



Dear Madison County Board of Supervisors,

At Waste Management, we are committed to putting people first. The health and safety of our employees, customers and communities remain our highest priorities. Please find the following talking points for communication to the public with regards to waste collection services.

- At this time, there are no changes to residential waste collection in Madison County.
- Due to the impact of the unprecedented coronavirus (COVID-19) pandemic and Federal and State Emergency Declarations, Waste Management is focusing its employees on the collection of household waste, which is an essential health and safety service in our community.
- We will continue curbside collection, however, there may be a delay in doing so. We are experiencing unprecedented volumes due to the stay at home order in our area, and we are committed to providing essential services to our communities.
- Rest assured, your regular 1x per week curbside waste collection will continue as normally scheduled. Please set your containers out at the curb the night before your regular collection day.
- Your waste collection time may be different, so we are asking that you leave your waste out even if it beyond the time that your waste is usually collected.
- Please make sure all waste is bagged and containerized.
- Currently, Waste Management is servicing all routes in the Madison County with one helper on the back of the garbage truck to abide by Federal and State mandates of social distancing.
- When the Declarations of Emergency and social distancing recommendations have been eased and Waste Management's work force returns to pre-pandemic levels, your services will resume on schedule. Waste Management will provide notice when the volumes and routes are back to normal.

We will continue to provide you any necessary updates as this situation evolves. Thank you for trusting Waste Management as your environmental solutions partner. We truly appreciate your business.

Sincerely,

A handwritten signature in blue ink, appearing to read 'David Holloway', with a large flourish at the end.

David Holloway
Public Sector Solutions Representative
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