

Western

DISPOSAL SERVICES

A QUARTERLY UPDATE FOR OUR CUSTOMERS

SPRING 2005

Win One Month Free Trash Service

35 lucky residential customers will receive one month of free trash service for finding their names in this newsletter during 2005!



In celebration of our 35 years in business, 1970-2005, this year we are awarding 35 customers with a free month's service.

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 are observed by Western Disposal:

- **Memorial Day**5/30/05
- **Independence Day** 7/04/05
- **Labor Day** 9/05/05
- **Thanksgiving Day** 11/24/05
- **Christmas Day**12/25/05*
- **New Year's Day**1/01/06*

***Because the holiday falls on the weekend, your residential collection schedule will not be affected.**

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.

Western Celebrates 35th Anniversary

We had to take a long look backwards, but we found it! The date Western Disposal began doing business was August 28, 1970. That makes this our 35th year in business.

Western started small with 1,200 customers and one truck. In 1970, 1,200 customers meant 1,200 stops per week. All we collected was trash and all of it went to a landfill near Superior.

Since that time, we have grown to where we make over 80,000 individual stops per week. We are providing not only trash collection, but the collection of a continuously expanding list of recyclables. Additionally, we have roll-off service and we have portable toilet service. The materials we collect go increasingly to recycling centers and compost facilities with less and less of it going to landfills. We provide sites for the diversion of construction materials from landfills and for the collection of Household Hazardous Waste. A lot has changed in the last 35 years.

What has not changed is our commitment to providing the highest quality service to our customers in all phases of our business.

Another thing that has not changed is the caliber and dedication of Western's employees. Our Company's longevity and success cannot be acknowledged without noting the longevity and experience of our people. Currently, Western employs 118 people whose average tenure is more than eight years! Six of our employees have been with us for more than 20 years and another 30 between 10 and 20 years. Only three employees have less than one year experience at Western. So, every time you see or talk with a Western employee, you can be fairly certain that person has a wealth of experience.

The accomplishment we are most proud of after 35 years in business is 35 years of safety. Imagine driving one million miles a year ... on congested streets, during the most hectic times of day, frequently driving in alleys, backing up almost as much as going forward ... and, for the most part, having only an occasional fender bender. Ours is a business with inherent risks and we are proud to say our employees continually make safety their first priority and provide us and the community we serve with an outstanding safety record.

And finally, to you, our customers, where would we be without you? Thank you for your patronage and loyalty all of these years. We look forward to celebrating this 35th year and hope all of you do too.

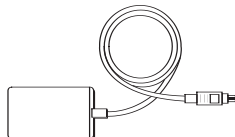
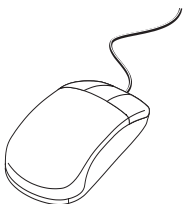


Electronics Drop-off Price List



Item	Each
● Computer Monitor	\$ 9.00
● Computer tower/CPUs	7.00
● Desktop computer printer	7.00
● Laptop computer	7.00
● Scanners and fax machines	7.00
● Keyboards, mice and cables	no charge
● Universal power supply (UPS)	7.00
● VCRs and DVD players	7.00
● Desktop copier	7.00
● Large commercial copier (30 cents per pound)	
● Cell phones	no charge
● Land-line phones and car stereos	3.00
● Home stereo components (receiver, boombox, etc; no speakers accepted)	7.00
● Large commercial computer equipment (30 cents per pound)	
● TVs 19" and smaller	20.00
● TVs 20" and larger	40.00
● Video games (depends on size)	3.00 - 7.00
● Video and digital cameras (depends on size)	3.00 - 7.00
● PDAs, Gameboys, Walkmans	2.00

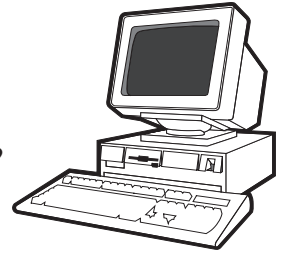
If you would like to bring your electronics to our Transfer Station, we are located at 5880 Butte Mill Road (58th and Valmont) and we are open 7:00 am to 5:00 pm Monday through Saturday (summer hours).



Introducing -- Electronics Recycling Drop-off

Western has now added an electronics recycling drop-off to its other Transfer Station programs.

Why should you recycle your computers and electronics instead of throwing them in the trash?

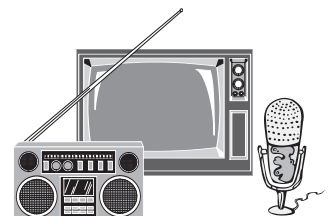


- 1) Almost all computers and electronic equipment contain hazardous materials that may pose a risk to public health if they are not handled and disposed of properly. Central processing units (CPUs), keyboards, computer, and electronic equipment's circuitry frequently contain toxic materials such as: chromium, cadmium, mercury and arsenic. Cathode-ray tubes (CRTs) used in computer color monitors and color televisions contain significant amounts of lead.
- 2) Color monitors, televisions, CPUs, keyboards, VCRs and similar electronic equipment generated by non-residential sources, such as small or large businesses, industry, schools and government agencies cannot be accepted at Colorado municipal waste landfills for disposal. Materials from commercial sources must be recycled or disposed of in a permitted hazardous waste landfill if the material exhibits characteristics of hazardous waste.
- 3) Household-generated wastes are exempt from the Colorado Hazardous Waste Regulations, but recycling your electronic equipment is still the right thing to do. Please help protect our environment.

Why is there a fee to recycle electronic equipment?

There is a charge for electronic equipment recycling to offset the cost of collection, storage and marketing of materials, and to defray the cost we are charged by certified electronics recyclers to accept the materials from us. Items which are obsolete or broken and cannot be reused must be disassembled before they can be recycled and this process includes the expense of handling and disposing of toxic materials.

We also offer pickup service for an additional fee. Residents or businesses with multiple items may find this most economical. If you would like to schedule a pickup, please call 303-444-2037 and ask for our Customer Service Department.



Why Does Recycling Cost Money?



Because the value of the materials collected is far less than the cost of collection.

We continue to receive many questions through our monthly surveys and through our web site regarding the cost of curbside recycling. In the city of Boulder, the fee for recycling is built into the monthly charge as required by ordinance. In areas where recycling service is by subscription, the charge is billed as a separate line item. This article is intended to answer the most common questions and provide a breakdown of the costs regarding recycling.

Following is the average amount of recyclables collected from one of our customers in a month along with the value of that material when we sell it to the Boulder County Recycling Facility:

RECYCLABLES COLLECTED PER HOUSEHOLD PER MONTH	VALUE OF RECYCLABLES PER POUND	VALUE PER HOUSEHOLD PER MONTH
85#	\$0.0117	\$1.00

As you can see, the value of the materials collected at the average household is only \$1.00 per month.

Collecting recyclables, however, costs the same amount as collecting trash. A specialized, expensive truck is still needed to collect the materials; we supply two carts for storing and setting out the recyclables, which cost about \$75.00; and we pay \$0.43 per month to maintain those carts. We have mechanics to repair the trucks and accountants and data processing people to service your account. In short, we have all of the same costs to collect recyclables that we have to collect trash and the materials we get from a home are worth less than \$1.00 per month.

What impacts the cost of collecting recyclables?

Density. When every customer has recycling service, instead of a few here and a few there, our routes are more efficient and we can pick up more stops per hour, which reduces the collection cost per household. Almost every home subscribes to trash collection, but the number of homes subscribing to recycling service is much less and this impacts the density.

Regular collection. Recycling customers do not always set recyclables out for collection each week, while very few households miss a trash collection day. Therefore, to collect a ton of material, a recycling vehicle must travel farther.

Quality. When residents do a good job of keeping their recyclables clean and properly segregated, the recycling facilities that process the materials have lower costs and can afford to pay back more for

continued ... Why Does Recycling Cost Money?

Continued on the following column

Are You One of the Lucky 35?

If your name is listed below, 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.

Margaret Gannon
Farhad Navid
Ramkumar Narayanswamy
Jerry and Jeanne Ryan
Michael Joost
Margaret Schonbeck
Jim Avery
Richard and Judy Steinkoenig
Mark Wong
Bob Grotluschen
Thomas Zirkle
Tianru Shao



the materials collected, thus reducing charges to customers.

However you look at it, recycling is a bargain. Other methods of managing our waste do not provide any of the environmental benefits recycling provides. When we make new products from recycled materials, we save energy, prevent pollution, reduce air emissions, save natural resources, preserve landfill space, and reduce the emission of greenhouse gases that contribute to climate change. Even though recycling costs money, it still makes cents!

We hope this article answers some of your questions and helps you better understand the economics of recycling. Recycling isn't free, but it is the right thing to do and it is good for our environment.

Thank you for the questions and feedback you give us and thank you for helping us work toward Boulder County's goal of 50% diversion.

City of Boulder's Annual Spring Clean-Up 2004

Western Disposal is again working with the city of Boulder on its annual Spring Clean-Up Program, providing residents with free collection of their organic materials. After collection, the organics are ground into mulch and made available to residents to use in their gardens and for landscaping. The collection schedule is:

- 4/18 - 4/22 Center Section - North side of Baseline to south side of Mapleton
- 4/25 - 5/06 North Section - North side of Mapleton to north city limits
- 5/9 - 5/20 South Section - South side of Baseline to south city limits

HOTLINE NUMBER: 303-448-2282 Call for information regarding the program. A map showing the collection progress is posted daily on our web site at westerndisposal.com. Just click the link on the opening page to access the map.

Materials that are acceptable: leaves, grass clippings, yard waste and branches up to six inches in diameter and six feet long. Place your material at the curb loose or in paper bags no more than one week in advance of your neighborhood's clean-up date.

Materials NOT accepted: PLASTIC BAGS WILL NOT BE ACCEPTED. Sod, dirt, construction materials, household trash, and all other non-organic material.

If you miss the Spring Clean-Up Program, you still have the opportunity to recycle your yard waste by bringing it to the organics drop-off center located at Western's Transfer Station (free for city of Boulder residents; small charge for Boulder County residents and businesses). The drop-off center is open year-round.

Notice to Pre-Paid Bag Customers



If you are a pre-paid bag customer and live in the mountains, you may place your pre-paid bags in a can or other container for collection. This may help to discourage wildlife from exploring the contents.

Christmas Tree Recycling Results for 2004

Thanks to all participants in the Christmas tree recycling program; 88.50 tons, or over 7000 trees, were collected during the program and diverted from the landfill. Each year we get better and better at recycling more and more.



Extra Trash Stickers



If you live in the city of Boulder, don't forget to purchase your extra trash stickers at \$2.15 each and save 35% over the on-route price of \$3.30 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

Automatic Payment: Be On Time, Every Time!

Western Disposal offers **automatic payment** as a simple and convenient way to have your charges automatically withdrawn from your bank account or credit card. We'll send you a statement of charges for you to review before the actual withdrawal date, so there's never any question about the amount you owe. It also saves you the trouble and cost of writing and mailing a check. To find out how to enroll in this free and simple payment plan, check out our web site at www.westerndisposal.com or call our Accounts Receivable Dept at 303-444-2037.



Serving Boulder County
Since 1970

Ways to Reach Us...

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ph. (303) 444-2037
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e-mail: contact@westerndisposal.com
www.westerndisposal.com

