



A QUARTERLY UPDATE FOR OUR CUSTOMERS

www.westerndisposal.com

WINTER 2002

Western Disposal's New Collection System

Now that our new collection system has actually started and is up and running, we want to thank you for your patience and diligence in learning the new system. We are dedicating this newsletter to answering frequently asked questions regarding the new program.

**Q&As
for all our
residential
recycle
customers**

1) *What is the recycle collection schedule?*

Single family homes and multi-unit buildings of eight units or less have one of their recyclable materials collected each week. Sue Collard. Mixed paper materials are picked up one week and commingled containers the next week. If you need a recycle collection calendar for your pickup day, see question #2.

2) *How can I get a new and/or an additional recycle collection calendar?*

Our recycle collection calendars are specific for your collection day. If you have a computer and are online, the easiest way to obtain a calendar is to go to www.westerndisposal.com, click on "Collection Schedule" and download the calendar that coordinates with your collection day. If you don't know your collection day, call our Customer Service Department at 303-444-2037. If you don't have access to a computer, call us at the above number and we will be happy to mail you a calendar.

1) *Will the city of Boulder still have its annual Spring Cleanup program?*

Yes. The City will still fund and pay for the spring collection program for your tree branches and other organic materials.

2) *How can I obtain additional recycle bins?*

If your home uses recycle bins instead of recycle carts, Western Disposal has an exchange area set up at our Transfer Station (5880 Butte Mill Road) for homeowners to drop off unwanted bins or to obtain additional used bins. Quantities are limited by the number of unwanted bins delivered to us by our customers (call for availability). You may also purchase new, stackable bins from Western Disposal for \$6.50 each, which includes delivery to your home. Or you can use any sturdy plastic container (12 gallons or less) that you may have available at your home.

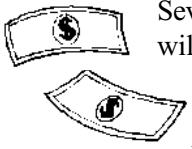
3) *May I change my trash and recycle cart sizes?*

Yes. If you want to change trash service levels and you have a trash cart, or if you want to exchange your recycle carts for larger or smaller sizes, Western Disposal will be happy to accommodate your request. We offer one free exchange of one or all of your carts (trash, mixed paper, and commingled containers) at one time. Susan and Knut Moe. Due to the expense of cleaning and delivering carts, however, Western Disposal must charge \$15.00 for each subsequent cart exchange. You also have the option of bringing your cart(s) to Western during our normal business hours for exchange at no charge.

**Q&As
for city of
Boulder
residents
only**

Continued on page 2

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.

Holiday Schedule Information

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:

- * **Memorial Day**
May 27, 2002 - Monday
- * **Independence Day**
July 4, 2002 - Thursday
- * **Labor Day**
September 2, 2002 - Monday
- * **Thanksgiving Day**
November 28, 2002 - Thursday
- * **Christmas Day**
December 25, 2002 - Wednesday
- * **New Year's Day**
January 1, 2003 - Wednesday

If your residential pickup day falls on or after one of the above holidays, your trash and recyclables will be picked up one day later that week. For instance, Thursday pickup will be done on Friday; Friday pickup will be done on Saturday.

Western Disposal's New Collection System

Continued from page 1

4) *Why can't I put 6- & 12-pack paper cartons in my mixed paper container?*

GREAT NEWS: you can. You can put these paperboard containers out at the curb for collection with your other mixed paper materials. When the program was originally set up, the Boulder County Recycling Center would not accept these cartons in the curbside collection mix; they changed their minds.

5) *Why can't I put shredded paper and other small paperboard items (i.e., toilet paper and paper towel rolls) in with my mixed paper?*

Due to the small size of these types of paperboard materials, they fall through the sorting screens at the Boulder County Recycling Center and are discarded as trash. Michael Preobrazhensky. They are recyclable if you deliver them to the drop-off center, but they are not accepted in the curbside program mix.

6) *What am I going to do with all my yard waste in the Spring when I have sized my trash service for my household trash only?*

Western is planning to offer a weekly collection service by subscription for green waste only, beginning in April and running through November. The program will run for eight months of the year and will cost substantially less than the \$8.00 per 32-gallon unit for weekly collection of this material as trash. The "Pay-As-You-Throw" ordinance does not cover the separate collection of organics if it is not collected as trash. We will be sending out more information to you regarding this service as we develop the details and pricing for the program.

7) *How should I set my trash and/or recycle carts out so your automated truck can access them?*

Please set your trash and recycle carts at least 2 feet apart and at least 2 feet from any other objects such as trees, mailboxes, etc., or your neighbor's containers. We would greatly appreciate your help in doing this as it will enable our drivers to increase their efficiency while providing you with the best service possible.

New Drop-off Center Opens

The new Drop-off Center and Boulder County Recycling Center located at 1901 63rd Street is up and running, ready to accept your recyclables. The old recycling Drop-off Center at 5351 Pearl Parkway closed December 31.

Boulder Center for Hard-to-Recycle Materials

The Boulder Center for Hard-to-Recycle Materials is now open at 5030 Old Pearl Street. The Center will initially collect computer equipment, hardcover books, and televisions. There will be a fee to take certain materials for recycling. For additional information, call 303-444-6634. Hours of operation are Monday - Saturday, 9:00 a.m. to 4:00 p.m.



Visit Western Disposal on our web site - www.westerndisposal.com

