

Western

DISPOSAL SERVICES

A QUARTERLY UPDATE FOR OUR CUSTOMERS

WINTER 2004

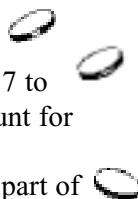
Win One Month Free Trash Service

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:

- * Memorial Day.....5/31/04
- * 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

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.

Wind, What Can We Do?

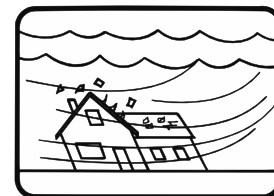
Our first brush with wind this season and gusts up to 80 miles per hour made it difficult for you to set out your trash and recyclables and a challenge for us to collect it. There will never be a perfect way to make it all work, although there are several ways to help control blowing trash and recyclables and to minimize your frustration searching for your container(s).

There are no residential containers, i.e. carts, available to the waste industry that can withstand the strength of gusts we experience (even if they are full and especially if they are empty) and remain standing and in place. There are also no residential carts available to the industry that have a secure locking or latching mechanism that will 1) allow a cart to be emptied by an automated truck and 2) stay latched even when tipped over. A secure latch of this type would require our driver to get out of his truck at every stop to release the mechanism before emptying the cart, which defeats the purpose and efficiency of automated collection. Patricia Wolter.

Keeping in mind these limitations, what can we both do to help co-exist with our very strong seasonal winds? Here are several suggestions for very windy days:

1. If you have carts for trash and/or recycling, do not overload them, making sure that the lids are flat and closed, and the wheels are against the curb.
2. If possible, bag your trash before placing in your containers to prevent spillage if your container(s) should tip over before we get there.
3. If you have additional capacity in your trash and recycle containers and you won't exceed your trash service level

the following week, wait and set them out on your next



scheduled collection day.

4. If you use bins for recycling, place a weight, such as a brick or rock, on top of your recyclables to keep them from blowing away. Please do not use anything of value as the weight could inadvertently be collected with the trash or recyclables. (This weight will also help anchor your lightweight, empty containers after we have collected your materials.)
5. If you are a commercial or residential customer using a metal dumpster with wheels, make sure your container is securely anchored from the wind or placed in a location where it is buffered from wind.

If the wind is significantly blowing when we are in your neighborhood, our drivers will take your cans or carts back up to your house to help prevent them from being lost or misplaced. If you live in a rural area, we will place your containers inside each other if possible and lay them down to make them less susceptible to the wind. Mrs. William Wolfe.

Western also offers address labels free-of-charge to put on your carts, cans or bins to help identify your containers from your neighbor's. To request your labels, just mail us a stamped, self-addressed envelope; tell us how many you need; and we will mail them back to you.

We hope this information is helpful in addressing your inquiries and frustrations about what to do on windy days.

Recycling F.A.Q.s

Ok, you've asked all the right questions about recycling. Now, based on your calls to our Customer Service Department and your responses to our customer surveys, we've put together this list of frequently asked questions that we think will help eliminate some of the guesswork of recycling:

Q: Where should I take my old electronic items such as computers, printers or TV's to be recycled instead of just throwing them in the trash?

A: Eco-Cycle and the city of Boulder's Center for Hard-to-Recycle Materials (CHaRM) will accept most of your home electronic equipment, such as computers/computer equipment, TV's, VCR's, cell phones, copiers and fax machines. Most items will include a nominal fee required to offset the cost of processing (well worth it to keep them out of the landfill). The CHaRM facility is located at 5030 "old" Pearl St. Hours are Mon.-Sat. from 9am-4pm. For more info call Eco-Cycle at 303-444-6634 or visit their website at www.ecocycle.org.

Q: Why will Western collect my plastic bottles with a #1 or #2 but yogurt and margarine tubs with a #2 or #5 are not accepted?

A: The Boulder County Recycling Center has created a list of acceptable curbside recyclable items based on the markets available for the materials. Because the market for tubs is so limited, it would not be cost-efficient to include them in curbside pick-up. The Boulder County Recycling Center will accept a limited amount of these items at the drop-off site only because the volumes that would be collected curbside would exceed market demand. Because they have to pay to have the materials taken, this is just enough to test potentially developing markets. Also, because the manufacturing process differs for plastic bottles and tubs, they have different melting points and cannot be mixed. The same goes for the plastic caps on your bottles. Please

do not include these with your recyclables. Chris Foster.

Q: I have plastic bags left over from the grocery store, newspaper, and dry cleaners. Since they are not recycled curbside, who will take them?

A: Recently, CHaRM (see first question) began accepting these plastic bags for recycling-providing they are clean, dry and empty of all food, receipts, etc. Please do not include any garbage bags, sandwich bags or plastic food wrap. So far, the program has been a huge success!

Q: Other than the city-sponsored programs such as the Fall Leaf Program and Spring Clean-up, where can I take my yard waste to be recycled?

A: The city of Boulder also sponsors a year-round yard waste program located at Western Disposal's Transfer Station, 5880 Butte Mill Road. For city of Boulder residents there is no charge to drop off your branches, leaves and grass. County residents and businesses may use this site as well for a fee. Winter hours (November through March) are Mon-Fri 7am-5pm and Sat 7am-2pm and summer hours (April through October) are Mon-Sat 7am-5pm. For more information call 303-444-5794.

Q: Around Christmas time I seem to accumulate Styrofoam and packing "peanuts". Does anyone recycle these?

A: Although there is not a facility that takes these items year-round, there will be a special collection for block Styrofoam only at CHaRM from **January 12-17**. Your block Styrofoam will be accepted during **this week only**, during regular business hours. It must be clean, white, free of tape, and imprinted with the number 6 inside a recycling symbol. CHaRM will NOT be accepting Styrofoam packing "peanuts", or bubble wrap. However, a list of local mail service and shipping centers that accept "peanuts" and bubble wrap for reuse can be found on Eco-Cycle's website under the "Your Guide to Hard-to-Recycle Materials" link.

Extra Trash Stickers



For city of Boulder customers under the pay-as-you-throw program, don't forget to purchase your extra trash stickers at \$2.00 each and save 36% 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. *Walk in*
Western's Admin. Bldg.
5880 Butte Mill Road
2. *Phone*
303-444-2037
3. *Fax*
303-444-7509
4. *E-mail*
contact@westerndisposal.com
5. *Web site*
www.westerndisposal.com
6. *Mail*
P.O. Box 9100
Boulder, CO 80301

Western
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Serving Boulder County
Since 1970

Ways to Reach Us...

5880 Butte Mill Road • P.O. Box 9100
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