

Western

DISPOSAL SERVICES



SUMMER 2010

A QUARTERLY UPDATE FOR OUR CUSTOMERS

Win One Month Free Trash Service

Several lucky residential 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 are observed by Western Disposal:

- Independence Day7/04/10
- Labor Day9/06/10
- Thanksgiving Day ...11/25/10
- Christmas Day12/25/10
- New Year's Day1/01/11
- Memorial Day.....5/30/11

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.

Free Document-Shredding Days

As a thank you to our customers, Western Disposal is partnering with Shred-It, a document destruction company, to offer **free shredding days** in 2010.

Our remaining 2010 event dates will be:

- Sunday, August 15th and
- Sunday, October 10th

Event hours: 9:00 a.m. until 12:00 noon

Event location: Western Disposal's Trash and Recycle Center
5880 Butte Mill Road, Boulder

We have scheduled our shredding event on Sundays, when we are normally closed, so that we are not competing with the traffic of our own equipment and the public bringing in trash, recyclables, yard waste and wood waste. William Fabing.

Bring your confidential materials such as tax returns, medical forms, bank statements, etc., for safe and secure destruction.

- Volume limit: 5 copy paper boxes or 32-gallon bags weighing no more than 35 lbs each
- No separating required
- Clips and staples are okay
- Folders, notebooks and binders are okay
- No phonebooks, catalogs, magazines will be accepted
- No electronic media will be accepted—paper only!

This is a free shredding event of confidential materials; other recyclables are not accepted. Jill Powers. The event is open to Western Disposal customers only as an appreciation for your business and your loyalty. Our events are not open to the general public and non-Western customers.

Our event partner, Shred-It, was founded in 1988 and has more than 130 branches on five continents and is one of the world's leading document destruction companies. For document destruction done right and at your site in the Boulder area, just call Shred-It at 303-293-9170.



Bragging Rights

The management of Western Disposal is so proud of our drivers, we just have to brag.

Every year, we recognize our drivers who work an entire year without an accident (our definition of an accident for the purpose of this award is any safety incident that occurs while operating one of our vehicles, no matter how minor). In past years, we have consistently recognized thirty plus drivers for this achievement; but in 2009, we had a record 43 safe drivers. We recognize our safe drivers with a cash award of \$100 for each consecutive year of safe driving. While 30 of our drivers had two or more consecutive years of safe driving in 2009 ... one achieved an especially remarkable feat ... fifteen years. Imagine driving a trash truck in Boulder area traffic all day, every work day of the year, for 15 years in a row (almost a half a million miles total) and not causing so much as a scratch to vehicles or property. That is precisely what Francisco (Kiko) Salomon has done. Kiko is the second driver in Western's 40-year history to achieve this milestone. Anne Unetic-Stodola. This means Kiko has received a total of \$12,000 in safe driver awards to date and we are eager to award him another \$1,600 next year when he completes 2010 accident-free.

In addition to the cash awards, our safe drivers and their guests attended a banquet on March 7, and were given jackets, watches, and other gifts based on their number of years of safe driving. We want to congratulate all of them and look forward to an even bigger banquet next year.

Construction Recycling Services

Let Western Disposal help you meet the green building requirements for the city of Boulder's Green Points program and Boulder County's BuildSmart program. Lewis Wackler. Western has expanded our container size and service options to make it easier to divert recyclable construction materials from the landfill.



How Can We Help You?

- ◆ Multiple container size and service options
- ◆ Recycling guidelines in English and Spanish
- ◆ Container size and container weights are printed on our invoices to make your reporting requirements easier
- ◆ Material sorting (processing) service is available
- ◆ Service options available to meet LEED certification requirements

What Size Containers and Service Options Are Available?

Trash container size options

4-cubic-yard dumpster
6-cubic-yard dumpster
12-cubic-yard roll-off
20-cubic-yard roll-off
*30-cubic-yard roll-off
40-cubic-yard roll-off

Recycle material only container size options

(single material or mixed construction recyclables, wood, cardboard and scrap metal)
6-cubic-yard dumpster
*12-cubic-yard roll-off
*20-cubic-yard roll-off
*30-cubic-yard roll-off

Mixed trash and construction recyclables size options

6-cubic-yard dumpster
*12-cubic-yard dumpster
*20-cubic-yard dumpster
*30-cubic-yard dumpster

**denotes container sizes available in mountain areas*

Mixed recyclables are sorted at Western Disposal and the weight reported is for the weight of the contents in the container, not the individual materials.

Mixed trash and construction recyclables are sorted at Western Disposal, and the weight reported is the total weight of the contents. The city of Boulder and Boulder County will allow a 65% diversion calculation with this service (this service is not allowed under a LEED certification project).
Laura Beauchamp.

Both the city of Boulder and Boulder County will allow mixing of construction trash and recyclables for sorting at a registered facility. Western Disposal's Trash and Recycle Center is a registered facility.

What materials can be recycled?

- ◆ Clean wood: dimensional lumber, plywood and OSB (no primed, painted or treated lumber, no siding)
- ◆ Cardboard
- ◆ Scrap metal
- ◆ Appliances
- ◆ Wire
- ◆ Yard waste
- ◆ Cedar shake shingles
- ◆ Concrete

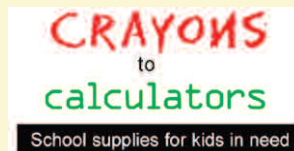


Important Notes

- 1) To facilitate the sorting of mixed construction recyclables or mixed trash and construction recyclables, all materials must be deconstructed by hand and placed into containers without being attached to any other type of material. Barb Hadley. Drywall must be removed from 2x4s, shingles and siding must be removed from sheathing, etc. Nails are okay. Projects cannot be taken down with mechanical equipment and then placed into the containers without first deconstructing the materials by hand.
- 2) Concrete in more than a nominal amount can only be recycled in 12-cubic-yard roll-offs to avoid exceeding legal weight limits. Typically, 10 cubic yards of broken up concrete will equal the 10-ton contents legal weight limit for a roll-off vehicle.

Crayons to Calculators Thanks Western Employees

by Francie Anhut, CEO for Impact on Education



Crayons to Calculators is a collaborative effort of six area non-profit organizations and the Boulder Valley and St. Vrain School Districts. It is organized by Impact on Education. Crayons to Calculators is focused on providing students in need with backpacks of school supplies so that they have the necessary tools to fully participate in the classroom.

Western Disposal is the corporate sponsor of Crayons to Calculators and in 2010 dramatically increased their support of the program. On May 29th at the annual Impact on Education Razzle-Dazzle dinner dance, Western presented a check for \$100,000 to support the program. The contribution was a combination of a corporate gift, the results of a fundraising auction Western held for its suppliers and the contributions of individual Western employees. Three cheers for Western, their suppliers and their employees.

Western's donation by itself will provide over 1,500 backpacks for kids in need. Scott and Gael Ohlgren. On behalf of all the Crayons to Calculators partners – Education Foundation for St. Vrain, FISH of Broomfield, Foothills United Way, I Have A Dream, Impact on Education and Sister Carmen Community Center, THANK YOU!!!

E-bill and E-pay

Western Disposal offers simple and convenient billing and payment options designed with your convenience in mind. Check out the following options below to see which ones work for you!

Billing Options

- **NEW!** Electronic – Register your Western Disposal account with our online E-Billing service and we will notify you via e-mail when your statement is ready. You'll also have the opportunity to view the Western Disposal newsletter online.
- Traditional – Receive your regular paper statement and newsletter in the mail.

One-Time Payment Options

- **NEW!** Electronic – Pay online using credit card or e-check (using your bank's routing and account numbers).
- Traditional – Mail a check with your statement's stub or pay by phone using your credit card.

Automatic (Recurring) Payment Options

- **NEW!** Electronic – Register online using a credit card or ACH withdrawal from a checking or savings account.
- Traditional – Mail in the completed form found on our website under the Billing and Payment section for automatic payments using a credit card or ACH information from your checking or savings account
- Traditional – Call our Customer Service Department and set up automatic credit card payments over the phone.

(If you do not sign up for electronic delivery of your statement, you will continue to receive it via postal delivery.)

Registration for new E-Billing and E-Payment options must be completed on our website at www.westerndisposal.com. Click on the Billing and Payment section and follow the directions for account registration. If you have any questions, please call our Customer Service Department at 303-444-2037.

Free Mulch Now Available (New Location)



3" mulch, made from yard waste dropped off at Western Disposal, is now available on the site where the old recycle drop-off center was located, 5301 Pearl Parkway (this address is not labeled). The site is east of 47th, west of 55th and north of Pearl Parkway. Turn north onto the drive leading back to the site.

Please bring containers, gloves, and a shovel or pitchfork to load your mulch.

Western Receives Waste Reduction Award

Western Disposal was honored to receive the 2010 Waste Reduction Award from The Center for Resource Conservation at their annual dinner on Friday, April 23rd.

Western was recognized for our support of "Resource" the building materials reclamation and resale branch of the Center for Resource Conservation. Western Disposal previously owned the old Colorado Brick Company site on 63rd Street where the Resource sales yard was located for the last fifteen years. The Resource sale yard has now moved to a new location at 6400 Arapahoe, a site that was purchased by the city of Boulder to support non-profits engaged in waste diversion activities.

The employees of Resource developed a successful business during the 15 years they were on the site and we wish them well in their new location. Dennis Sack. We know many of our employees and many of our customers have purchased used building materials including lumber, doors, windows and flooring from Resource, reusing those materials and keeping them out of the landfill.

We are happy to have Resource and the Center for Resource Conservation as a diversion partner.

The Cost of Our Quarterly Newsletter

Each month we mail out 300 random surveys to our customers asking them how we are doing. One of the questions we ask is about our newsletter. Occasionally, we will receive a comment such as, "stop the newsletter and lower our cost." Because we produce our newsletter in-house, this benefit costs very little to provide...approximately 12¢ per quarter, or 48¢ per year.

The only cost incurred in producing the newsletter is printing. We do not mail our newsletters separately (exception, HOAs that receive one bill). Dick and Sandra Easter. We enclose them with our invoice. So, as you can see, the elimination of our newsletter would only save each of our customers about 50¢ per year.

The vast majority of the comments we receive about our newsletter are very positive, and almost 85% of our residential customers say they read our newsletter. We certainly appreciate your feedback on our surveys, and we hope this little bit of information about the newsletter can help those of you concerned about its cost see it is very minimal. Trevor and Darcy Pace. Thank you for your continued business, your feedback and thank you for reading our quarterly newsletter.

Extra Trash Stickers



TO REORDER: 303-444-2037
www.westerndisposal.com
Extra Trash Prepaid Tag Recycling Saves You Money!

Prepaid residential trash stickers are now available for all of our service areas. If you have regularly scheduled trash service, you may purchase prepaid trash stickers for \$3.00 each and save 25% over the on-route price of \$4.00 per extra 32-gallon bag.

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

Western
DISPOSAL SERVICES

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