarts@wm.com. Email is available for homeowners from 3/14/2022 -.4/1/2022. If you need additional carts (beyond three trash and two recycling), you can order one or more for just \$5.00 (Trash) or \$5.00 + RMO (Recycle) per cart per month. If you need to request a cart after the email timeframe, please call us at (303) 797-1600.

When emailing our Customer Service for an additional cart, please include the following information:



- Name of HOA community
- Service Address
- First and Last Name
- Contact Number
- Email Address
- Do you need a Delivery, Swap or Additional Cart?
- What Size Cart You Need

Our Customer Service team at fchoacarts@wm.com looks forward to hearing from you.

Thank you for shifting to a cart-only service, protecting your driver, keeping your community clean and beautiful, and allowing us to service your community. It is our honor to serve you.



Sincerely,

DM Adam Serrano
WM District Manager