

March 24, 2020

Dear Whitetail Customer & Neighbor,

As the COVID-19 public health emergency unfolds across our community and these United States, we're all asked to contribute and meet the almost daily new challenge this virus brings to our family, homes and life. Trash collection is essential, our community needs trash service to remain safe, maintain proper sanitation, and to avoid any additional threats of community transmission.

WD believes it important to communicate some of the actions we're implementing to meet the COVID-19 challenge and protect our employees and customers. WD now issues industrial nitrile gloves each day to all employees in contact with the public, we utilize disinfectant throughout our facilities each day and require the wipe down of all truck cabs and handles at the start and end of each shift. We've also implemented a new protocol requiring twice a day communication with any employee who may call out ill monitoring the employee up and until we confirm the illness is non-related to COVID-19.

At this time, WD is NOT curtailing our standard service. Many of both our national and local competitors are reducing actual trash service or moving to totter only trash service while suspending bulk service. For recycling service, we've seen reductions of what is considered recyclable material or even the suspension of recycling services.

Your safety is of great concern and we believe by requiring the use of nitrile safety gloves, wiping down trucks daily, and the wide use of disinfectant throughout our facilities, we're reducing the potential spread of COVID-19 to and from our customers.

While we'll not be reducing our standard service, we will be enforcing the actual standard service guidelines we've had in place since 2012. We need your assistance in placing curbside only what is allowed so that your route does not pack out early causing a disruption in service for other neighbors on the route. We're now suddenly experiencing a significant increase in volume. We certainly understand everyone is homebound and naturally the desire to utilize your extra time being productive cleaning out basements, attics, garages, trimming the trees, and doing early spring yard work. We simply cannot collect all the extra volume and provide normal standard trash service for everyone especially now as we deal with the COVID-19 challenge.

WD has always been proud of the "Service First" program and providing what we believe is the best trash service to our community. We'll continue working hard each day to both improve and bring excellent service. Below and on the reverse side, I've included directly from our website the guidelines for our standard service. We have one additional request or necessary change for everyone's safety. Please try to bag all trash and recycling so that we limit contact with you and your equipment. For recycling service, ALL bags must be CLEAR. We can no longer tear open black, solid white, or non-clear bags to determine whether it's recycling or trash. Your standard service allows the three additional bags for trash and three additional clear bags for recycling, but moving forward any bag that is not clear will be considered trash and count only to the three bag trash limit.

For all the employees at Whitetail, I want to thank you for the many recent kind words and emails of encouragement. Your patience and understanding in dealing with COVID-19 is very much appreciated. May God bless you and keep you and your family safe.



Michael Schmidt
CEO & President
Whitetail Disposal, Inc.

WHITETAIL DISPOSAL STANDARD SERVICE

Service First!

Weekly curbside trash and recycle collection with no start up fees, no delivery fees, no fuel surcharges, no environmental fees & no administrative fees. Clean, simple, easy to understand quarterly billing and e-billing plus flexible payment methods including online bill pay.

Trash

Utilize your new 96 Gallon trash toter plus (3 quality) additional bags, 20lbs and less in weight or able to be lifted with one hand OR (1) 50 gallon personal can. *Additional bags subject to additional charge. Please see bulk page for more details

Recycle

Utilize your new 96 Gallon recycle toter & 3 CLEAR bags OR 2 bundles of flattened cardboard. Cardboard must be broken down, flattened and bundled by twine or tape.

Bulk

One standard bulk item per week. Non-standard bulk items are subject to additional charge. All bulk items both standard and non-standard must be called in and scheduled at least 24 hours ahead of your normal pick up day. For example- Bulk items for a Wednesday service day must be scheduled by 5 PM Monday.

IN ORDER FOR ALL GENERATIONS TO SURVIVE AND THRIVE, PLEASE STRIVE EACH DAY TO BE ENVIRONMENTALLY CORRECT

Grass clippings make up a large percentage of the household waste produced each year. About 1,000 square feet of lawn can produce 200 to 500 pounds of clippings during a Pennsylvania growing season.

Grass cycling is a simple alternative to bagging grass clippings. Simply leave the clippings on your lawn, where they break down in 7 to 14 days. The grass clippings act as top-dressing fertilizer and help keep your lawn green and healthy.

Grass cycling tips:

Mow when grass is not wet and use a sharp mower blade. Don't let large clumps of grass clippings accumulate on the lawn. Don't overuse harsh chemicals and fertilizers. Look for organic brands. If possible, use a mulching mower that chops the clippings into smaller pieces. Use grass clippings as a surface mulch around vegetables or flowers to inhibit weed growth and retain soil moisture. Remember to keep clippings at least two inches away from young plants to avoid burning the new growth with excess nitrogen. Add grass clippings to your compost pile for extra nutrients and to speed up the composting process. To avoid odors, grass clippings should comprise no more than one-third of the pile.