



Dear City of Willoughby Hills,

We continue to monitor the COVID-19 situation to make sure we're doing the right thing for the communities we serve. This includes working closely with public health experts and other advisors as well as adhering to CDC and OSHA guidance and following state governmental declarations of emergency and stay-at-home orders.

We are working hard to make sure our customers receive the highest quality customer service and that there are minimal service disruptions during this time, however the surge in residential curbside recycling and waste collections has presented unique challenges and caused us to temporarily modify our curbside collection services.

Please contact our Customer Resource Center at 1-800-968-7789 to update your residential account phone number to be included on any Call Blasts that contain Pertinent information regarding service delays, closures, etc.

Over the last 30 days, we realigned and reprioritized our collection routes. This reprioritization resulted in the temporary suspension of bulk services in select markets to ensure that our teams could effectively handle that additional volume in waste and recycling.

We have been able to handle the significant volume increase, and today we announce that **effective Monday April 27**, we are reinstating bulk services in your community. The following will provide your residents guidelines on how we will move forward with those services

- All items that are not carted will be required to be bagged and sealed
- Recycling must be contained in the cart
- We still may need to use alternative disposal methods if their disruptions to recycling processing capabilities or if recycling contamination continues to increase. It is important to keep waste out of your recycling container and Do not bag your recyclables
- Bulk Furniture needs to be wrapped mattresses need to be placed in mattress bags or securely wrapped in plastic.
- Appliances can be put out as they were in the past for us to service on the scheduled pick up day. If the item weighs more than 50 lbs, we will tag it and send a separate truck to service.
- Carpeting needs to be in strips at 8in diameter rolled up and no longer than 4ft weighing less than 50 lbs.
- We may see a surge of material initially that takes us a little longer to collect and clear than normal and if the item weighs more than 50 lbs we will tag it and send a separate truck to service.

Navigating the uncertainty of the past month required flexibility of our partners, as well as courage of our frontline workers to continue to run your essential services without impact from the pandemic. We are very proud to live and work in the municipalities we serve and feel a commitment to do our part to help where possible. For this reason, I am pleased to inform you that last week, Republic Services launched our “**committed to serve**” initiative to honor our frontline employees while also supporting our local small business customers to help keep our communities thriving.

The initiative includes weekly meals for our employees and their families, and bi-weekly gift cards to frontline employees for the next six to eight weeks. In Willoughby Hills, we are encouraging our employees to use these gift cards, which are intended to take care of essential needs, at local, small businesses such as restaurants, pharmacies, grocery stores and retail outlets – keeping dollars in our communities.

We are proud to serve this community and hope this initiative helps provide support for local businesses. We are all in this together, especially during these unprecedented times.

You may read more about this initiative by visiting:
<https://www.republicservices.com/community-news>

Sincerely,

Rosana Marchese

General Manager

