



September 2011

## Important Information to Commercial Customers in the Doyle Herlong Area Regarding Your Trash and Recycling Service Starting January 1, 2012

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Dear Commercial Customer,

Earlier this year the Lassen Regional Solid Waste Management Authority (Authority) chose our company, C&S Waste Solutions of Lassen County, as the new collector of solid waste and recycling in the city of Susanville and a large area of unincorporated Lassen County. We will begin services on January 1, 2012.

*Records show that you currently subscribe to solid waste services with Sierra Disposal. We would like to introduce ourselves and give you a brief overview of what you can expect during the transition period, as well as describe some new services available to you when we start operations.*

*We also need your help. Please complete the enclosed Customer Contact Information Form and mail it to us at **P.O. Box 360, Susanville, CA 96130**, or you can email it to us at [Lasseninfo@CandSwaste.com](mailto:Lasseninfo@CandSwaste.com).*

### Who We Are:

C&S Waste Solutions of Lassen County is a privately owned company whose founders, Dave Carroll and John Shea have been friends since childhood. Both Dave and John's families were in the solid waste business and together they literally "grew up" in the business. Damon Shea, a younger brother of John, shares in the partnership and will serve as the General Manager of Lassen operations.

C&S Waste Solutions currently operates solid waste and recycling companies in Ukiah, Lake County and Clearlake, California, as well as Pahrump, Nevada and surrounding communities. All of the partners are excited to begin service in Lassen County and look forward to becoming active members of the community.

### Trash Service:

In December, trash bins or carts will be delivered. These bins or carts will be of same size and quantity as you now have and collection will continue to be made as often as your current subscription calls for. In order to ensure a smooth transition, please complete the enclosed *Customer Contact Information Form* and mail it to us at **P.O. Box 360, Susanville, CA 96130** or you can email it to us at [Lasseninfo@CandSwaste.com](mailto:Lasseninfo@CandSwaste.com).

### What is New for Commercial Subscribers:

Recycling bins or carts will be offered at **no charge** to commercial accounts. If you currently have a recycling container(s), the same type and size of container will be delivered.

### More About Recycling:

Recycling bins or carts will be offered at no charge and collection will be made weekly. All recyclables such as cardboard, paper, paper packaging, mixed office paper, tin or aluminum cans, glass food or

beverage containers, plastic food and beverage containers, rigid plastics (such as buckets, molding and crates) can be mixed together in the recycling bin or cart.

Participation in our recycling program is strongly encouraged. All items recycled help the community meet the waste diversion goals required by California Legislation, AB 939. Additionally, recycling helps save valuable landfill space and extends the useful life of the Bass Hill Landfill.

### **What If You Don't Currently Have a Recycling Bin or Cart:**

We will work with each business to determine the appropriately sized container for recycling. The needs of each business will be different and it may take a couple of attempts to find the right sized container. If you do not have a container now and want to participate, please call us at (530) 252-1200 after October 1 and we will get started determining what will work best for you.

### **Collection Days:**

We will try to maintain your current collection day(s). However, changes may be necessary as we examine the routing efficiency in the community. If there is a change in your service day, we will notify you in advance.

### **Rates:**

We will include a rate schedule in the next mailing in October.

### **Billing:**

Billing for trash service will be done monthly, in advance. Payment can be made by check, cash, money order or credit card (Visa or MasterCard) or by electronic means at our website [www.CandSwaste.com](http://www.CandSwaste.com). More detailed information will be included in our next mailing in October.

### **What's Next:**

Additional information will be mailed in October and container distribution will begin in December. Our services will start on January 1, 2012. Transition information will be posted on our website at [www.CandSwaste.com](http://www.CandSwaste.com). Again, if you do not have recycling carts or bins and wish to participate, please call us at (530) 252-1200 after October 1 so we can get started on determining the right container size for your needs.

### **Questions:**

Feel free to give us a call at (530) 252-1200 or email us at [Lasseninfo@CandSwaste.com](mailto:Lasseninfo@CandSwaste.com).

Thank you for your attention to this important matter. We are working hard to implement a smooth transition and look forward to serving your needs starting in January 2012.

Sincerely,



Damon Shea  
General Manager  
C&S Waste Solutions of Lassen County