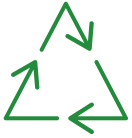


NEVADA COUNTY

IMPORTANT SERVICE INFORMATION



Did you know when you **recycle right** and avoid **overfilling your carts**, you are helping Nevada County stay clean and green while also creating a sustainable future for the next generation?



AVOID CONTAMINATION BY RECYCLING RIGHT

Nevada County and Waste Management's goal is to help you recycle right, so more material is recovered for recycling and composting, saving precious resources and combating climate change.



Recycle only empty/dry bottles, cans, paper and cardboard. Plastic bags, including trash bags, are contamination.



Place only landscape trimmings into your yard waste cart. Plastic bags, including trash bags, are contamination.

Please refer to the recycling and yard waste sorting guide included in this mailing. The sorting guide will help ensure the proper material ends up in the proper cart. Keeping recyclable materials empty and dry allows those materials to be recycled and helps keep processing costs and service rates down.



PREVENT LITTER - AVOID OVERFILLING CARTS

A waste cart is considered overfilled when the cart lid does not close completely, or waste is piled on or around the cart. (Plastic bags with WM sticker tags will not be considered an overfilled cart. Please make sure sticker is visible and facing the street.) Overfilled carts can cause unsightly litter in your neighborhood as the wind blows it around. Litter can also pollute our waterways when it enters the storm drain system. Help keep Nevada County clean and green by not overfilling your carts.

Overfilled carts a problem for you? **Give us a call at (530) 274-3090 to explore your options.**



EXTRA WASTE STICKERS UPDATE

Extra Waste stickers should not be used for excess recycling. A printing error resulted in stickers indicating that recycling can be placed in bag and set next to a recycling cart. That is incorrect. **Please only use extra waste stickers for excess trash.**



SURCHARGES BEGIN APRIL 5

Overfilled carts (trash, recycling and yard waste) are subject to a per instance surcharge of \$10.32 per cart after two warnings. Customers found with contamination in recycling and yard waste carts three times in one year may either increase their trash service level with accompanying rate or have their recycling and/or yard waste cart removed for one year. Removal of a cart will include a \$25.79 removal surcharge. These cart removals and surcharges are necessary to offset the increased costs associated with processing contaminated recyclables, disposing of contaminated and excess materials and removing carts for failure to comply.

Our goal is to prevent surcharges. Please help us keep our streets clean and our recyclables and yard waste free of contamination.



WHAT HAPPENS NEXT?

For the next two months, we will send educational letters with photographs explaining what we found along with tips to avoid overfilled carts or contamination in the future. Starting April 5, you will continue to be notified of each incident of overfilled cart and/or contamination but will be assessed warnings and surcharges, or have your carts removed as stated above.

WM Smart TruckSM technology will help Nevada County comply with California mandates. Refer to the attached FAQs to learn more about this technology.



IS THIS THE FIRST TIME CAMERAS HAVE BEEN USED ON A WM COLLECTION TRUCK?

No, Waste Management has used cameras on trucks for almost 10 years. We use mounted cameras to improve safety by assisting our drivers with rear and side-view perspectives, and documenting driving incidents.



HOW CAN YOU TELL IF A CART IS CONTAMINATED?

Mounted cameras record the carts serviced. The picture (right) shows a sample image identifying the contents of a contaminated cart that was just collected from a home and placed in our truck.

CONTAMINATED RECYCLING LOAD



Plastic Packaging & Film

Foam Packaging



WHAT ABOUT PRIVACY?

WM will not share the images or customer information with third parties for marketing or data mining. The photographs or videos are used to educate and inform customers and the county to improve collection service, recycling and diverting materials away from the landfills.



WHAT QUALITY CONTROL IS IN PLACE TO ENSURE ACCURACY?

Our service consultants are trained to carefully identify service issues, such as overage, contamination and damaged carts. We have standard protocols for assessing every situation with built-in checks and balances to ensure accuracy.



WHAT HAPPENS WHEN A CUSTOMER DISPUTES A CHARGE?

By accessing additional images of the disputed service, our customer care staff will work to resolve any concerns, which can be viewed by both parties. If there is an error, we will correct it.