



September 2011

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

Dear Residential 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.*

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.

New Services You Can Expect:

A range of new or expanded services will be available when we start operations. These include:

- ▶ Curbside recycling collection will be made **each week** on the same day as trash service. You will receive a 95 gallon rolling cart with a blue lid for all recyclables.
- ▶ Christmas trees will be collected at no charge during the first full week in January. Trees must be unflocked and free of all ornaments, lights and stands and placed next to your trash cart on collection day.
- ▶ Curbside oil and oil filters will be collected at no charge. Collection will be on the same day as trash service. Customers will need to supply their own sealed clear or translucent containers, and filters need to be in a clear leak-proof sealed bag. Milk jugs with a screw cap work well for

oil. Customers must call us in advance of collection day with notification that oil will be set out. Oil containers and filter bags must be placed next to the trash cart.

- ▶ Bulky items and electronic waste will be collected at no charge once per calendar year for each customer. Two (2) “bulky items” such as an appliance or piece of furniture, and up to five (5) electronic items such as a computer, television or fax machine will be collected. *This service must be scheduled by calling us at (530) 252-1200.* There will be a charge for freon removal for items such as refrigerators, freezers and air conditioners.
- ▶ Bags for “extra” waste will be available for purchase for occasional cases when all trash will not fit inside your cart.

New Collection Methods You Will See:

We will utilize a “split body” collection truck for trash and recycling. The same truck will collect both trash and recycling at the same stop. The truck body has a vertical split in the middle and allows the driver to direct trash into one side and recycling into the other side. These trucks have been successfully used in the industry for a number of years. By collecting both materials during one stop, truck trips in the neighborhood are reduced and there is less wear-and-tear on streets and roads.

Other Possible Changes:

- ▶ Some customers may have a change in their collection day since we will service recycling carts each week and be using the new “split body” trucks. If your collection day changes, this will be prominently displayed on your new carts when they are delivered. Cart delivery will start in December and our services begin on January 1, 2012.
- ▶ **Use of “privately owned cans” will be discontinued.** If you currently use private cans please see the enclosed memorandum from the Lassen Regional Solid Waste Management Authority. For these customers, we will provide a rolling cart of the equivalent size you now subscribe to. For example, if you currently have one can, we will furnish a 35 gallon rolling cart. If you presently use two (2) cans, we will furnish a 65 gallon rolling cart, etc. We will collect and recycle your private cans at no charge if you choose.

Do You Need to Do Anything or Take Any Action to Continue Trash Service?

Yes. 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.

Rates:

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

Billing:

Billing for service will be done quarterly, 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. More detailed information will be included in our next mailing in October.

What's Next?

Additional information will be mailed in October and cart 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.

Questions:

Feel free to give us a call at (530) 252-1200 or email us at 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