



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.

Over the last 30 days, we realigned and reprioritized our collection routes. This reprioritization resulted in the temporary suspension of bulk waste 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 April 27th, we are reinstating bulk waste services and returning to normal operations in your community.

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 Lake Havasu City, 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 local 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,

Matt Kross
General Manager

