



January 3, 2014

Dear Village of Thiensville Resident:

Waste Management is pleased and honored that the Village of Thiensville has chosen to use our recycling services in the upcoming years. We are very excited to introduce a new and innovative recycling program to the Village and it's residents!

You may have heard the news about Waste Management's new *Single Sort* recycling program. We are delighted to bring *Single Sort* to you. Here is how it works.

- You will receive a 96-gallon heavy duty green cart with a hinged yellow lid on Friday, January 3, 2014. (See enclosed calendar for more details).
- When should I start using my new cart? Start using your new cart as soon as you receive it. Place all your recyclable containers, paper, and loose cardboard directly into the cart. All recyclables can be mixed together in your cart. **USE THE RECYCLE CART IN PLACE OF YOUR PRESENT RECYCLING BIN.**
- What can I do with my old recycling bin? You have two options. You may use the bin as you wish around your home for storage or other purposes. If you do not want your recycle bin please put it in your new recycling cart, as it is recyclable as well.
- Your first pick up with single sort recycling will be on Monday or Tuesday, January 13th or 14th (same day as your garbage collection). Recycling will be collected **every-other-week** on the regular collection day. The cart will be picked-up in the *SAME SPOT YOUR BIN WAS LOCATED*.
- A new recycling calendar will be delivered with your cart.

Recycling is "GREEN WEEK" on the calendar.

- We find that the 96-gallon cart is perfect for most homes. Please try the cart for 60 days. The 60-day period will give you an opportunity to find out whether you truly need a smaller container. You may feel that the 96-gallon is too large, but if you use it a while, you may find it's just right.

- What do I do if after the 60 days I would prefer to have a 64-gallon cart?
 - Starting Monday, March 3rd, please contact me via email, tknoeck@wm.com, with the subject heading “Thiensville Cart Exchange Request”. The following information will be needed:
 - Name
 - Address
 - Phone number
 - You will have until March 16th, to request an exchange to the smaller 64-gallon cart. Any requests after this time will need to call our Customer Service Center, and will be charged a \$25 “Swap Fee”, billed directly to the resident, and scheduled for exchange on a different date and to Waste Management’s schedule.
 - We will plan on delivering 64-gallon carts on Friday, March 21st (to those residents who request it during the allotted time period).
 - If you send in a request, you will be sent a confirmation email on Monday, March 17th.

Why is Waste Management offering this program to you?

- ***Single Sort*** makes recycling **EASY**. All your recyclables go in one cart.
- ***Single Sort*** is **CLEANER**. Your new recycling cart has a lid and litter in your neighborhood will be greatly reduced.
- ***Single Sort*** is **SAFER**. The wheeled-cart is safer to handle for you and us.
- ***Single Sort*** **INCREASES PARTICIPATION**. When recycling is easy you are apt to recycle more. In turn, decreases the amount of material in the waste stream.

There may be items you are currently placing in the trash that can be recycled through our ***Single Sort*** program. Please take a few minutes to review the list of recyclable items for items you may be able to place in your ***Single Sort*** cart.

Please contact our customer service center at 888-960-0008, if you have any questions. At Waste Management we pride ourselves on keeping you at the edge of innovation.

Sincerely,

Tony Knoeck

Tony Knoeck
Public Sector Services
Waste Management of WI, Inc.