



COVID-19 UPDATE



April 24, 2020

Dear Residents:

Our employees and I want to thank you all for your support and cooperation with our service requests as we have managed through the COVID-19 situation thus far. Our drivers were able to pick up all items placed at the curb these last couple of weeks and we are cautiously optimistic we will be able to return to normal operations. The extensive mitigation efforts by our team appear to have significantly reduced the impact of COVID-19 on our employees. As we are anticipating Governor DeWine's detailed plans to restart Ohio businesses we are likewise planning to continue with normal collection services.

Effective immediately, our team will be serving our customers without the request for limitations. Customers who have cooperated and have held back additional materials may now place these materials at the curb. Items held in response to the previous limitation request will be collected at no additional cost. We ask, if possible, that you gradually place these extra materials out on your collection day spread out over the next 2-3 weeks to lessen the sudden volume impact.

We will continue to monitor the COVID-19 situation and any measures will be implemented as needed to protect the health and safety of our employees, customers and communities we serve.

We thank you for your cooperation and patience as we work through these difficult times together.

Sincerely,

A handwritten signature in blue ink that reads "Keith B. Kimble".

Keith B. Kimble, President