

Western

DISPOSAL SERVICES

A QUARTERLY UPDATE FOR OUR CUSTOMERS

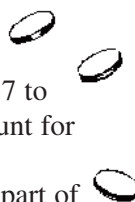
SUMMER 2004

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:

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

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.

Where Do Your Recyclables Go?



The following article is a summary of two articles: 1) "Exports Continue to Drive U.S. Recovered Paper Markets" by William P. Moore from *Paper Age*, June 2003 and 2) "The Great Haul of China" by Randy Woods from *Waste Age*, April 2004.

We have numerous people ask us through our surveys, our web site and our personal contacts, "What happens to the recyclables you collect from my home and/or my business?"

While the United States uses a large portion of the materials we recover, more and more are being exported to other countries. From the latest statistics we were able to obtain, as of the end of 2002, approximately 25 percent of the paper (paper and cardboard) collected in the United States each year is exported. The demand for recovered paper to U.S. mills is expected to grow slowly while export demand will move more rapidly and is now approximately 30 percent of U.S. totals. This increase is being fueled by the voracious appetite of China's economic expansion. Figure 1 shows the export destinations of U.S. recovered paper in 2002. Marty Gorce. Asian recovered paper imports have been the major force in driving the United States recovered paper markets for more than three years now.

Figure 1. Export Destinations of U.S. Recovered Paper 2002

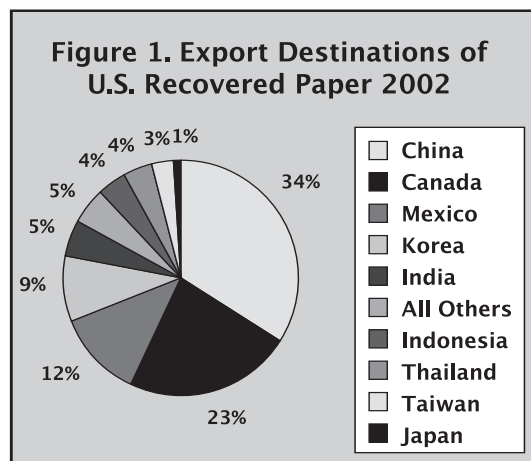
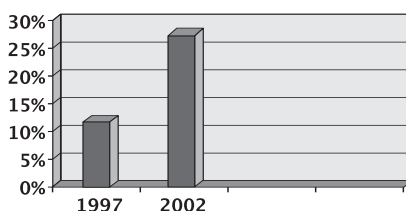


Figure 2. Chinese Imports of U.S. OCC in 2002 Compared to 1997



Canada and Mexico have traditionally been the largest importers of U.S. recovered paper, but they have now fallen behind China for the dominant position. China imported more than 3.3 million tons of U.S. recovered paper in 2002. Old corrugated containers (OCC—cardboard)

Where Do Your Recyclables Go? (continued from page 1)

was the second most important grade imported, and in 2002 China accounted for 27% of the U.S.'s exports of OCC.

There does not seem to be any letup in the demand for recovered paper in China with 16 new paper and board mills scheduled to come on line before the end of 2004. Many of the paper machines will be fed recovered paper, of which substantial amounts are to be sourced from the U.S. The gross domestic product for China is expected to grow by 9.5% in 2004, and their demand has created a drain on our own domestic operations. Nowhere has China's effect been more pronounced than in the metal recovery industry.

Demand from Asian markets is outstripping worldwide production. China accounts for 20 percent of the global production and consumption of aluminum, and 70 percent of the copper scrap exports recovered in the United States are sent to China. According to Mike Schedler, president of the National Association for PET Container Resources (NAPCOR) of Charlotte, NC, for plastics recycling, "China is not just a huge story, it's the only story. China has taken away most of the feedstocks. The industry is in desperate need of raw materials."

Although electronic components represent only a fraction of the waste stream, Chinese recyclers are becoming more interested in the U.S. supply because of their copper, gold, aluminum and steel components. Although numbers are difficult to find, it is estimated that as many as a thousand 40-foot containers full of computer monitors are sent to Asian markets each week.

What is the future of the U.S. recycling market? The United States recovery of mixed paper is at approximately 25 percent, significantly less than OCC (cardboard) and ONP (old newspapers), which both exceed 70 percent. Increases in the recovery rate have become limited by the incremental costs to recover additional tonnage. During the last few years, the municipal sector has not produced any significant increases in recovered materials supply. Many communities are experiencing difficulty deciding whether or not to maintain their recycling programs.

The demand for U.S. recovered materials (paper, metal and plastic) from the Asian/Pacific Regions will continue to increase. The supply of U.S. materials will lag demand until the market price for these commodities moves up to a point that will support additional supply development. New techniques and technologies will have to be developed to deal with growing export markets.

Just a Reminder for City of Boulder Residents

Please note: This program is available to city of Boulder customers only.

In 2001, the city of Boulder passed a "Pay-As-You Throw" Ordinance with the goal of achieving 50% diversion of trash going to our landfills by the year 2005. This means that trash haulers who operate in the city of Boulder are required to charge residential residents based on the service they have signed up for, number of 32-gallon units, as well as any extra volume they have above their subscribed level.

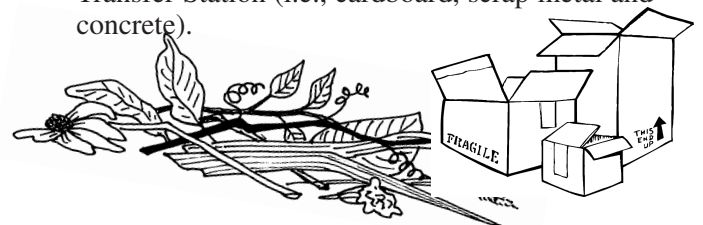
Consequently, when a customer exceeds their allotted volume, Western Disposal must, as required by ordinance, charge an extra fee based on the amount of extras that the customer has. Duane Kniebes. When placing your trash out for removal, please be sure that all trash fits inside the container and does not exceed lid-level to avoid an extra charge.

For extra cans or bags outside of your container, the extra charge is normally \$3.15, but if you purchase extra trash stickers in advance for \$2.00 each you save 35%. For more information, please call Customer Service at 303-444-2037.

Lighter Landfills

Western Disposal helped to divert more than 64 million pounds of recyclables from the landfill in 2003. Highlights include:

- ➔ 37.6% (24,177,420 lbs.) of the total recycled was collected from single-family residences and from multi-unit residential complexes.
- ➔ 31.5% (20,237,660 lbs.) of the total recycled was yardwaste and woodwaste diversion.
- ➔ 24.9% (15,957,220 lbs.) of the total was fiber (paper/cardboard) and commingled container materials collected from commercial and industrial businesses.
- ➔ 6.0% (3,856,560 lbs.) of the total was additional material Western pulled directly out of the trash at our Transfer Station (i.e., cardboard, scrap metal and concrete).



Garbage Friendly Bears

Over the past several years in the residential and business areas west of Broadway in Boulder, there have been increasing reports of bear sightings. Bears that live in the foothills have become less afraid of people and more interested in an easier food supply (human food). If you live west of Broadway or have a business or rental property in the same area, here are some ways you can help protect our furry friends and make your discarded food items less attractive.



Residential

- Wash out your trash cans or carts frequently with ammonia and/or soap. Dishwashing soap works great to mix with ammonia so the ammonia doesn't evaporate as rapidly.
- If possible, don't put your trash out until the day of collection.
- Remove other attractants from your backyard as well, i.e.:
 - Clean BBQ grills after each use and store inside or out of the wind.
 - Don't put out bird feeders between April and November. If you really want bird feeders out in the summer and fall, take them in at dusk and clean up the seed below frequently. Also, don't use suet until after November.

Commercial and Residential

- Make sure you have adequate trash service and that all your waste fits inside the container with the lid closed.

Commercial

- If your dumpster has significant food waste in it and is a desirable target for bears, consider getting a locking dumpster for additional protection.

A little effort will go a long way to help protect wildlife from themselves. Making trash harder to get to will make trash less desirable to find; and, hopefully, they will forage in their own environment and not in town.

House Calls

Remember that term? Doctors used to make "house calls" in the mid 1900s. Now, Western will be making "house calls," but not at your door, on your phone. Beginning with the 4th of July Holiday, Western will be automatically calling our residential customers several days in advance of the holiday to let you know how it will affect your collection day. We will also use this system to relay other important messages to you that may affect your service.

We hope you will find this new service helpful and of value. However, if you do not wish to receive future holiday reminders, just press "1" at the end of the live message and your number will be removed from our automatic calling system. If our message gets recorded on your answering machine, you may call, write, or send us an email requesting to be removed from our "house calls" list.

If you do not receive a call or if you do not know if we have your correct phone number, please call our Customer Service Department at 303-444-2037 to verify that we have the correct number on file.

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 website at www.westerndisposal.com or call our Accounts Receivable Department at 303-444-2037.

City of Boulder's Annual Spring Clean-Up Results for 2004

Boulder's 2004 Curbside Spring Cleanup was completed on May 21. The final count shows 9,379 Boulder households contributed materials to this year's cleanup. Each household put out an average of 420 pounds of organics to be recycled.

This year, your efforts kept more than 1,996 tons of organics out of the landfill!

At the site on 63rd Street, residents dropped off more than 340 tons of branches.

Thank you, city of Boulder residents!

Western Disposal's Transfer Station Best Dump Around

The Transfer Station at Western Disposal is now operating with two scales, one for inbound traffic and one for outbound traffic. This additional scale will help to reduce wait time and increase efficiencies in processing the charge for services.

Our facility is the closest place for Boulder City residents and businesses to take their waste. Wallace Campbell. It is paved; and if you've ever been to a landfill, you can appreciate how nice it is not to have to deal with all the dust or mud you invariably bring back with you.

We accept recyclables and yard waste as well as trash. Boulder County operates the Household Hazardous Waste drop-off at Western's facility and is open Wednesdays from 8:00 am until 3:30 pm, and Fridays and Saturdays from 8:00 am until noon.

With our location and one-stop drop, Western Disposal has made it convenient to dump your unwanted materials and to keep your home waste and clutter free.

The next time you have items to discard, or wood waste, yard waste or other recyclables to drop off, please visit our facility at 5880 Butte Mill Road!

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