



We'll handle it from here.™

Dear Valued Winston-Salem/Greensboro Customer,

As you may be aware, in some of our local service areas, our recycling and waste collections have not been what we would like or expect them to be. That is largely the result of the recent rapid and unexpected volume growth that has transpired in the local area, which, long-term, is good for both Republic Services and for the local communities we are privileged to serve.

We are undertaking a number of strategic strides to remedy this situation as quickly as possible, including:

- Reengineering our collection route schedule, allowing us to more efficiently take care of our current customers while preparing for further business growth.
- Increasing the number of routes and hiring additional drivers to make sure we service every customer on a regular basis, as expected.
- Making investments in a larger fleet and upgrading the trucks to be more efficient and dependable.

As a result of these improvements above, it is likely that either your day or time of service, or both, will change. Please be on the lookout for more information on these specific modifications to improve your service.

We sincerely apologize for the current service levels. We are taking steps to address the situation and are fully committed to improving this as quickly as possible. While the changes will start to be implemented in early February, it may take a couple of weeks before all the changes above are fulfilled. We thank you for your continued patience and loyalty.

Please feel free to contact me at the address below if you have further concerns or comments. Alternatively, I want to remind our customers to utilize the My Resource portal on [respublicservices.com](http://respublicservices.com) as another effective means of communication.

Sincerely,

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