

Western

DISPOSAL SERVICES

A QUARTERLY UPDATE FOR OUR CUSTOMERS

FALL 2003

Win One Month Free Trash Service

Several lucky customers will receive one month of free trash service for finding their names in this newsletter!

If you find your name, call our Customer Service Department at 303-444-2037 to receive credit on your account for one month of free service. Sorry, names mentioned as part of the stories are not eligible.



Holiday Schedule

For up-to-date information about our holiday schedule, call our Holiday Hotline at 303-448-2280 or look it up at www.westerndisposal.com.

The following holidays will be observed by Western Disposal:

- * Thanksgiving Day .. 11/27/03
- * Christmas Day 12/25/03
- * New Year's Day 1/01/04
- * Memorial Day 5/24/04
- * Independence Day ... 7/04/04
- * Labor Day 9/06/04

E-Minders

Subscribe to Western Disposal's E-Minders Program. This program sends you e-mail reminders of upcoming holidays, programs and other useful information. You can join by calling us at 303-444-2037 or on our web site at www.westerndisposal.com.

Recycling Fact: It's Working



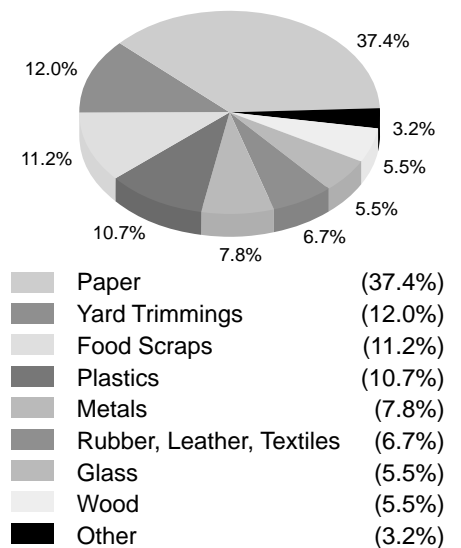
What makes up our waste stream?

The following pie chart depicts the materials by percentage that we Americans dispose of in our daily lives as homeowners and businesses. The percentage of paper waste generated is three times greater than any other component.

From the most recent figures available from the Federal government, U.S. residents, businesses and institutions produced more than 230 million tons of solid waste, or approximately 4.6 pounds of waste per person per day, up from 2.7 pounds per person per day in 1960. That's a 70% increase.

The table below illustrates how much the waste stream is growing. From 1960 to 2000 the waste stream grew by 162%. Rebecca Ruttenberg. While recycling grew by 850% and composting grew from zero to 7% of the total waste stream, their effect was not enough to keep the actual amount discarded (and presumably sent to landfills) from doubling between 1960 and 2000.

2000 Total Waste Generation
232 Million Tons (before recycling)



	Millions of Tons				
	1960	1970	1980	1990	2000
Generation	88.1	121.1	151.6	205.2	231.9
Recovery by recycling	5.6	8.0	14.5	29.0	53.4
Recovery by composting	neg.			4.2	16.5
Total materials recovery	5.6	8.0	14.5	33.2	69.9
Discarded	82.5	113.0	137.1	172.0	162.0

It is clear that our waste stream is growing and the volume of material that ends up as discards in landfills is growing.

Commercial o r n e r



Addressing the unique needs
of our commercial customers.

REMINDERS



CARDBOARD

Recently, our cardboard collection routes have encountered an increasing amount of contamination and trash that is being placed in our “cardboard only” containers. We need your help to keep your cardboard as clean as possible so we can keep our collection service prices as low as possible.

- Please be sure to remove all packing materials, i.e. plastic, styrofoam, newspaper, etc., from your boxes before placing them in your cardboard only container.
- Please do not place trash in your cardboard only container.
- Please train your employees how to properly prepare your cardboard for recycling and educate them as to what materials can be placed in the cardboard recycling container.

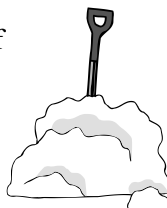
Contamination increases the time and cost necessary to prepare cardboard for baling and processing. Mark Komloski. Excess contamination can also affect the price the mills pay for the material.

If you need additional signage or recycle guidelines to post inside your business, please contact our Commercial Sales Department at 303-444-2037; and we will be happy to assist you in any way we can. Thank you for your assistance!

SNOW REMOVAL

During the winter, snow and ice make it difficult for our drivers to access and maneuver trash containers.

To ensure that your containers can be emptied, please remove any snow in front of your containers or enclosures, especially drifts or piles.



Buried in Junk Mail? Here's how to dig out!

Are you tired of receiving countless credit card offers, catalogs and coupons? Reducing junk mail not only makes your life less cluttered, but it saves costly space in our landfills.

To stop junk mail, use the form below as a guide, and mail the information to the appropriate addresses listed below. Make sure to write your name and address exactly as it appears on your junk mail before sending it to the proper address.

Catalogs/broadcast advertisements: Many businesses and organizations subscribe to the Direct Marketing Association to advertise via direct mail. To remove your name from their list, mail the form to Direct Marketing Association, Mail Preference Service, PO Box 9008, Farmingdale NY 11735-9008. It may take 3 months, but you'll remain in the “delete” file for 5 years. To remain on a specific mailing list (i.e., your favorite catalogs), notify the specific organization.

Credit card offers: The consequence of good credit is that everyone wants to lend you money. To stop receiving pre-approved credit card and insurance offers, call 1-888-5-OPTOUT. When given options, press 3 to have your name removed permanently. (If you press 1, your name will be removed for 2 years.)

Coupons, ads and product samples: To stop receiving items addressed to “occupant” and “resident,” mail the information to the following three addresses: 1) AVDO, Inc., List Services, 239 W Service Rd, Hartford CT 06120; 2) List Removal Services, 6701 Daymeadow Dr Ste D, Glen Burnie MD 21060-6401; 3) Val-Pak Coupons, Direct Marketing, PO Box 13428, St Petersburg FL 33733

List brokers: Call the following numbers to have your name removed from mailing lists of major data compilers:

Axiom	1-877-774-2094
Donnelly Marketing	1-888-633-4402
Equifax	1-800-873-7655
Experian Consumer	1-800-407-1088
Trans-Union	1-888-567-8688

Other tips to reduce junk mail include 1) call your credit card company(s) and request that they don't sell, trade or lend your name to other mailing lists; 2) think twice before entering contests or sending in a warranty card with personal information; 3) return unopened first-class junk mail after writing “Refused” on it.

Remember: recycle any junk mail you *do* get. Recycling keeps it out of the landfill.

Reproduce and complete the information on this sample form before mailing to any or all of the addresses listed above.

Please remove my name and address from all list directories that you compile, rent, sell or trade. Below is my name and various ways my name may appear on mailing lists. Please register all variations of my name for removal from your lists.

Name _____
Address _____
City _____ State ____ Zip _____
Variations of name _____
Variations of address _____
Signature _____ Date _____

CITY OF BOULDER'S "Time to Leaf It"

If composting all your leaves at home is impractical and the cost to throw them out with your trash too high, bring them to one of the three FREE leaf collection sites sponsored by the city of Boulder. With the help of Western Disposal, the leaves will be diverted from the landfill. The sites will be available for drop off to city of Boulder residents on the following Saturdays: Oct. 25, Nov. 1, 8, 15 & 22.

NORTH BOULDER PARK

9th between Dellwood & Balsam
9:00a.m. - 3:30p.m.

HARLOW PLATTS PARK

Intersection of Gillespie & Heidelberg Drive
9:00a.m. - 3:30p.m.

WESTERN DISPOSAL'S TRANSFER STATION

5880 Butte Mill Road
9:00a.m. - 3:30p.m.

Please follow signs from our front gate to the old Colorado brickyard site, east of our main facility, to the drop-off area. Leaves may also be dropped off from 7:00-9:00 a.m. and 3:30-5:00 p.m. each Saturday at the regular yard waste drop-off at our Transfer Station.



Empty leaves into Western containers located at these sites. Dispose of plastic bags there or take home and reuse. Only leaves and pumpkins are collected. (Take grass clippings and other yard waste to the city of Boulder's year round yard waste drop-off located at Western's Transfer Station.) The Fall Leaf Program only runs on the dates and times listed above; please do not deposit bags of leaves at the sites outside program hours.

Other cities also offering free leaf drop-off sites:

LONGMONT:	140 Main St	7:00-5:00 Sun-Sat
LOUISVILLE:	1601 Empire Rd	7:00-3:30 Sun-Sat
	(waste water treatment plant; leaves only accepted)	
BROOMFIELD:	225 Commerce St	24 hrs/day, 7 days/week
	(October 20-November 30 only)	

Free Christmas Tree Drop-off

After the holidays are over, don't throw your tree away--recycle it! Once again, Western is working with the city of Boulder through its Yard Waste Drop-off Program to keep Christmas trees out of the landfill. Western Disposal provides a free drop-off site for these trees from December 26 to January 31.

Remember--remove all nails, ornaments, plastic, tinsel, stands and lights before bringing in your tree! Also, flocked trees and wire-based wreaths are not recyclable.

Western's Transfer Station is located at 5880 Butte Mill Road, just south of Valmont and west of the railroad tracks near Stazio Ballfields. Please follow the signs from our front gate to the old Colorado brickyard site, east of our main facility, to the drop-off area. If you miss the special drop-off that is open through January 31, the City's yard waste drop-off site is open year round Monday - Saturday at our facility.



How Do You Clean Up After 20,000 College Students?

Boulder, like most college towns, has a lot of trash on its streets and in its alleys when college students move in or out. Students abandon a lot of material when they move out, and they generate a lot of packing trash when they move in. In May and August, the University Hill area and the Goss-Grove areas, where many students live, are clogged with overflowing dumpsters.

Boulder has ordinances requiring that trash not be left on the ground. As a result, during student move in/move out, landlords were receiving substantial fines for the large volume of trash being left around dumpsters.

In 2001, the problem became so severe that the city of Boulder convened a study group made up of landlords, tenants, trash haulers and City staff to determine what could be done to remove the trash in a more timely fashion and to keep the neighborhoods looking neat and orderly. Alison Oddie.

Western suggested a program called "Six-Day Review." Under this new program, which started in May of 2002, landlords can sign up for a special service from Western. For 3 weeks in May and 5 weeks in August, we drive by all of the housing units in the University Hill and Goss-Grove areas that have signed up for the program six days per week (no Sunday service). If the dumpster is full or there is trash on the ground, we collect the trash and charge the landlord. If the dumpster is not full or there is no trash on the ground, we do nothing and we charge nothing. As an incentive to the landlords to sign up for the program, the City agreed not to issue summons for trash on the ground if the landlord had signed up for the service; therefore, most landlords signed up.

The difference in the appearance of the Hill and Goss-Grove is astounding. Alleys that used to be piled with trash for most of May and August are now clean every day. Tenants and residents of the Hill who had to contend with scattered trash and the unsightliness of the alleys now have orderly alleys.

How much trash do the students generate moving in and out? In August of this year, the Six-Day Review program collected 432 tons of material—that is 43 trash trucks full of trash. The program is working.

A Day in the Life of An Automated Driver

Drivers of our automated residential trucks empty trash and recycle carts using a robotic arm. Drivers sit on the right side of the trucks and empty carts as the truck travels down the street. This method of collection keeps the driver inside his truck most of the day, which helps minimize injuries and reduce exposure to extreme temperatures. It also helps to reduce turnover because the physical requirements to do the job are not as strenuous, thus enabling employees to stay in the position longer.

However, the driver is not always in his truck. Extras that do not fit inside carts and containers that are not serviceable by the robotic arm are the primary reason drivers are required to get out of their trucks. Drivers also jump out to re-label carts, access carts inside enclosures, push out carts from customers' homes, and clean up the occasional mess created on windy days.

Drivers will also stop to assist customers who are still trying to put out their carts, wave to children and even honk the air horn when children ask.

On average, drivers service about 800 carts per day, make 20 calls to Dispatch per day, and drive 15,860 miles per year. In an average year, a driver will go through about 10 pairs of gloves, wear out at least 2 pairs of shoes, and consume about ten dozen donuts at semi-monthly safety meetings.

Automated trucks are a great improvement over conventional rear-load trucks for both drivers and for Western Disposal. Productivity remains high, injuries are down and driver turnover has decreased. If emptying trash is "your thing", there is no better way of doing it than having it automated.



Recycling Facts (con't)

What accounts for the growth in our waste stream?

The growing affluence of Americans has allowed us to become a nation of consumers; and, as a result, we dispose of more.

The item most frequently encountered in solid waste landfills is plain old paper—on average, it accounts for more than 37 percent of a landfill's contents. This proportion has held steady for decades and in some landfills has actually risen. Newspapers alone can take up as much as 13 percent of the space in U.S. landfills.

What can we do to help reduce this growing amount of materials going to landfills?

Recycling is one of the best environmental stories of the later 20th century. Recycling, including composting, diverted nearly 70 million tons of material away from landfills and incinerators in 2000, up from 34 million tons in 1990, doubling in just 10 years. Collecting recyclable materials is the first step in a series of actions that generate many financial, environmental and social returns.

Please do your part to help minimize or reduce our growing waste stream. Be conscious of the products you buy and reduce the waste at its source (or waste prevention) and reuse as many products as you can at your business and your home. Compost or recycle yard waste and yard trimmings when possible. Recycle paper products and containers generated at your business as well as at home. Recycling does make a difference and you can too!

Extra Trash Stickers



If you live in the city of Boulder, don't forget to purchase your extra trash stickers at \$2.00 each and save 35% over the price of \$3.15 per 32-gallon container.

Stickers can be acquired in a number of ways (minimum order of five, unless purchased in person):

1. In person
Western's Admin. Bldg.
5880 Butte Mill Road
2. By phone
303-444-2037
3. By fax
303-444-7509
4. By electronic mail
contact@westerndisposal.com
5. Via web site
www.westerndisposal.com
6. By mail
P.O. Box 9100
Boulder, CO 80301



*Serving Boulder County
Since 1970*

Ways to Reach Us...

5880 Butte Mill Road • P.O. Box 9100
Boulder, Colorado 80301
ph. (303) 444-2037
fax (303) 444-7509
e-mail: contact@westerndisposal.com
www.westerndisposal.com



20% Post Consumer Waste