

# Message from Republic Services:

January 15, 2017

RESIDENTIAL TRASH AND RECYCLING CUSTOMERS: In an effort to provide trash and recycling service in the areas most impacted by snow and ice, we are asking Ada and Canyon County customers to do the following:

1. **ALLEY CUSTOMERS:** If your residence receives alley service and you did not receive service last week, it is likely your alley is still too dangerous for us to navigate this week. Place your trash and recycling as close to the street as possible. We realize many carts and cans are frozen in the alley or are on icy surfaces and cannot be moved to the street for service. No worries - Trash will be accepted in bags and recycling will be accepted in large paper leaf bags and boxes (not to exceed 35 lbs./each).
2. **CUL-DE-SAC CUSTOMERS:** If your residence is on a cul-de-sac which has not been plowed and you did not receive service last week, it is likely your cul-de-sac is still too dangerous for us to navigate this week. Place your trash and recycling at the closest plowed street for collection. Make sure carts are placed on the street-side of any plowed snow berms so the driver and truck can reach them. If you cannot safely move your carts to the closest plowed road, trash will be accepted in bags and recycling will be accepted in large paper leaf bags and boxes (not to exceed 35 lbs./each).
3. **TRASH AND RECYCLING PLACEMENT:** Drivers will be collecting trash and recycling in carts, cans and bags (not to exceed 35 lbs./each) through the end of January. Place everything as close to the street as possible. Trash and recycling behind snow berms or on top of snow covered sidewalks will not be collected. For the past two weeks drivers have been climbing berms and wading into deep snow to reach their customers' trash and recycling. The increased time per household caused significant delays in service.
4. **CHRISTMAS TREES:** If your Christmas tree has not been collected, please leave it in a visible and accessible location. Your driver will collect it as soon as possible.

We are committed to collecting all of your trash and recycling, particularly those that we have been unable to access for the past two weeks. These temporary measures should help. We appreciate your cooperation and driver support during this historic series of storms and cold weather.