

PO Box 940

Ellensburg, WA 98926

#### February 24, 2025

Dear Valued Customer,

We have been working with Suncadia Management on ways to improve our service. We are happy to announce that moving forward we will continue to provide carryout garbage and recycling collection service and access garbage enclosures when possible. Our employees' safety and respect for private property will remain a primary focus, which is our reason for providing you with additional information on carryout service.

**REMINDER**: If you have questions about carryout service, please call 1-877-466-4668 or email pnwrservices@wm.com. If emailing, please include your account ID number, the name on the account, service address and phone number.

### Please follow these guidelines for carryout service:

* All garbage and recycling carts must be in a secure and accessible area on the day of service.
* Garbage enclosures must be free of all obstructions and private property. If a driver feels there is a risk of damage to a narrow doorway or private property in returning a cart, they may leave the cart outside of the enclosure.
* Driveways and pathways must be clear of obstacles and debris so that our driver can safely and easily roll out and return carts. If access is impeded by a stairway, carts must be placed at the bottom of the stairs on the day of service.
* During the winter months, all access paths to garbage and recycling carts must be clear of snow and ice.
* Carts must be in areas free of pets.

If drivers are unable to safely access your garbage and recycling cart(s), service will not be provided. If you would like to discuss service access with our local team, please call 509-925-5004.

Thank you for your assistance in following these guidelines which help to ensure that safe and timely service is provided to you.

Sincerely,

WM of Ellensburg