

BENCH REQUEST NO. 1 (to all Companies):

For each 2011-2012 recycling revenue sharing plan submitted to the Commission for approval in these dockets in which the Company's entitlement to a percentage or portion of retained revenues is contingent on, or otherwise tied to, satisfying or accomplishing a specific task or performance goal, please provide the following information for each identified task or goal in the plan:

- a. A demonstration of how satisfying or accomplishing the task or goal will, or is reasonably designed to, increase recycling;**
- b. An estimate of the expenses or costs the Company anticipates incurring to satisfy or accomplish the task or goal during the plan period, including any work papers that support the estimate of expenses or costs; and**
- c. If the task or goal is the same as, or comparable to, a task or goal identified in a prior plan, the expenses or costs the Company actually incurred to satisfy or accomplish the task or goal during the prior plan period, including any work papers that support the expense or cost calculations.**

RESPONSE BY MURREY'S AND AMERICAN DISPOSAL COMPANIES

a. Murrey's and American answer Bench Request No. 1 as follows: as the Commission is aware, in the recycling revenue share plan filed by Pierce County on September 20, 2011, there are five identified elements in that plan:

- A. "ongoing implementation;
- B. "data reporting requirements;"
- C. "increase recycling and decrease disposal;"
- D. "direct support for Pierce County Environmental Sustainability Programs/Sustainability Position;" and
- E. "increase participation, increase tonnage and reduce contamination."

While these can be intertwined with respect to accomplishment of mutual goals and objectives, there should be little dispute that all of the elements are geared to "increasing recycling" as that objective has been legislatively understood by the Companies and Pierce County since the revenue share statute was implemented in 2002.

More specifically, element (a) “**ongoing implementation,**” is in a sense, misnamed to the extent that it was never intended to simply maintain status quo or equilibrium with the previous years’ results of increasing recycling or in mere compliance with minimum service levels set forth in the County ordinance. Indeed, this element aims to expand current recycling participation levels and the types and kinds of recycling, all with the goal of increasing the levels/participation rates and forms of increased recycling within the County.

Under element (a), the Companies customer service staffs (“CSRs”) are now in the “frontline” internally on recycling and have focused upon increasing the number of customers who sign up for recycling in the County. Those CSRs have disseminated and will provide additional information on “the right sizing” of solid waste and recycling service levels including the appropriate receptacle size for each residential household.

Working in conjunction with Pierce County, in early 2011, Murrey’s and American engaged in a customer survey that the County sent out to all households in 2011. One prominent reflection of such an ongoing implementation piece is, of course, to stimulate recycling and foster continuing focus on the need to constantly recycle materials generated in the day to day life of the average household. This 2011 County survey attached as Exhibit 1-a (bates numbers M/A 00001-8) was distributed to approximately 190,000 single family residences in Pierce County and was compiled by the County to guide future recycling programs in coming years like 2011-2012’s reporting program and of course to spur additional recycling.

Combined with such a survey, Murrey's and American have continued outreach to customers who routinely exceed their basic solid waste service levels and who are denominated "high extras" accounts. For 2011/2012, the Companies are implementing a more aggressive outreach to customers, particularly those who have high levels of cross contamination in their solid waste recycling containers. In addition to the conventional tagging of such receptacles on route by drivers, CSRs will individually call to follow up with such customers whose identities are daily communicated by flags on route sheets that driver's compile. The Companies are also planning on reinstating the mailing of an annual recycling guide last used in 2009, in addition to the annual customer service letter required by WAC 480-70-361, attached as Exhibit 1-a (bates numbers M/A 00009-10), which provides protocols with color guides to customers that encourage volume reduction in solid waste and recycling containers, including demonstrations of how packaging can be eliminated or minimized and physically compressed in containers.

Additional initiatives under element (a) for "ongoing implementation" for the coming year will include a targeting of the current percentage of customers (roughly estimated to be up to 3%) who do not currently recycle but who have ordered recycling carts and thereby avoid the additional \$1.00 per can charge per month for not recycling, identifying them through recycling route drivers and then contacting them through CSRs to educate them on the importance of actually utilizing the comingled recycling cart.

Finally, an aspect of "ongoing implementation" will continue an education focus which began in April and has continued since "Waste Reduction Wednesdays" whereby targeted customer service representatives educate others in their internal department about fielding questions on

outreach from customers that can be gleaned from phonecall and email contacts aiming to provide customer staff with depth of knowledge on particular topics. In other words, these individuals serve a “filtering” role where they act as the “in-house sustainability experts” to guide current customers service staff on these important issues. Some examples of these “Waste Reduction Wednesday” bulletins which started in April, 2011 are attached hereto as Exhibit 1-a (bates numbers M/A 00011-35) and include some samples from the current reporting year including those dealing with biodegradable bags from October 26, 2011, and sharps from October 12, 2011.

“Data Reporting Requirements” can best be captured by the adage: “measurement is management.” Current data reporting is indispensable, for without accurate and timely collection of volume and service data, no conclusions about trends for ongoing service can be drawn. For instance, such reporting in 2011/2012 will work concomitantly with the focus on “high extras” noted above and will tell the Companies much about increased extras and additional service level impacts experienced by individual customers, which can be measured including migration of existing customers to more appropriate service levels in diminution of solid waste generation. These statistical trends again are not required to be assessed under the minimum service level ordinance yet create some of the “leading indicators” of success in enhancing and increasing recycling. Data reporting requirements are therefore very real tools in prospective boosts to increasing recycling and go considerably above and beyond the requirements of the minimum service level ordinance in Pierce County.

“Increasing recycling and decreased disposal.” As the County’s “commodity revenue share analysis” demonstrated for the previous reporting year, the imprimatur of success in increasing recycling in 2011/2012 will clearly be the performance of the Company in the “ratcheted up” benchmark performance requirements in the plan including the basic metrics on per household increases and decreases in: paper fiber collected, commodities collected and waste disposed. Increasing recycling and decreasing disposal are indeed put to the test in these matrices which include comparisons to the original benchmark date of the revenue share plan in 2004, the revised benchmark in 2009 and the current year to date. As in 2010/2011, performance under the 2011/2012 plan will largely be judged on these criteria which make up about 40% of the overall revenue share retention percentage. As the “commodity revenue share analysis” attached to the previous company recycling plan demonstrates for instance, by 2011, the pounds of solid waste generated in Pierce County per household per month had declined from 143.06 lbs. to 136.36 lbs. in a single year which we believe validates this central criterion of increasing recycling and decreasing disposal through actual results.

A new feature in the 2011/2012 revenue share plan is the element “D” of **“direct support for Pierce County Environmental Sustainability Programs/Sustainability Position”** which is an initiative funded by revenue share and which is to support County-wide recycling programs and overall sustainability initiatives. As Murrey’s/American understands, the County will use this funding largely to fund the sustainability position(s) for programs that will generally increase public awareness and participation in recycling and attempt to broaden the depth and focus originally deployed and continued by collection company employees at the County level which would enable greater depth, exposure and concentration on certain recycling initiatives to not

only sharpen the focus on recycling opportunities, but also to better coordinate, better disseminate, improve efficiencies and generally broaden the “public/private” partnership that revenue share programs provide as directed by the SWAC or other governmental task forces in expanding the opportunities to increase waste stream diversion and experiment with new programs and processes to reduce waste generation in Pierce County. In short, the creation and funding of the recycling/ sustainability coordinator position in Pierce County is a logical extension/expansion of RCW 81.8.77.185 in embodying the goal of increasing recycling at all levels within the County.

For 2011/2012 as in previous years, the focus on **“increasing participation, increasing tonnage and reduced contamination”** is essentially a culmination not only of the previous three criteria and performance plan elements but culminatively ties together some of the activities in elements (a), (b) and (c) in terms of company efforts to expand awareness, activities that improve or enhance recycling and visible presence of recycling options (i.e. increasing placement of glass drop off sites in the county). The Companies plan to increase the creation of additional glass drop off sites in the county in 2011/2012 and as noted in element (a) above, reorient or add on to customer service training incrementally in ways that will increase one-on-one contacts, enhance interactive advisory roles and notifications when circumstances such as “high extras” have direct economic impacts that can be demonstrated to the customer and email or telephone contacts generated can be filtered and translated into tangible recommendations that the customer will use to increase recycling in individual households. The revenue share program in this sense incentivizes haulers to undertake activities that are designed to permanently lower solid waste collection revenues that are attributable to the elimination of extras.

Previous benchmarks such as increases in customer education, drop off sites, customer service training both internally and externally with CSRs and customers, diminution in multiple can service to smaller service levels such as single can or mini-can service and movement towards monthly garbage service when appropriate.

As for contamination, contamination percentages remain very low in Pierce County, but in 2011/2012, the company hopes through the actions addressed above with respect to mailers, protocols identifying customers with noticeable concerns etc., to continue further reduction in load contamination in Pierce County for which it has additional recovery potential in the 2011-2012 plan.

The following features in the 2011-2012 Pierce County recycling plan were added or revised in the current year and are set forth in summary below with reference to activities that increase recycling:

- * The 2011-2012 Pierce County Revenue Share Plan features an expanded recycling program/sustainability coordinator position addressed above. While the position was identified in the 2011-2012 plan, funding for that position was earmarked in the 2010-2011 retention expenditures. The Pierce County haulers (Murrey's, American and LeMay) anticipate continued funding of the position in the 2011-2012 plan expenditures for the subsequent plan year if markets remain strong.

The 2011-2012 also added changes in new Element "E" as follows:

- * The 2011-2012 plan reduced the maximum retention percentage for customer education from 12-6%, recognizing that with the new County position and initiatives implemented in prior years this benchmark criterion is of somewhat decreased importance in Pierce County in increasing recycling.
- * Added an additional component for 1% retention for each continuing glass site while maintaining the higher 2% retention for each new glass site recognizing both the importance of maintaining separate drop off glass-sites to ongoing waste stream diversion of glass even in a negligible secondary market for glass sales and the value in continuing to add and site new locations in the County.
- * For an additional 5% retention opportunity, added a requirement to attend a minimum of 2/3 of all county SWAC subcommittee meetings in order to be at the ground floor of all discussions and initiatives addressing waste disposal and recycling despite the number and frequency of those potential meetings and to attempt to see any “incubation value” in SWAC subcommittees as further sources of innovation in waste stream transformation. The County directed the addition of this criterion because the Companies’ representative’s term on the SWAC will expire in March, 2012 yet the County wishes to compel the Companies’ continued participation in all relevant subcommittee meetings, despite the loss of a formal position on the SWAC.
- * For an additional maximum 3% criterion, added a requirement of continual monitoring of non-participant tracking to more frequently remove rate incentives when customers use the recycling program less than approximately once per quarter with the obvious objective of maintaining focus on reducing the number of non-recyclers and to incrementally improve diversion per household metrics.

- b. An estimate of the expenses or costs the Company anticipates incurring to satisfy or accomplish the task or goal during the plan period, including any work papers that support the estimate of expenses or costs.

As of today, no specific budgets or projection of costs and expenses anticipated to be incurred in the current plan year have been made by either the Companies or Pierce County, nor have the Counties or the state ever requested same. This, as will be explained more fully in response to Bench Request Nos. 2 and 3, is likely due to the premise noted there, that because performance-based revenue share plans have historically neither anticipated nor required those data, nor do the Companies presently believe that they would be very meaningful to the process. For example in Pierce County, based on current November, 2011 data, the projected retention for this year predicated upon 2010-2011 year volumes would be substantially lower than the \$1,948,671 gross revenues reported in the 2010/2011 reporting period for commodity sales, and thus expenses that were projected based on that recent experience would be not only misplaced, but could tend to encourage material overspending that would wind up hurting the Companies' financial performance. Please see attached Exhibit 1-b (bates number M/A 00036) for illustration of this projection.

- c. If the task or goal is the same as, or comparable to, a task or goal identified in a prior plan, the expenses or costs the Company actually incurred to satisfy or accomplish the task or goal during the prior plan period, including any work papers that support the expense or cost calculations.

Many of the category of expenses that were incurred in 2010/2011 and in previous years are currently projected to be incurred by the Companies in 2011/2012 plan reporting year. Attached as Exhibit 1-c (bates numbers M/A 00037-39) are a spreadsheet and some workpapers relative to

the expenses in 2010/2011 as reported by the Company to the Commission in September, 2011. The Companies further acknowledge that not all of these line items have supporting workpaper documentation but will continue to seek to identify those and provide them later pursuant to WAC 480-07-405(8), if they are identified.

Response: Mark Gingrich, Operations Manager, Murrey's/American Disposal
Jason Pratt, Division Controller
Eddie Westmoreland, Western Region Vice President of Government Affairs,
Waste Connections, Inc.

Date: November 17, 2011

Spring 2011

Recycle Glass at 30 Locations

Glass isn't collected as part of the curbside recycling program but you can now recycle it at 30 locations around Pierce County! More are planned in the coming months to make it even more convenient to recycle glass. Four new drop-off sites are listed at right.

For a complete list of drop-off sites, visit our website at www.piercecountywa.org/glass.

- ✦ LeMay Enterprises offices:
4111 192nd Street East
- ✦ Pierce County Library's Parkland/Spanaway branch: 138th and C Street
- ✦ Steilacoom Ferry Landing: 1309 Commercial St.
- ✦ Gig Harbor Eagles, #2809: 4425 Burnham Dr. NW



Recycling survey inside!

Last year's waste audit showed us that recyclable items like newspaper, aluminum cans, and plastic bottles are ending up in garbage cans.

Take our survey to help us learn how we can improve our recycling program and communications. Everyone who completes a survey is eligible to win one year of FREE garbage service.*

**See inside for eligibility requirements.*

Scan this code to take the survey online.



Printed on 50% post-consumer recycled paper and recyclable through Pierce County's curbside recycling program.

Funds for printing and mailing this newsletter were provided by a grant from the Washington State Department of Ecology.

Pierce County Executive: Pat McCarthy
Pierce County Council: Roger Bush, Chair; Tim Farrell, Stan Flemming, Joyce McDonald, Dick Murphy, Dan Roach, Rick Talbert

Blooming Soon: Farmers' Markets and Community Gardens

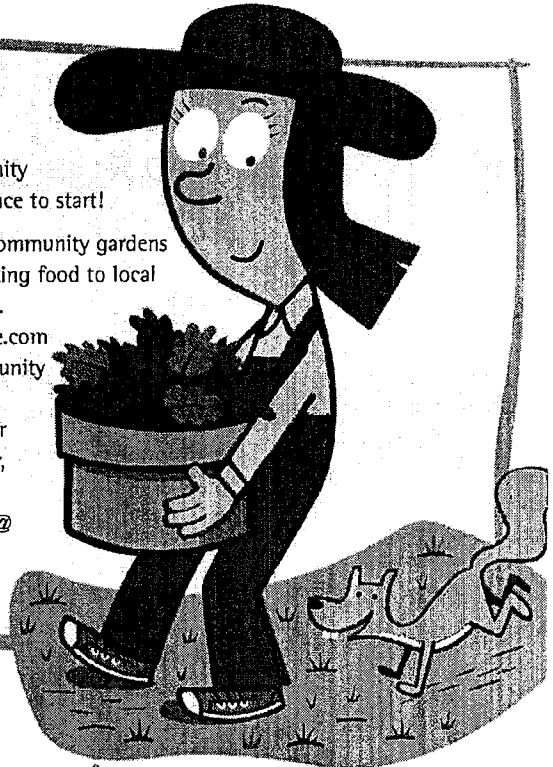
Farmers' Markets will be opening and community gardens will be blooming in Pierce County soon!

Shopping at a farmers' market not only supports the local economy, it can help you save money and reduce food waste. Farmers' market produce is often fresher than grocery store produce because it is picked the same day you buy it. Because it's fresher, it is less likely to spoil and be thrown away as garbage.

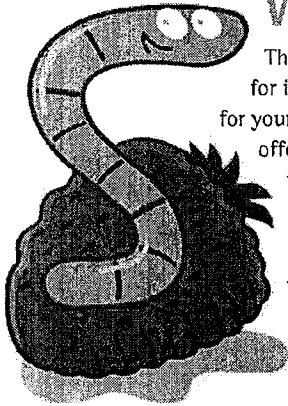
If you're interested in sustainable gardening practices, natural garden pest management, and composting and soil

amendments, community gardens are a great place to start!

Many Pierce County community gardens reduce waste by donating food to local food banks. Visit www.growlocaltacomapierce.com for locations of community gardens and farmers' markets in your area or contact Kristen McIvor, Community Garden Coordinator, kristenm@cascadeland.org or (253) 363-1846.



Check Out Composting Video & Classes



The Pierce County recycling website is a great resource for information about composting and its many benefits for your yard and garden. You'll find plans and a short video offering step-by-step instructions for building compost bins at www.piercecountywa.org/composting.

Register online to attend one of our food or yard waste composting classes. If you can't make a class don't worry, we'll post a new schedule this fall!

DATE	CLASS	LOCATION
Saturday, 5/21	Food Waste	Tacoma
Saturday, 5/21	Yard Waste	Tacoma
Tuesday, 6/14	Food Waste	Puyallup
Thursday, 6/23	Yard Waste	Puyallup

Thinking About a Neighborhood Cleanup?

Would your community like to participate in a neighborhood cleanup? If so, Pierce County Public Works & Utilities has a program that can help with some of the expenses. The Community Assistance and Public Education (CAPE) program makes County resources available for community cleanups.

CAPE offers Litter Credits to help with trash disposal at transfer stations and Junk Vehicle Affidavits in place of a title to help with removing junk vehicles from your property.

If your community group is selected for a CAPE project, Pierce County Responds staff will work with you to arrange a meeting and date for the cleanup. Submit a request online at www.piercecountyresponds.org or call (253) 798-4636.

HELP US IMPROVE RECYCLING & COMMUNICATIONS

Last year Pierce County Public Works & Utilities conducted an audit of garbage from throughout the County. Over 13,000 tons of recyclable items like newspaper, aluminum cans and plastic bottles are being thrown into household garbage cans instead of curbside recycling carts. We need your help to learn what we can do to help move recyclables from the garbage can to the recycling cart. **FILL OUT THE ATTACHED SURVEY** and we'll use the information gathered to help plan our outreach and communication with you in the future.

Spring Cleaning— Throw it Out or Recycle?

Spring is a great time to clean out your garage or basement. Before you throw anything in the garbage, find out if it can be recycled.

ELECTRONICS

- E-Cycle: www.piercecountywa.org/ewaste
- Take it Back Network: www.piercecountywa.org/tibn

APPLIANCES

- www.piercecountywa.org/recycle

HOUSEHOLD HAZARDOUS WASTE

- www.piercecountywa.org/hhw

REUSABLE HOUSEHOLD MATERIALS & ITEMS

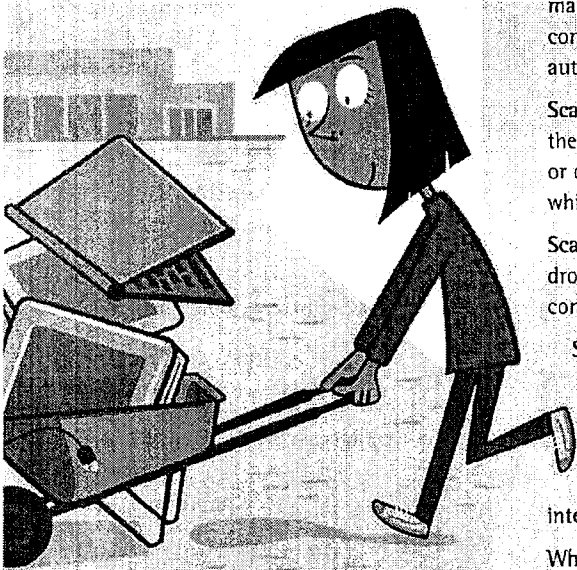
- www.2good2toss.com

FLUORESCENT LIGHT BULBS

- www.piercecountywa.org/fbulb

Check our recycling guide for all other items:

www.piercecountywa.org/recycle



Report Illegal Scavenging

Material scavenging is on the rise in Pierce County. Scavengers remove material from recycling containers without the permission of recycling companies or property owners, and haul the material without the legal authority to do so.

Scavenging is dangerous. Entering a container or drop box is unsafe, and in the case of injury, the property owner may be held liable. The pickup trucks or other vehicles used are not designed to haul large amounts of material, which poses safety risks to other vehicles during transport of the materials.

Scavenging is theft. The removal of material from a recycling container or drop box is considered property theft. Under State law, the contents of the container are intended for local recycling markets.

Scavenging is messy. Materials that cannot be resold often end up on the ground as litter, creating a public nuisance.

Supporting businesses that choose to recycle materials through approved, legal recycling companies means you are supporting businesses providing jobs in Pierce County, and operating with the best interests of the community in mind.

What can you do? If you see someone removing cardboard from a residential or commercial recycling bin write down the license plate number and call us at (253) 798-2179. We will send the owner of the vehicle a letter that informs them about this unsafe, illegal activity.

Sign Up for Natural Yard Care Workshops

Learn about environmentally friendly yard and garden maintenance in a series of workshops sponsored by the Tacoma-Pierce County Health Department.

Each series covers topics such as natural lawn care, garden pest management, composting, sustainable landscape design, and smart watering for your lawn or garden. Refreshments and door prizes will be offered at each workshop.

Contact Geoff Rinehart for more information or to register at (253) 798-4587 or grinehart@tpchd.org.

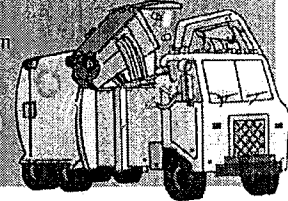


NATURAL YARD CARE WORKSHOPS

Lakewood City Hall, 6000 Main St. SW April 19, May 11, May 17 6:30-8:30 p.m.	DuPont City Hall, 700 Civic Drive May 5, 12, 19 6:30-8:30 p.m.
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Who to Contact for Garbage Collection & Curbside Recycling

American Disposal (253) 414-0345 www.murreysdisposal.com	Pierce County Refuse (253) 537-8687 www.lemayinc.com
Lakewood Refuse (253) 588-1705 www.lemayinc.com	University Place Refuse/ Westside Disposal (253) 564-3212 www.uprefuse.com
Murrey's/DM Disposal (253) 414-0345 www.murreysdisposal.com	



For More Information:

PIERCE COUNTY PUBLIC WORKS & UTILITIES
SOLID WASTE DIVISION (253) 798-2179
Website www.piercecountywa.org/solidwaste
E-mail pcsolidwaste@co.pierce.wa.us

PIERCE COUNTY RESPONDS (253) 798-4636
Website www.piercecountyresponds.org
E-mail pcresponds@co.pierce.wa.us

STATEWIDE RECYCLING INFORMATION 1-800-RECYCLE
Website www.1800recycle.wa.gov
TACOMA-PIERCE CO. HEALTH DEPT. 1-800-287-6429



Find us on Facebook:
PierceCountyPWU

RESORTED
STANDARD
US POSTAGE PAID
TACOMA WA
PERMIT NO 820

9850 64th Street West
University Place, WA 98467-1078

Pierce County
Public Works and Utilities
Solid Waste Division



If necessary, this introductory section can move to pg 3 of the newsletter to fit more questions on the mailer:

Dear Pierce County Resident:

Last year Pierce County Solid Waste conducted an audit of garbage from throughout the County. This year, over 13,000 tons of recyclable items like newspaper, aluminum cans, and plastic bottles will be thrown into household garbage cans instead of curbside recycling carts. We need your help to learn what we can do to help move recyclables from the garbage can to the recycling cart. We'll use the information gathered to help plan our outreach and communication with you in the future.

Use this printed survey or the online version at www.piercecountywa.org/solidwaste

This section will be at the end of the online survey but at the beginning of the printed mailer for privacy:

Please complete the following for tabulation purposes only. All results will be combined for reporting.

Gender:

Female Male

Age Group:

18-24 25-34 35-49 50-64 65+

Resident of Pierce County:

Less than 5 years 5-10 Years Over 10 years

Type of residence:

Single family residence

Condominium or apartment with individual garbage/recycling service

Would you like to participate in a future focus group discussion on recycling topics?

Yes No

Fill this section out if you would like to be eligible for the free service drawing or to take part in focus groups.

First Name: Last Name:

Address:

City: Zip Code:

Email: Phone:

Survey Questions for Earth Matters, Spring 2011

Q1. Do you participate in Pierce County's Curbside Recycling Program?

Yes

No

If Yes, how often do you put your cart out for recycling?

Twice a month Once a month Once every two months Less often

Q2. Why do you recycle? (Select all that apply)

Good for the environment/conserves resources

Economical/Saves money

Convenient/Easy to do

Civic responsibility

For future generations/kids

Cut waste at landfills

Re-use/reduce garbage/waste

Habit/Always do it

My kids encourage me to do it/they learned it at school

Creates jobs/Helps economy

Required

Get charged whether we use or not

Other, specify:

Q3. What do you think are the biggest obstacles that prevent people from recycling more? (Select all that apply)

Confusion about what to recycle

Confusion about how to prepare recyclables

Recycle bin fills up/Need more frequent pickup of recyclables

No place to store recyclables inside the house

More convenient to throw them in garbage

Lack of knowledge of impact on environment

Other, specify:

Q4. What are your ideas to encourage people to move recyclables from the garbage can to the recycle bin?

Q5. If you are unsure about what is recyclable or not, what do you do?

Throw it in the garbage

Put it in the recycling cart

Refer to instructions on recycling cart

Call Pierce County Public Works and Utilities

Check the Pierce County Public Works and Utilities website

Survey Questions for Earth Matters, Spring 2011

Other, specify:

Q6. Do you read the *Earth Matters* newsletter?

No

Yes, I read every article

I scan the articles to find one that interests me

Q7. Have you seen a Pierce County Solid Waste booth at a fair or community event?

Yes

No

(Maybe should have asked: If they go to community events, have they seen us?)

Q8. Please rate how useful or important each of the following are to you as ways the county can provide information and education as well as build awareness with residents regarding the importance of recycling and how to use the recycling program.

	Not Important	Neither Important Nor Unimportant	Important	Very Important	Don't Know
Send periodic Earth Matters newsletter by mail to residents					
Offer residents free classes on recycling and composting					
Have displays and booths at community events and activities					
Provide tours of recycling and disposal facilities					
Post articles and other information on the county website					
Work with local media to feature stories about recycling					
Have a dedicated Facebook page on recycling					
Send materials to my email instead of regular mail					
Inserts in my garbage bills					
Other ways, specify:					

Q9. Which of the following apply to you? (Select all that apply)

I read a printed version of the newspaper

Which one(s)?

I read an online edition of a newspaper

Which one(s)?

I get most of my news and information from television or radio

I get most of my news and information from the Internet

I have an email account

I am on Facebook

Dotted lines are folds. This is a gate fold and I positioned the folds so the outer panels are slightly narrower.

All items must fit in cart

The automated trucks have a mechanical arm that picks up the cart, so items left outside the cart will not be collected.

Extra recyclables can be taken to recycling centers throughout the county. For locations call (253) 798-2179 or visit Pierce County's website: www.pierccountywa.org/recycle

Plastic bottles are accepted—no caps

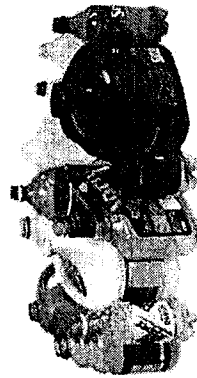
Plastic water and pop bottles, milk jugs and other plastic bottles are accepted.

NO CAPS. Please throw away the caps. They are made from different plastics and are not recyclable.

When putting plastic bottles in the recycling cart, be sure to "check for the neck." An acceptable plastic bottle must have an opening that's smaller than the base.

Plastics **NOT** accepted include: Plastic bags, butter tubs, yogurt-type containers, plastic bottles that contained pesticides, herbicides or automotive fluids.

A recycling symbol on a plastic item does not necessarily mean that it can be recycled at the curb, or that there is a recycling market for it.



Some paper cartons can be recycled

Paper milk-style cartons (for use in the refrigerated section of the grocery store) are recyclable.

NO small juice boxes or pouches can be recycled. These containers are made with a layer of foil that is difficult to separate during processing.

No glass collected at curbside

Glass is not accepted at curbside because it often breaks in the cart. Glass shards mix with paper and other recyclables, which then damages processing equipment, lowers the value of the recycled paper, increases processing costs and poses a danger to workers at the sorting stations.

You can, however, take glass to drop-off sites throughout Pierce County. An updated list of all glass recycling drop-off sites can be found on Pierce County's website: www.pierccountywa.org/glass

Accuracy counts

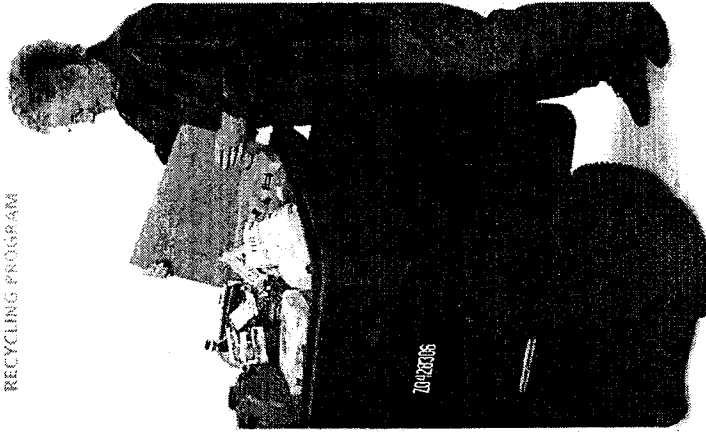
Recycled materials are commodities and the purity of the final material determines their value. Any sorting mistakes lower the market price.

Recycling is a cooperative effort. Along with the recycling haulers, Pierce County Public Works and Utilities and local cities and towns are committed to service that is responsive, fair, efficient and effective. We continue to look for ways to improve quality and cost effectiveness.

PRINTED ON RECYCLED PAPER 2/11

Single Cart Recycling Guide

PIERCE COUNTY'S CURBSIDE RECYCLING PROGRAM

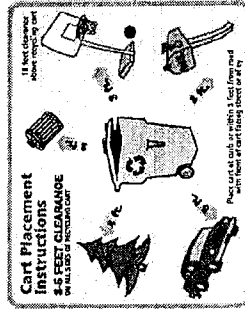


Pierce County
Public Works and Utilities
Solid Waste Division

- Preparation is very important**
Please keep recycling free of contamination. No garbage or food waste in the cart. Contaminates can cause entire loads of otherwise clean recyclables to end up as garbage.
- Clean, rinse, dry and empty recyclables.
 - Do not bag items—except shredded paper (put it in a paper bag and roll down the top).
 - Labels can stay on.
 - Plastic caps must come off. Throw them away.

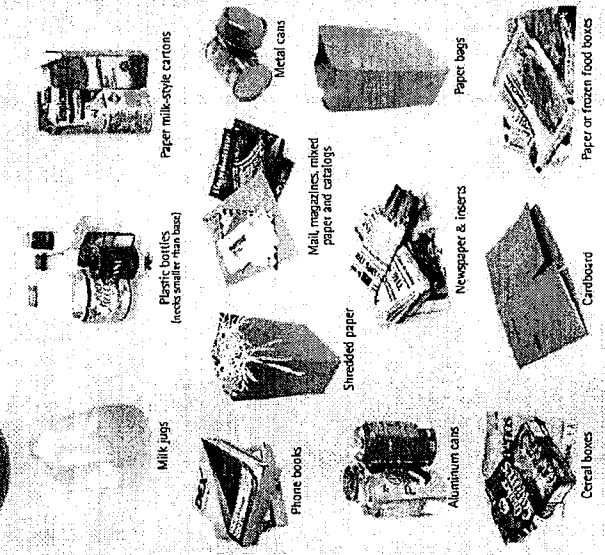
What to do on recycling day

- Carts should be at the curb by 6 a.m. on recycling day.
- The cart handles must face the house; the lid opening must face the street.
- Put the cart at curbside on or within 3 feet of the traveled portion of the road.
- The cart should be at least 3 feet away from basketball hoops, trees, mailboxes and other containers. Place the cart 5 feet from cars.
- Allow 18 feet of space above the cart, so the robotic "arm" on the collection truck has room to grasp the cart
- Do not block mailboxes.
- Please remove the empty cart from the curb as soon as possible.

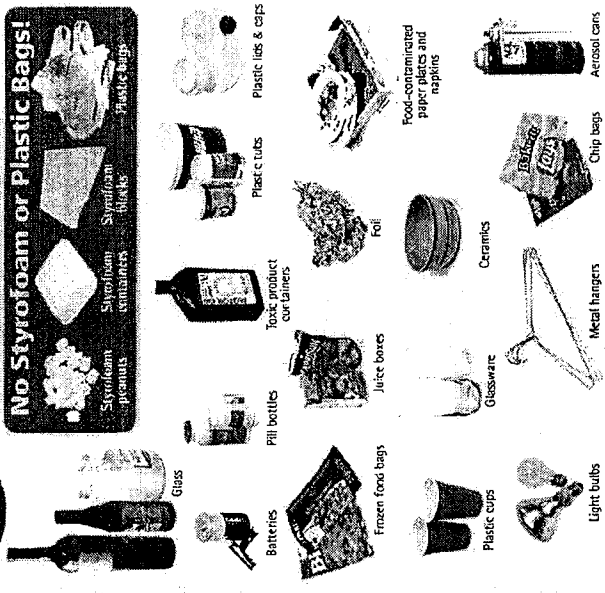


What goes in the recycling cart?

Yes Put these items in your recycling cart.



No DO NOT put these items in your recycling cart.



Preparing recyclables is easy

- Recyclables should be clean, rinsed, dry and empty (Milk soured, leaving odors in the cart; it can also contaminate the paper.)
- Rinse containers with water and leave no food residue.
- Do not bag items, unless it is shredded paper. Put shredded paper in a paper bag and roll down the top.



Pierce County
Public Works and Utilities
Solid Waste Division

(253) 798-2179
www.piercecountywa.org/recycle

PLASTIC BAGS WILL CAUSE MACHINERY TO JAM! Place plastic bags in giant bags or recycle them at your local grocery store.

Questions?

If you have questions about recycling or the curbside recycling program, contact your hauler:

- DM Disposal.....Toll Free: (888) 806-7048
- Lakewood Refuse.....(253) 588-1705
- Murray's/American Disposal.....(253) 414-0345
- Pierce County Refuse.....Toll Free: (888) 806-7048
- University Place Refuse/Westside Disposal.....(253) 537-8687
- OR: Pierce County Solid Waste Division (253) 798-2179, www.piercecountywa.org/recycle

Other items

- Pierce County residents may bring household hazardous items to:
Tacoma Household Hazardous Waste Facility, 3510 S. Mullen St., (253) 591-5418 (8 am-6 pm, seven days a week).
- **Hidden Valley Transfer Station**
17925 Meridian Street E., Puyallup
(253) 847-7555 (8 am-noon and 1-5 pm, Tuesday and Thursday). For details on how to prepare household hazardous waste call 1-800-287-6429 or visit www.piercecountywa.org/hhw
- Latex paint cans are allowed in the garbage if paint is dried (stir in sawdust or kitty litter).
- Visit www.2good2toss.com to post and browse for items that still have life left in them.
- For free electronics recycling visit www.ecyclewashington.org or call 1-800-RECYCLE. The Take It Back Network also offers electronics recycling for a small fee: www.takeitbacknetwork.org or (253) 798-2179.



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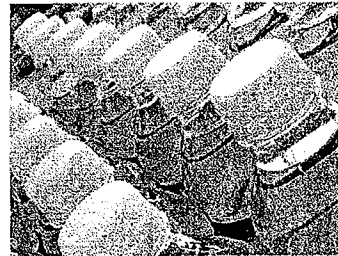


✧ WASTE REDUCTION WEDNESDAY ✧

Recycling Plastic Water Bottles

American consumers are drinking more bottled water every year, in part because they think it is somehow safer than tap water. They collectively spend hundreds or thousands of dollars more per gallon for water in a plastic bottle than they would for the H₂O flowing from their taps. Tap water is generally just as safe, clean, and healthy as bottled water—in many cases even more so. By taking back the tap, you can save money, protect your health, and help prevent environmental and social problems as well.

This week to help reduce our waste in the office, we are going to focus on creating less waste from plastic water bottles. We will also be provided with our own Waste Connections water bottle to reuse here in the office. ☺



Did you know that PET (polyethylene terephthalate) water bottles can be used as raw material to make products like sweaters, carpet, t-shirts, and even products for the home? Plastic bottles are produced, consumed, and trashed each and every day. Of the 28 billion bottles of water bought by Americans each year, more than 22 billion sit in landfills. Only 13% of our plastic bottles are recycled.



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✧ WASTE REDUCTION WEDNESDAY ✧

RECYCLING PLASTICS & THE NUMBER SYSTEM



Pierce County does not follow the number system for recycling plastics. The reason for this is because certain plastics do not hold value. The most common “numbers” you will see recycled in commingle totes are #1 & #2 where the neck is smaller than the base. Such as pop bottles, milk jugs, water bottle, and condiment containers. Usually washed after used these items are not hazardous, and there is a large market for them to be recycled and reused.

Plastic bottles that contained items like oil, pesticides, herbicides, or other hazardous waste can potentially be dangerous when mixed in with accepted *clean* recycle materials and are not acceptable.

Items such as yogurt tubs, pill bottles, plastic tubs and lids are not accepted in the commingle toter because there is not a sufficient mass of market for these items and they are difficult to capture in the sorting process. Most recycled plastic material is purchased to be re-used into another product, but certain plastic items don't always have an end market for re-use. For the recycling program to be successful, only items known to have steady re-use markets are included.

Plastic bags that are put in the recycle containers can really be a nuisance. They can blind the sorters of other unacceptable material and jam the machines where material needs to be able to move freely. NEVER put plastic bags in your recycling cart. Most often plastic bags can be reused again, and again. Most often grocery stores will accept used plastic bags. Once the bags are recycled, they are made into lumber, trash-can liners or plastic bags.



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☆ WASTE REDUCTION WEDNESDAY ☆
The Recycling Program in Pierce County

The manner in which the recycling program is billed in Pierce County causes questions and concerns to our Customers. It is up to us to make sure we are giving accurate and detailed information so that our Customers clearly understand the service they are receiving.

Question: Why do the local governments in Washington get involved in recycling in the first place?

Answer: The "Waste Not" Washington Act was passed in August of 1989. The act summarized:

Local governments have been required to prepare solid waste management plans detailing how they manage their garbage since the early 1970s. Since the Waste Not Act was passed in 1989, cities and counties have been required to include waste reduction and recycling elements in their residential solid waste management plans written according to guidelines developed by the Department of Ecology. The availability of a residential curbside recycling collection program is now required in most urban areas of the state. The local recycling plans must also address collection of recyclables in rural areas and the collection of yard wastes.

Question: Why does this 1989 act matter to us?

Answer: The Act required local governments, including Pierce County to develop a solid waste and recycling plan that would PROMOTE WASTE REDUCTION and RECYCLING.

Question: Does this mean recycling is 'mandatory'?

Answer: NO! What this means is that the local approach to promoting recycling was to require a rate structure for residential solid waste services that is inverted meaning it is either cheaper, or the same rate, to recycle. It cannot be more expensive for a residential Customer to subscribe to basic recycling services. The result of this is that everyone pays into the recycling program, and those that choose to recycle either receive a discounted rate, or in some cities, the same rate as those that don't. The only piece of the program that is mandatory is that it is mandatory that the customer who recycles has a lower (or equal) rate than those that do not. This is why everyone pays into the recycling program. The details of this requirement are found in Pierce County Ordinance Chapter 8.29.

The goal of the local garbage/recycling rate structure is to provide an **INCENTIVE** to recycle because smaller service levels of garbage cost less money, and there is no additional cost (and often a discount) if you do recycle.

The secondary goal of the rate structure is to remove any reason for a Customer to cancel recycling. Because the rates must be cheaper or the same for those that choose to recycle, that is the reason you cannot cancel recycling to save money.



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☆ **WASTE REDUCTION WEDNESDAY** ☆
Extra Recycling and the Automated Service

Many questions have come up where customers have extremely full recycle containers, and cannot make it one more week. Especially if it's accidentally missed, or not put out in time. While this is great it becomes an issue, because customers become upset when they have to wait an additional week, and it means when totes are full, recyclable material ends up in the garbage. Other times they have so much recycle they want to leave out extra. The program is designed to take what is in the 96-gallon container, and to provide efficient and timely svc the trucks are automated. So there are some different alternatives to give to the customers to help direct them in a positive way.

“My recycle bin is so full/I just moved and have a lot of cardboard.”

Suggest that the customers take bulky items like cardboard to staffed drop off sites, some at no charge. If they cannot do that, see if they are able to break the material down. Cardboard takes up a lot of room when its jammed into a tote. Plus its more difficult to empty a bin if the cardboard cannot move freely. Drop off sites are an excellent way to recycle extra material that may not fit it your recycle tote. These sites are designed for customer convenience and offer a great solution to properly recycling extra material that customers may collect only a few times a year (i.e when moving, during holidays, or after a major clean-up). Taking the time to drop off these bulky items greatly reduces the likelihood of recyclable materials ending up in our local landfills.

A few available drop off sites: Hidden Valley Transfer Station, Key Center Transfer Station, Purdy Transfer Station, Vashon Transfer Station. (See your List of Recycling Collection Sites for more details)

If a Murrey's/American customer bin is consistantly full each week try offering a 2nd container to be delivered to their home. If it's a DM customer, have them focus on breaking down matieral to make more room in the container. Remind Murrey's/American customers that a second recycle tote costs an additional \$6.00/month, however, a second garbage can costs an additional \$7.06/month. By adding an additional recycling tote you are getting 96 more gallons of material serviced as opposed to 32 more gallons of garbage. What a great way to reduce waste and get more bang for your buck!

“Will the recycle driver take extra material if I leave it out?”

This is a very popular question, and we should be very proud that customers have so much reusable material to recycle, but to provide a faster more efficient service the drivers have an automated arm attached to the truck to empty all containers. When customers are not aware of this it can become frustrating when they see extra charges on their bill for extra items. So it's best to be very clear about how the program is designed. The program is designed to encourage residential customers to recycle more by making it as convenient as possible while still providing efficient and safe service. The commingled cart program allows our drivers to service more recyclable items at once safely (96-gallons of material in one stop). Additionally, customers do not have to take the time or effort to separate their recyclable material. It is designed to make recycling second-nature and encourage waste reduction.

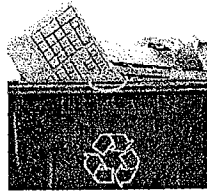


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☆ WASTE REDUCTION WEDNESDAY ☆

WASTE REDUCTION IN THE OFFICE



What can we do in the office to help contribute to waste reduction and a greener future?

Our recent waste reduction topics have focused on educating the public. This week, we will focus on how we can "Walk the Talk" when it comes to sustainable business practices and using some of the information that we educate our customers on when it comes to waste reduction and recycling.

If we all do our part in the office, our chances of doing our part outside of the office will increase as well as benefit the environment.

Some ideas to help encourage recycling and waste reduction in the office are:

- Provide a recycling container in the lunchroom, for easy access to dispose of recyclable materials after lunches and breaks. **(DONE)**
- Provide a recycling container in the conference room to assure that visitors recycle. **(DONE)**
- Reusing papers that are tossed into our recycle boxes.
- Encourage everyone to bring REUSABLE lunch bags to work.
- Print files to PDF instead of faxing them (its saves paper, and you can email documents to your customers.)

What other ideas do you have?

Waste reduction is something that requires contributions from us all. Should you ever see a business practice in our office that could be made 'greener', please let me know so a solution can be found.



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✧ WASTE REDUCTION WEDNESDAY ✧

“Where can I take: _____?”

We've all had this question when a customer calls us with questions on where they can take different types of material. Instead of just giving them the phone numbers to the nearest transfer station, we need to take a deeper look into finding the information to promote even better customer service. We want to promote disposal options to customers that match our waste-reduction philosophy.

Recently Pierce County has rolled out an improved version of their website loaded with great information that we can pass along to our customers. Most types of material or items that customers would want to dispose of can be found on the website. For example, John Smith calls wanting to know where to take refrigerator. You would want to pull up the recycle menu, and search for: **REFRIGERATOR**. The page will then bring up several places (within Pierce County) to take the item. It will list business names, phone numbers, addresses, and sometimes a short summary of what can be accepted there. Additionally, the site lists locations that may reuse a particular item, and lists some special 'rebate' programs offered by some utility companies.

This is an extremely useful resource for us. It also helps us find solutions for our customers, without just giving them a *name of some place, with some number in that one city*. It's more informative, and it also shows that we are **knowledgeable** and **willing to help** our customers. If we get into the habit of accessing this site as much as possible, you'll be surprised about how knowledgeable you'll become on promoting options for waste reduction and recycling.

The website is: <http://www.co.pierce.wa.us/pc/abtus/ourorg/pwu/solidwaste/rec.htm>

I recommend saving the link to your desktop for faster reference so that we all can easily access this anytime.



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☆ WASTE REDUCTION WEDNESDAY ☆

What is YOUR ecological footprint?

<http://www.myfootprint.org/>



When you reduce the amount of waste you produce and reuse items before they go in the garbage, you'll not only save money, you'll also help save our precious resources. Being aware of your ecological footprint can help you discover new ways to work toward a sustainable future.

So how are your behaviors affecting the earth? This week we will focus on our ecological footprints, and how we as individuals contribute to sustainability, and reducing our waste. With our weekly emails that are dedicated to the education of sustainability and waste reduction, I thought this would be a good time for us to evaluate how we contribute.

Attached to your email is the website for the Ecological Footprint quiz. It helps determine how many resources we use as individuals. The quiz focuses on the importance of recycling and offers more ways for us to be aware of how we reduce, and reuse.

Once all the information is gathered we can put together a chart of the amount of resources we use here in the office and at home. The footprint tracker covers everything from the energy you use at home to the food that you eat. It's a fun quiz. I discovered it would take about 3.5 planet Earth's to keep up with my lifestyle. This quiz opened my eyes a bit the next time I left a light on or put recyclables in the garbage!

We'd like to encourage everyone to take the test to determine what type of ecological footprint you are leaving. Consider making small changes in your daily habits that may reduce this footprint. If you have any energy saving or waste reduction tips, let me know and we can share them in a future Waste Reduction Wednesday.



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☆ WASTE REDUCTION WEDNESDAY ☆

Time line and process of recycle material

Most of us are unaware as to what the exact process is of how the recycle material is processed. This week we will focus on what those steps are, and what happens once those grey containers are picked up every other week.

Week after week customers fill their recycle carts, set them out on pick up day, and when they come home its emptied. This is a normal process from the customers perspective. What they don't know is the process of what happens from when their bin is emptied to the material being shipped across the country.

Once the trucks stop at the recycle centers to empty their loads the material get offloaded next to a big warehouse. A large front-end loader then pushes the material onto a conveyor belt, and the sorting process begins. First to be sorted out of the mix is the garbage and all other non-recyclable items, such as plastic bags, Styrofoam, and clothing. The second step for the sorting process is to pull out all of the cardboard and mixed paper material (while still picking out garbage and non-recyclables). The last sorting step is making sure that all the tin, aluminum cans and plastic bottles are sorted separately. Each of the recyclable commodities are then formed into a bale, as cardboard, mixed-paper, plastic bottles, and aluminum are valued when shipped out separately. The baler compresses the items and secures them with heavy duty wire.

These bales are then moved by forklift to a shipping container, where they are soon moved off of the property and sent to various mills and recycling markets throughout Asia and the West Coast.

The entire process, from when the truck dumps the material to the bale is loaded into a shipping container may be as quick as an hour. The sorting machine works quickly, which is why it is important to educate customers on putting the correct material in the carts.



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WASTE REDUCTION WEDNESDAY ☆

TOTES!

Several customers have called and asked us if they can purchase our recycle and yard waste containers. It's great that customer show so much interest in our bins, this could only mean that they want a more permanent resource to use for yard waste and recyclables.

Unfortunately we do not have extra container for resale. The reasons for this are:

- 1) Our names on them and signal if someone is signed up or not. **Customers who continue to keep containers after they have cancelled service, sometimes tend to leave these out on pick up days. Causing them to get emptied. A service they do not pay for.**
- 2) They are an asset and to sell an asset there is a lot of paperwork involved: **We reuse these containers so frequently and most all totes go used. So when we have customer cancelling svc at one home, it's important we have enough of these containers to provide to other customers at other residence. They are extremely valuable and are needed for those who choose to participate in programs that need containers.**
- 3) We aren't classified as a reseller of equipment or licensed to do this, nor are we set up from a tax perspective on it. **Since we do not manufacture the containers in house, we are not authorized to resell them. Essentially, we purchase these containers from an outside vendor for our active customers' use. We are not set up as a seller of these type of products and therefore are not set up to apply the correct amount of tax, etc.**

We think its great customer would like to purchase our containers, but an alternative would be to direct them to a local hardware store. Most retailers sell garbage containers, on wheels and with lids for a reasonable price. This also will help the driver's confusion if containers are out, that are not ours. Also a positive to this is that customers have an extra space to store excessive material (i.e.: extra recycle or yard waste). We also want to be sure we are promoting our services. If a customer request to purchase a 96 gallon recycle container because they recycle so much, try offering another bin apart of their service.

They would be saving on costs as well as wear and tear to the containers.



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WASTE REDUCTION WEDNESDAY

The history of Recycling

Although recycling may seem like a modern concept introduced with the environmental movement of the 1970s, it's actually been around for thousands of years. In the early 1900's at least 79% of cities surveyed reported using curbside pick up for waste disposal. Most of this material was taken to the "town dump". Prior to the industrial age, you couldn't make goods quickly and cheaply, so virtually everyone practiced recycling in some form. However, large-scale recycling programs were very rare. In 1916 Cities begin switching from horse-drawn to motorized refuse collection equipment making collection easier and efficient. In 1897 the first recycling center was established in New York City. It is the largest landfill, and can actually be seen with the naked eye from space.

The mass production of the industrial era is the very reason we need to worry about large-scale recycling. When products can be produced (and purchased) very cheaply, it often makes more economic sense to simply throw away old items and purchase brand new ones. However, this culture of "disposable" goods created a number of environmental problems. In 1986 Rhode Island becomes the first state to pass mandatory recycling laws for aluminum and steel cans, glass, newspaper, and soda bottles (PET) and milk jugs (HDPE) plastic.

In the 1930s and 40s, conservation and recycling became important in American society and in many other parts of the world. Economic depressions made recycling a necessity for many people to survive, as they couldn't afford new goods. In the 1940s, goods such as nylon, rubber and many metals were rationed and recycled to help support the war effort. However, the economic boom of the postwar years caused conservationism to fade from the American consciousness. It wasn't until the environmental movement of the 1960s and 70s, created by the first Earth Day in 1970, that recycling once again became a mainstream idea.

Recycling saves energy and reduces the amount of waste sent to landfills. For instance, using recycled aluminum to produce aluminum reduces raw material requirements by 95 percent and energy requirements by 90 percent. Recycling one ton of newspaper saves three tons of wood pulp. Another main reason is to reduce the amount of garbage sent to landfills. One of the main reasons for recycling is to reduce the amount of garbage sent to landfills. Landfill usage peaked in the 1980s, when Americans sent almost 150 million tons of garbage to landfills each year. Today, we still dump more than 100 million tons of trash into landfills yearly. Today, recycling efforts in the United States divert 32 percent of waste away from landfills. That prevents more than 60 million of garbage from ending up in landfills every year. Waste audits completed in Pierce County show just over 20% of the material that is thrown away could be recycled, but recent audits showed that Pierce County's revised number of materials that are recyclable in existing programs in the trash was 14.2%.

It is very important for us to understand the basic background of our service, so that way we can provide a strong answer to our customers. It is also important that we reduce our use of wasteful material and reuse as much as we can to keep a healthy Earth by eliminating waste.



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WASTE REDUCTION WEDNESDAY



Fourth of July fun, and properly disposing of Fireworks



With the holiday weekend approaching we want to voice the importance to our customers, family and friends the best way to dispose of fireworks and other left over material from the holiday. With fireworks come fun family barbeques, so properly disposing of the propane tanks is also very important. We want to make sure we have all the knowledge to pass along information that our customers need to dispose of these items.

As you know, we do not accept fireworks in the recycle containers. We also cannot accept empty propane tanks curbside with garbage collection. We want to make sure we are instructing our customers to take all household hazardous waste to the correct place. Facilities like Hidden Valley Transfer Station and Tacoma Hazardous Waste accept propane tanks for around \$6.00 a piece. Before dropping the tanks off customers want to be sure they unscrew the valve from the neck of the tank and discard the valve. (Per the Pierce County website).

Most fireworks are a lethal combination of various highly reactive and dangerous chemicals. Once ignited, these chemicals burn and react with each other to form the incredible light and fire show in your driveway. While pretty in your driveway, they're not exactly pretty on paper. This could potentially be dangerous mixed with other materials, as well as for the workers who sort the recycle material.

The best way to dispose of fireworks is to remove the fuse and soak the fireworks in water until saturated. The wet fireworks should then be double-bagged in trash bags and placed in the trash. Alternatively, some police and fire departments may accept fireworks and ensure they are properly disposed. These procedures are intended for small quantities of fireworks from a household only.

Please also make sure we are voicing no food waste in the yard waste containers as well. With family activities like barbeques a lot of left over food can accumulate. Items like soiled paper plates, fruits, veggies and meats cannot be placed in yard waste containers. If customers would like more information on where to dispose of household hazardous waste please direct them to the Pierce County website.



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WASTE REDUCTION WEDNESDAY

Proper disposal of common household items

Most of us have come across those random items that we would like to dispose of, but don't exactly know the best place for them to go. With help from the Pierce County website, we were able to compile four of the most common items that can't be recycled curbside, but may have a useful purpose in and outside the home.

Automotive Batteries

Many stores will accept your old automotive battery for recycling when you purchase a new battery. Household batteries like alkaline batteries (AA, AAA, C, D and 9-volt) can be disposed of in the trash. Rechargeable batteries and button batteries (commonly found in watches, cameras, calculators, cell phones, camcorders, etc.) contain heavy metals and are hazardous. They can be recycled at hazardous waste facilities.

Tires

Most tires can be taken to any transfer station and the cost for that service is based on weight. Also, contact a tire store to ask if it recycles tires. Usually, a store that sells tires accepts old ones. Big O Tires and Firestone have drop offs for disposable tires.

Books

It can be hard to recycle certain books, as many are bound at the edge with glues that are not recyclable. If a book is glued to a board binding, it is best to remove the pages and cut away any glue along the edge with a pair of scissors. Other books, like city phone books, are made with a different type of binding that can be recycled without removing the binding first.

Plastic bags

Although we cannot accept them in the recycle container, there are still several ways to reuse plastic bags. Keep plastic bags around the house to replace trash can liners in the bathrooms, office and bedrooms. Keep them anywhere you have a small trashcan. You can also return your bags back to the grocery store for recycling. Most stores have a container to take these bags back and recycle them for you. Donate them to libraries or animal shelters that often need plastic bags for cleaning and for use when walking dogs.



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WASTE REDUCTION WEDNESDAY

What if no one recycled?

If no one recycled, we would eventually run out of finite resources and space. In addition, water and air pollution would greatly increase. Recycling is one of several strategies for conserving resources, reducing waste and minimizing environmental impacts. If no one recycled, eventually many resources required for day-to-day living would become increasingly rare and then disappear. Pollution, habitat disruption and other environmental impacts would affect human health, wildlife populations and agricultural efficiency. Recycling contributes towards overall sustainability, ensuring human needs are met for this and future generations.

Decomposing materials in landfills emit greenhouse gases. The garbage in landfills includes toxic materials, such as heavy metals, which can pollute the ground water. When a landfill reaches capacity, a new landfill must be opened, taking up additional land. Without recycling, landfills would compete for land with open space, housing and industry. Greenhouse gas emissions would increase, threatening the global climate. A dramatic increase in toxic waste would threaten human health. Recycling can also help reduce the amount of greenhouse gas emissions, thereby helping to mitigate global warming effects. A study measuring the effects of recycling found that recycling 35,116 tons of material reduces green gas emissions by an amount equivalent to taking 22,140 cars off the road.

Recycling is the processing of waste materials in order to make them reusable. This helps conserve energy and reduce the consumption of natural resources. Recycling products is one of the best ways to save the environment. It is important to recycle, so as to avoid environmental harm. The benefits of recycling include: saving energy, saving land space, saving money, creating new jobs, reducing air and water pollution and preserving habitat for wildlife. It takes less energy to process recycled materials than it does to use virgin materials. For example, it takes less energy to recycle paper from waste material than it does to create paper from new woodland, because there is no longer a need to cut down a new tree, process the wood from the tree and make it into paper. What is so important about saving energy through recycling? Energy from non-renewable resources is protected and saved for future generations, money is saved when less energy is used and often pollution and emissions are reduced when less energy is used.



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Glass / Plastic / Food Waste and the Future of Recycling in Pierce County

GLASS

The issue with glass is how to collect it at the curb. If you mix it in with the other material, it breaks and causes an issue at the sorting site and the possibility of having the maximum overall amount material recycled is less. Additionally, it degrades the overall quality of the rest of the recyclable material. Sending a separate truck around to pick up just glass would add cost to the overall program and the fossil fuels powering that truck may counter some of the benefits of recycling glass in the first place.

Glass is included in the program and is recycled when residents take advantage of the **free** drop off sites located locally. The drop off sites have been successful, as the overall amount of glass captured in the program with the drop off sites is greater now than it had been in the past with curbside collection.

King County allows glass in the cart, but King County has enough volume from the large metro areas to warrant a very large, modern recycling center with optical sorting to help deal with the glass, and even with the optical sorting there are still questions on the overall quality of the recyclable material.

PLASTICS

Plastic issues: There are a lot of plastics that CAN be recycled, but you need lots of them to have a good market. Many of these other items (yogurt bins, lids, etc) have fluctuating markets and sometimes there are not buyers for this material to assure that they are recycled. They only include plastics in the program that have recyclable value and long-term recycling certainty. Additionally, the plastics in the programs are typically from liquid containers, which tend to clean out easier than tubs which often have residual food waste. Long term, the County is looking at expanding the number of plastics accepted in the program but there is nothing on the horizon at this time.

FOOD WASTE

The reason food waste is not accepted with the yard debris is that all of the Pierce County facilities that accept this material are currently at capacity and Pierce County is trying to determine the best long-term plan for this material. Building a new compost site is complicated, as not many people want to be neighbors with a compost facility. If the program were to roll out food waste in yard debris (like was done in King County) they want to be sure that the program will work long-term. When yard debris is composted with food waste, the end product is not as high quality as strictly yard waste generated compost and some of the sites have had odor issues. The County wants to be sure the program will be a long-term success before food waste is considered. We don't anticipate any food waste in 2011.

THE FUTURE

The County is currently looking at reducing waste in 3 ways.

1. The County shows close to 20% of the items in the trash can currently be recycled in our existing recycling programs. Through education and outreach, they are looking to decrease what is thrown away.
2. They are looking at what to do with compostable material (ie: food waste). Currently the Pierce County facilities that accept food waste are at capacity, so they are looking to determine how to address the food waste issue that is a popular request with residents.
3. The 3rd step the County is looking at is to expand, long term the amount of recycled items that are accepted in the program. This will probably focus more on plastics than glass.



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WASTE REDUCTION WEDNESDAY

What your recyclables become

We all know the importance of recycling, but because so many materials can be recycled into new products (or remade into what they were originally, like glass jars and aluminum cans), recycling is an important step in conserving resources, reducing the amount of solid waste that's discarded, and saving energy. In most cases, manufacturing products with recycled materials takes less energy than making the same product with new materials.

A customer who reports that they don't recycle much might find this information useful or enlightening. It may help better explain that by choosing to recycle they are conserving more than if they choose not to recycle.

Did you know that almost all the metals in the United States are made from recycled products, and that 80% of all glass recycles is made into new glass products?

So what gets recycled into what?

Newspaper: can be turned into more news paper, telephone books, egg cartons, paper plates, sheetrock and kitty litter.

Paperboard & Mixed paper: can be recycled into paper towel rolls, paper backing on roofing shingles, and it can be made into new paperboard for cereal and pasta boxes.

Cardboard: will be reused for new cardboard, and paper bags.

Notebook paper & Computer paper: is recycled for facial tissue, toilet paper, paper towels, napkins, and new notebook/computer paper.

Metal Cans: can be turned into car parts, appliances, steel beams, and of course new cans.

Aluminum cans: will always be recycled into new aluminum cans

Glass: can be made into new glass bottles, jars, and also fiberglass.

Plastic #1 bottle: oddly, they can be recycled into backpacks, sleeping bags and carpet.

Plastic #2 bottles: can be recycled into new bottles, buckets, Frisbees, and plastic play sets.

Your recycling efforts create a more substantial impact when they come full circle. To complete the recycling life cycle, do your best to purchase products made with recycled content, especially those that can be recycled again.



WASTE CONNECTIONS, INC.
Connect with the Future



WASTE REDUCTION WEDNESDAY

The benefits of putting yard waste in biodegradable bags.



Often our customers inquire how to dispose of additional yard waste. The common response is that extra yard waste can be taken to certain transfer stations at no charge. The only unfortunate detail is; the customer has to have a means to get it there. So that leads us into the next option-leaving it on the curb for residential pick up (if they have yard waste service). If a customer chooses to do so we would take the appropriate steps to ensure pick up, which includes educating the customer that any additional yard waste must be placed in biodegradable bags or in some cases, a 32-gallon can clearly labeled, "yard waste".

The reason for this is because plastic bags do not decompose. Plastic bags are made from petroleum, and they can linger for decades in landfills. Most biodegradable and compostable bags are made from corn and other renewable resources, these durable leaf bags will completely biodegrade in 30-60 days.

There are two primary differences between 'degradable' and 'biodegradable'. Firstly, heat, moisture and/or UV exposure most often causes the degradation of a degradable product, whereas microorganisms degrade a biodegradable product. Secondly, degradable products tend to take much longer to break down into carbon dioxide and water.

When degradable plastics break down into smaller molecules, eventually they will be small enough to be consumed by microorganisms and so biodegradation occurs. In essence then, all degradable films will eventually biodegrade but at different speeds. The benefits of placing additional yard waste in biodegradable bags is that it helps save natural resources, it provides a valuable soil amendment product that can be used to enrich the soils, it can reduce soil erosion, and it also prevents pollution to storm runoffs which can contaminate our wetlands, lakes and streams.

Most compostable bags can be purchased at local hardware stores. Please be sure to quote customers the appropriate cost to pick up additional yard waste material. (Refer to your residential price sheet.)





WASTE CONNECTIONS, INC.
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WASTE REDUCTION WEDNESDAY

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☆ WASTE REDUCTION WEDNESDAY ☆

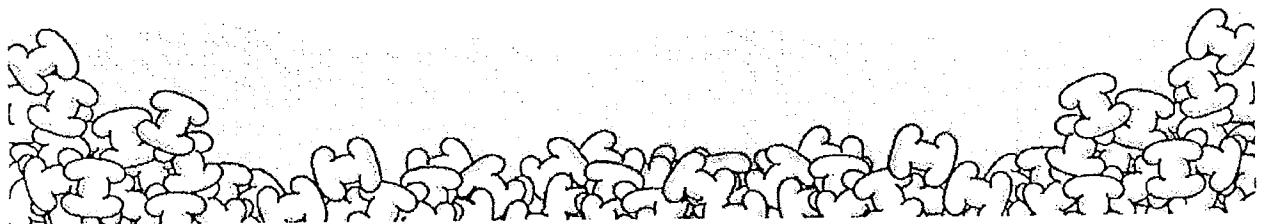
Why Styrofoam is NOT recyclable

Hundreds of years from now, the foam coffee cup you used this morning will still be sitting in a landfill.

Styrofoam has many benefits including insulating quality that helps keep food warm. It is also of light weight, has high durability and strength, making it an excellent packaging material. Nevertheless, polystyrene (Styrofoam) is made from petroleum and a cancerous chemical known as benzene is used in its production process. Due to the presence of benzene in Styrofoam, it is inevitable that food in direct contact with the Styrofoam food packaging would be affected. This has been one of the main reasons why over 20 cities in the United States have banned the use of Styrofoam. To make matters worse, Styrofoam is hardly biodegradable. In the absence of a suitable solvent, Styrofoam can last almost forever. When ingested by animals, it often blocks their digestive tracts, causes starvation, and ultimately death. It is important we teach our customers to dispose of Styrofoam carefully. Styrofoam is often space-consuming. It is estimated that by volume, it takes up as much as 30% of landfills worldwide. These factors add to the problem of disposing Styrofoam and explain why it is an important topic in the waste hauling industry.

There is, however, an eco-friendly brand of packaging peanuts. The earth friendly, "green" packaging material is a starch-based packing peanut that is biodegradable in water or a compost setting. This product has long been accepted by the packaging industry and has stood the test of time and tactics from the plastics and recycling industries. For more information, check out: <http://www.starchtech.com/index.html>

Unfortunately Styrofoam is not recyclable in Pierce County. However, packaging peanuts can be taken to Tacoma Recycling for disposal, and most packaging and postal companies can re-use the material. The best way for our customers to get rid of Styrofoam is to set it out as garbage, which may result in an extra fee for additional items. For those customers concerned about the long term effects of disposing their Styrofoam as trash, refer them to greener packaging options. Purchasing items that are eco-friendly are the best way to reduce waste and the amount of Styrofoam in our landfills.





♻️ WASTE REDUCTION WEDNESDAY ♻️



We have all seen it. We come to a stop on a busy street, look out our window and notice a bunch of garbage strewn about on the side of the road. Mix in some bad weather and now the mess is up and down freeways, highways, national forest and public parks. Reporting illegal dumping when you see it happening is the best way to get this issue eliminated. But what if illegal dumping has happened to you? Pierce County Responds is the best way to educate customers and move forward in a positive direction.

When someone has had garbage dumped on their property, Pierce County Responds can offer them a Litter Credit. A Litter Credit will allow you to dispose of the debris free of charge at an authorized Pierce County Transfer Station, for disposal costs up to \$100.00 (approx. 1 ton). The property owner or tenant must haul the debris with legal means of transportation. A litter credit is allowed only **One Time** per property. Please be advised that obtaining a Litter Credit can be a lengthy process. It has to go through the proper procedures, and could take up to a month to receive (*depending on current case loads*). To apply for a litter credit, please contact 253-798-4649.

Pierce County Responds program helps Pierce County residents report illegal dumping, junk vehicles, and violations of zoning and development regulations. Coordinated by Pierce County Public Works and Utilities, Pierce County Responds receives and investigates complaints, recommends cases for prosecution, provides technical assistance to property owners, and organizes community-based solutions for code enforcement.

The award-winning program has served the residents and businesses of unincorporated Pierce County since 2002. Since then the program has received more than 45,000 calls, performed 13,000 site visits, addressed 9,600 junk vehicles, and assisted more than 2,600 property owners.

To keep clean-up costs down, many illegal dump sites on state and other public lands are removed by inmates from correctional camps operated by the Department of Corrections. Between July 2007 and July 2009, crews supervised by DNR cleaned 685 illegal dump sites. They also removed about 500 tons of litter and other trash, including 2,348 tires from roadsides, forest roads and other areas at a cost of more than \$400,000. From July 2009 to July 2011, the Department of Ecology has provided about \$415,000 to clean up litter and illegal dump sites on public lands.

Report illegal dumping to Pierce County Responds at (253) 798-4636



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WASTE REDUCTION WEDNESDAY

Pollution Prevention

What is Pollution Prevention?

Pollution is the contamination of air, soil, or water by the discharge of harmful substances. According to the Pollution Prevention Act of 1990, pollution prevention (P2) is defined as: "source reduction and other practices that reduce or eliminate the creation of pollutants through increased efficiency in the use of raw materials, energy, water, or other resources, or protecting resources through conservation". Source reduction is legally defined as: "any practice which reduces the amount of any hazardous substance, pollutant, or contaminant entering any waste stream or otherwise released into the environment prior to recycling, treatment, or disposal; and which reduces the hazards to public health and the environment associated with the release of such substances, pollutants, or contaminants". So what does this mean to the average Joe? Pollution prevention occurs when raw materials, water, energy and other resources are utilized more efficiently, when less harmful substances are substituted for hazardous ones, and when toxic substances are eliminated from the production process. By reducing the use and production of hazardous substances, and by operating more efficiently we protect human health, strengthen our economic well-being, and preserve the environment.

Pollution control is a term used in environmental management. It means the control of emissions and effluents into air, water or soil. Without pollution control, the waste products from consumption, heating, agriculture, mining, manufacturing, transportation and other human activities, whether they accumulate or disperse, will degrade the environment. Pollution prevention and waste minimization are more desirable than pollution control. In short, ideally we want to reduce, or in a perfect world, eliminate pollution instead of trying to just control the damage that has already been done. In the field of land development, low impact development is a similar technique for the prevention of urban runoff.

Urban runoff is the water that runs over the impervious areas in cities, collecting pollutants as it flows. It is recognized as a major source of impairment of water quality. In a 1988 report to congress by the US Environmental Protection Agency, urban runoff was listed as the fourth largest cause of impairment to our nation's rivers and the third largest cause of impairment to our nation's lakes, and Air pollution is the introduction of chemicals, particulate matter, or biological materials that cause harm or discomfort to humans or other living organisms, or cause damage to the natural environment or built environment, into the atmosphere. The atmosphere is a complex dynamic natural gaseous system that is essential to support life on planet Earth. Stratospheric ozone depletion due to air pollution has long been recognized as a threat to human health as well as to the Earth's ecosystems.

Facts about Air Pollution

- Almost 232 million different types of vehicles are driven by U.S. citizens every day, adding greenhouse gases into the air
- U.S. vehicle emissions contribute 45% to global warming
- The average adult consumes 3,000 gallons of polluted air every day
- Vehicle exhaust contributes to 60% of carbon monoxide emissions in the U.S. and up to 95% in large cities
- Every year 335,000 Americans die of lung cancer, which is a direct result of air pollution

Now that you have the facts, next week we will address how we can make a difference!



WASTE CONNECTIONS, INC.
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WASTE REDUCTION WEDNESDAY

Ways to save energy around the house

Fight the Light! Don't leave lights on when no one is in the room. If you are going to be out of the room for more than five minutes, turn off the light. If you know of a light that everyone forgets to turn off, make a sticker or a sign to hang next to the switch that says "Lights Out!" or "Don't Forget!" Where possible, use compact fluorescent light bulbs. Those funny-looking bulbs produce the same amount of light by using 1/4 of the electricity. Plus, they last for years and years without burning out. Try not to leave things turned on all the time. Turn off the TV when no one is watching it. The same goes for computers, radios and stereos - if no one using it, turn it off. Turn off all the appliances at the surge protector/control strip. Some devices, like modems or other networking boxes are drawing small amounts of power all the time.

Don't Heat - or Cool - the Great Outdoors! Americans use twice the amount of energy as necessary to heat their homes. That accounts for a lot of wasted energy! If you have a fireplace, close the damper when you don't have a fire burning. In the summer, an open fireplace damper can let cool air escape. It's like having a window open! Keeping the curtains closed on cold, cloudy days helps block the cold outside air from getting inside. Also, keeping the curtains closed on very hot days keeps the hot air out! Also, be sure to leave the doors shut, so warm air doesn't escape, and when it hot, cool air stays in. In warm weather, the thermostat at home should be set fairly low, or not at all. If you have ceiling fans or other fans, turn them on. The blowing air can make you feel 5 degrees cooler, without running the air conditioner. Fans use a lot less electricity than air conditioners! In cold weather, wear warm clothing. Turn your thermostat off, using less heat and energy when you're not home.

In the Bathroom: About 75% of the water we use in our homes is used in the bathroom. We use about five gallons to seven gallons of water with every flush of the toilet. A leaky toilet can waste more than 10,000 gallons of water a year. Drippy faucets are bad, too. A faucet that leaks enough water to fill a soda bottle every 30 minutes will waste 2,192 gallons of water a year. Another simple way to save water AND energy is to take shorter showers. You'll use less hot water - and water heaters account for nearly 1/4 of your home's energy use.

In the Kitchen: According to researchers a load of dishes cleaned in a dishwasher uses 37% less water than washing dishes by hand! However, if you fill up one side of the sink with soapy water and the other side with rinse water - and if you don't let the faucet run - you'll use half as much water as a dishwasher does. Doing the dishes this way can save enough water for a five-minute shower! If you need to warm up or defrost small amounts of food, use a microwave instead of the stove to save energy. Microwave ovens use around 50% less energy than conventional ovens do. For large meals, however, the stove is usually more efficient. In the summer, using a microwave causes less heat in the kitchen, which saves money on air conditioning. Don't keep the refrigerator door open any longer than you need to. Is there an old refrigerator sitting in the garage or someplace else at home? Old an old refrigerator could be cost as much as \$120 a year to operate.

There are many opportunities where we can make small adjustments in our habits that over time make a large impact on the amount of energy we, as individuals use on a daily basis. Just think of how much energy is saved by adopting just a few of these "good energy practices" in your daily routine. It may not seem like a significant amount on an individual level, but when these individual habits become a family habit, the positive effects will grow exponentially.



WASTE CONNECTIONS, INC.
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WASTE REDUCTION WEDNESDAY

The goal of waste reduction and sustainability

Have you ever wondered how much garbage is disposed annually? An audit done in 2009 shows that 375,000 tons of garbage was collected from the 590,000 Pierce County residences. The average amount of garbage per person is 3.5 pounds per day, and that includes waste generated at home, work, school, and by business. The 2010 trend is 3.35 pounds per person, per day.

Material being disposed of everyday includes items such as paper, plastics, glass, yardwaste and food waste which comprises over 40% of the material. Food waste is the most common material placed into the garbage everyday. Food waste contributes to over 105,000 tons per year, also included in that is clothing, disposable diapers, soap and bath products. We are working to build new and improved methods to help promote the disposal of food waste. Currently food waste is not accepted with the yard debris is that all of the Pierce County facilities that accept this material are currently at capacity and Pierce County is trying to determine the best long-term plan for this material.

Material going in our waste

Food waste	41%	Glass	5%
Paper	17%	Metals	5%
Plastic	13%	Yardwaste	4%
Debris	12%	Everything else	3%

Over one third of our waste is compostable and over 100,000 tons per year is recycled through existing recycling programs, such as yardwaste composting facilities, household hazardous waste facilities and e-waste programs. Some neighboring counties have recycling and yardwaste programs that are more inclusive with food waste. Pierce County is always looking to improve the programs we offer for recycling, but these adjustments take time, money, and data to support.

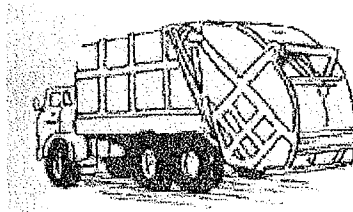
The goal of these audits is to keep more of the 'recyclable' items out of the household trash and place these in the recycle bin so the material may be reused for future products. Items like paper and certain plastics can go in the commingle recycle bin. We are also trying to promote the use of free drop off sites to recycle glass. These practices overall should help reduce our amount of waste per day. These audits are also great to see specifically what items residents are disposing of and what we can do as a waste provider to help educate how to reduce the amount of waste while encouraging a higher level of recycling.



WASTE CONNECTIONS, INC.
Connect with the Future



WASTE REDUCTION WEDNESDAY



YARD WASTE

What is yard waste? Yard waste is defined as grass, leaves, shrubs and small branches. Yard waste must be free of any other waste, debris, and contaminants such as cans, bottles, or litter to be accepted at a transfer station. All yard waste items must be biodegradable. Biodegradable is used to describe any type of waste that can be broken down by other organisms. This distinction is very important in waste management because it determines the best method to safely dispose of the waste. Mixing biodegradable waste together with non-biodegradable waste leads to a situation where the non-biodegradable waste can linger in the environment long after the biodegradable waste has decomposed. In our last Waste Reduction letter we learned that about 3.5 pounds of waste was disposed of daily per person, in 2010. Knowing how to properly manage this huge volume of waste is crucial to the health and well-being of people and the environment.

The most common items deposited in the curbside 90 gallon yard waste bins are grass and leaves, but sometimes material arises that is unclear of how to properly dispose of. Items such as food and animal waste cannot go in the yard waste container. They are not biodegradable or take a much longer time and more complicated process to breakdown and cannot be composted together. Other types of unacceptable material would also include aggressive plants, such as ivy and blackberry bushes. These types of plants cannot break down and are not compostable. As representatives, we want to be sure we are educating customers to dispose of these unacceptable items in a proper way, by putting them in the garbage.

Additional yard waste can always be accepted in biodegradable bags. We CANNOT accept additional yard waste in plastic bags because these plastic bags are not biodegradable and cannot break down. Another viable option for customers is to drop off yard waste at no charge at their local transfer station. While this can be a helpful option, it's always best to give details or limitations to our customers. For instance, the transfer stations will not accept: Dirt, food, manure, bones, rocks, or demolition wood. Many invasive plants like scotch broom, ivy and blackberry bushes may also cost an additional fee. You can always refer a customer to the LRI website at <http://www.lrilandfill.com/default.asp> to check for location times and limitations on yard waste disposal.



WASTE CONNECTIONS, INC.
Connect with the Future



WASTE REDUCTION WEDNESDAY

The benefits of recycling paper in the office.

Businesses play a critical role in reducing waste. By reducing waste, we can save natural resources and energy, prevent pollution and help extend the life of our landfills. The first step is to reduce, and the simplest place to look is at your paper use. Strikingly, 25% of the garbage that businesses throw away – more than 120,000 tons annually – is common paper that is fully recyclable.

Even in the “digital age” we consume enormous amounts of paper, most of which is used once or twice and then tossed or recycled. The greenest paper is no paper at all, so keep things digital whenever possible. The more you do online, the less you need paper. If possible keep files on computers instead of in file cabinets, cutting down on clutter and improving organization of information. Try to review documents on-screen and don’t print until you have the final version. Also take advantage of the “Print to PDF” option. When you do print, print double-sided. Use misprints or old documents for scratch paper and put paper recycling bins for paper at every desk and by the printer.

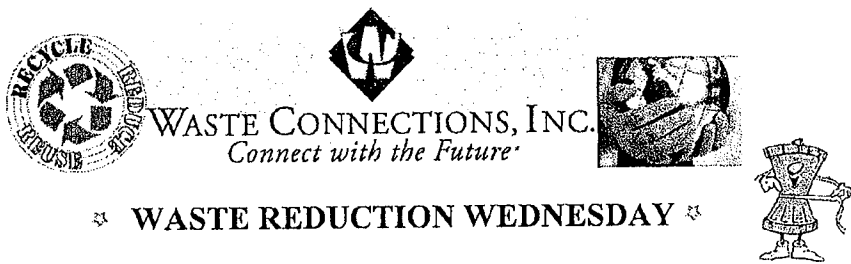
Everywhere you look you see one thing: paper. From posters and notebooks to cardboard boxes and magazines, paper is part of our everyday lives. Paper takes up over 40% of our waste stream, making it the top material that we throw away. That means for every 100 pounds of trash we throw away, about 35 pounds of it is paper! If we could just recycle one morning newspaper every day, we could save 41,000 trees from being cut down and greatly reduce our carbon footprint.

Paper recycling is the process of manufacturing old paper products and turning them into new, reusable paper products. Recycling old paper products uses 60% less energy than manufacturing it from new materials. Making paper is a relatively easy process. Paper is made from trees, and every single part of the tree is either chopped up to make products or burned to create energy. If everyone in the U.S. reused a paper bag during their shopping trips about 60,000 trees would be saved and could be used to increase the flow

Everyday products that can be recycled & reused:

Newspaper	Magazines	Egg Cartons
Shredded paper	Computer Paper	Paper Bags
Phonebooks	Envelopes	Business Cards
Cardboard	Junk Mail	Calendars
Some books	Construction Paper	

There are so many other products that you can make with recycled paper. And the best thing about paper recycling is that it used less chemicals and bleaches, which is safer for the environment. Some benefits to recycling paper are: Recycling newspaper saves 14% of landfill space, and for every ton of newspaper recycled you can save enough energy to power a television for 31 hours. Recycling one ton of paper can save 17 trees; it also reduces sulfur dioxide emissions. Most paper can be recycled up to 8 times to create new products, and it uses less fossil fuels. By recycling paper we leave more trees to promote the sustainability of our environment and it also saves energy.



HOW TO PROPERLY DISPOSE OF NEEDLES, SYRINGES & OTHER 'SHARPS'.

It's important to dispose of "sharps" appropriately. Never throw any sharps directly into the trash. Sharps include needles, syringes, scalpels, lancets, contaminated plastic or glassware, and anything with human blood on it. This protects everyone who might come into contact with your garbage from the risk of injury or infection--including garbage handlers, family members, or neighbors.

Every community has its own way of handling sharps. Some have special laws and rules for disposal. Most customers will often call us with questions on how to properly dispose of sharps. It is up to us to make sure we are familiar with the correct process.

- You should use a special container when disposing of sharps. A clear soda bottle, cooking oil bottle, or laundry detergent bottle should work.
- Do NOT use coffee cans, glass bottles or light weight plastic bottles.
- Drop syringe, needle first, into the container. Continue adding needles to the container until it is 3/4 full.
- Once container is 3/4 full, tape the lid closed.
- The container needs to be clearly labeled "SHARPS", also the material should be placed on top of the garbage can. This way the garbage driver can clearly see its labeled "SHARPS" and he can dispose of safely.

It's extremely important that we give all our customers the proper information on how to dispose of sharp objects. Since safety is of paramount importance in our daily operations, educating customers on disposing of sharps properly is one important method to help make sure our employees and customers remain safe.

Murrey's Disposal Co., Inc G-9
American Disposal Co., Inc G-87

Sept 1, 2010 through Aug 31, 2011

	Commodity Value	Commodity Retention at 50%	Company Retained 50%
Residential Commodity Value	1,838,256	919,128	919,128
Multi-Family Commodity Value	110,415	55,208	55,208
Total	\$1,948,671	\$974,336	<u>\$974,336</u>

Program Costs:

Customer News Letter Setup and Mailing Cost	44,369
Community Service Goodwill to Promote Recycling	71,733
Recycling Co-ordinator, John Rush Wages & Benefits John Rush, June 23, 2008	76,292
Recycling Spokesperson Wages & Benefits Joe Bushnell, February 23, 1990	38,437
Sortline Upgrade to Optimize Products Not Recouped in Regulated Rates Total Tons 13,688 times \$11.57	158,373
County Sustainability & Recycling Coordinator	80,000
Total	<u>\$469,204</u>

Murrey's / American
Commodity Credit Justification - Bench Request
Commodity Credit Period: 9/2010 - 8/2011

Commercial Recycling Sales Coordinator
John Rush

Salaries & Wage Exp. - For Period:	\$70,621.00
Payroll Taxes & Group Insurance - For Period:	\$5,641.00
Vacation Pay - For Period:	\$30.00
TOTAL COMMERCIAL RECYCLING COORDINATOR EXP. - FOR PERIOD :	<u><u>\$76,292.00</u></u>

Murrey's / American
Commodity Credit Justification - Bench Request
Commodity Credit Period: 9/2010 - 8/2011

Recycling Sales Coordinator
Joe Bushnell

Salaries & Wage Exp. - For Period:	\$29,714.00
Payroll Taxes & Group Insurance - For Period:	\$1,879.00
Vacation Pay - For Period:	\$1,941.00
Pension & Profit Sharing - For Period:	\$148.00
Advertising Exp. - For Period:	\$4,755.00
TOTAL COMMERCIAL RECYCLING COORDINATOR EXP. - FOR PERIOD :	<u>\$38,437.00</u>

BENCH REQUEST NO. 2 (to all Companies):

Please provide an estimate of the total revenues the Company anticipates receiving from the sale of recyclable materials during the 2011-2012 plan period, including any work papers that support the total revenue projection.

RESPONSE

Objection to this Request, to the extent it implies or infers that revenue share plans under RCW 81.77.185 would necessarily involve or require any projection of revenues from secondary market sales. Without waiving this basic objection, the Respondents answer as follows: even random, historic reviews of annual revenue sales by the Companies would reveal such an undulating pattern of revenues from 2008 to the present that any projection of revenues accruing from revenue share plans would be of little value and constitute a relative waste of accounting and administrative time in the Companies' view.

Revenue share, as Mr. Eckhardt made clear in his remarks at the Open Meeting on October 27, 2011, has nothing formulaicly to do with the deferred accounting mechanism used for recycling commodity credits and thus has never involved any "projection forward" that is subject to true-up at the end of the reporting period as with commodity credits. While in "budget based" revenue share plans such as those reviewed by the Commission in Order No. 10, TG-101220, 101221 and 101222, *In re WUTC v. Waste Management of Washington et al.* (Oct. 2011), projections of revenues and expenses are apparently necessarily important elements, performance-based revenue share plans such as those implemented by Murrey's and American in Pierce County since 2005 have never relied upon hypothesized revenue and expense benchmarks to develop or implement a plan. Admittedly, that is a departure from conventional business operations in which budgets and projections often provide important direction and guidance to

management. Revenue share, however, has always been viewed by the Companies and Pierce County as a program apart from any conventional financial or ratemaking analysis whose revenue results are completely outside the control of the public sector or the hauler, controlled instead solely by the vagaries of the truly world marketplace for recyclable commodities. These have recently been on a “roller coaster ride,” plumbing the depths of valuations in late 2008 and early 2009 and restored to solid levels in much of 2010. Projection of revenues in the current financial and recyclable sales in this environment would simply not be a useful exercise in the Respondents’ view (see Exhibit 2 from a contemporary trade publication in reference thereto, bates numbers M/A 00040-41).

Prepared by: Jason Pratt, Division Controller
Eddie Westmoreland, Western Region Vice President of Government Affairs,
Waste Connections, Inc.
David Wiley, Counsel

Date: November 17, 2011



Bureau of
International Recycling

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Posted on 25/10/2011 in category [Convention](#)

[Contact \(/contact/\)](#)

Launch of BIR World Commodity Survey: “Intelligent recycling” to become ever more crucial

“We are definitely in the most volatile of all words,” declared Professor Philippe Chalmin of the Paris-Dauphine University in launching the follow-up to his survey of the world markets for recovered and recycled commodities.

Speaking in Munich at the latest Autumn Convention of the BIR world recycling organisation, Professor Chalmin argued that prices have fallen for many commodities in recent months but remain at “very, very high levels” in certain instances. He noted in particular the high values retained by the main LME metals.

Focusing also on the divergence in economic performance around the globe, Professor Chalmin underlined that OECD nations were experiencing relative stagnation whereas the economies of emerging countries were continuing to “ride high”, leading to overall growth which would entail increased investment in commodity production. And with resources limited in many instances, there would be “a need for more investment in recycling, in intelligent recycling”, he insisted.

He identified China as key to the development of markets for a significant number of recyclables, including recovered paper and non-ferrous scrap. However, he warned that, at some future point, a crisis would also befall China and that the commodity markets - both primary and secondary - would be first in feeling the effects.

In the new BIR-commissioned report entitled “World Markets for Recovered and Recycled Commodities 2011 - the End of the Waste Era”, Professor Chalmin highlights the growing volatility of

markets. "Never have the prices for scrap and old paper been so unstable, which explains the development of new derivatives markets," he observes.

[Disclaimer \(disclaimer\)](#)

"This is, of course, a challenge for the recycling industry: to manage long-term policies of collecting 'waste' and making it an 'urban mine' in a context of world markets that are more volatile than ever. This is one of the reasons why we shall need more and more transparency on prices and data, a goal which is at the core of BIR's future developments."

BIR President Björn Grufman says in welcoming the study: "Prof. Chalmin's report notes that growing market volatility leads to greater commodity market destabilisation, something which BIR has long stressed can be combated through increased transparency on prices and more comprehensive data. A major challenge for BIR and officials throughout the world in 2012 will be to collect more data concerning the capabilities of 'the urban mine' – recycling operations that now supply for sectors over of raw materials -- so that we can deploy these resources efficiently."

BIR's Director General Francis Veys says the report also highlights a new risk to global commodity trading. "A mix of protectionism and anti-dumping regulations has emerged, particularly in the European and American markets," he states. "This is in part a reaction to restrictive trade legislation in some of the BRIC countries. BIR's members are committed to finding a 'middle way' that won't strangle supplies of recycled commodities."

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- [\(/about/\)](#)
- [Press/Pecture/\)](#)
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BENCH REQUEST NO. 3 (to all Companies):

For each 2010-2011 recycling revenue sharing plan the Commission approved in Dockets TG-101542, TG-101545 & TG-101548 (consolidated), please provide the following information for each element or provision of the plan in which the Company's entitlement to a percentage or portion of retained revenues was contingent on, or otherwise tied to, satisfying or accomplishing a specific task or performance goal:

- a. A demonstration of how the Company's compliance with the element or provision of the plan increased recycling;**
- b. A budget or estimate prepared on or before the date the Company submitted the plan to the Commission for approval detailing the expenses or costs the Company anticipated it would incur to comply with the element or provision of the plan, including any work papers supporting the budget or estimate; and**
- c. The date or other time period on or in which the Company became aware that fifty percent (or thirty percent in the case of Mason) of the recycling revenues the Company was retaining substantially exceeded the expenses or costs the Company was incurring or was likely to incur to comply with all elements of the plan.**

RESPONSE BY MURREY'S/AMERICAN DISPOSAL COMPANIES

Objection to this overall Request to the extent that it presumes the Commission, under RCW 81.77.185, has the inherent discretion to retroactively reverse or otherwise condition its previous approval of the 2010-2011 recycling revenue share plan expressly approved at the Open Meeting on October 28, 2010, and which its Orders No. 5 and 6 on Reconsideration of May and July, 2011 did not overturn or otherwise invalidate and which are now administratively final. Without waiving this basic legal objection in characterizing the request, Respondents understand this question to relate to the indicated elements of the approved 2010-2011 performance plans in Pierce and Mason Counties and respond accordingly as follows:

- a. For Pierce County, please see the analogous description and explanation of how the individual plan elements contained in the County Recycling Revenue Share Plan for 2011-2012 would increase recycling in Response to Bench Request No. 1, above. Because the 2010-2011 Revenue Share Plan contained most all the same "Element Details," (having been substantially

rewritten in the previous year) and Pierce County generally intends the revenue share plans to be designed for a five year interval so that in 2011-2012, there will not be dramatic change to benchmark criteria elements from the 2010-2011 year. Thus, all targeted performance benchmarks in 2010-2011 are comparable to 2011-2012 in terms of activities designed to and which in fact increased recycling which goals and intended results again were discussed in answer to Bench Request No. 1, above, and for economy need not be duplicated here. For the revisions and incremental changes contrasting the 2010-2011 plans and goals with the 2011-2012 plans for Pierce County, please see the Response to Bench Request No. 1(a) beginning at page 7, above.

b. Again, objection to the form of the question which all three Respondent companies Murrey's/American and Mason County respectfully contend assumes facts that have never been in evidence. As described more fully in Response to Bench Request No. 1(b) and No. 2 above, this specific inquiry presupposes that budgets of revenues and expenses are developed for County performance-based revenue share plans and that not doing so is a breach of a perceived duty or established regulatory requirement by rule or policy. In short, the question calls for a response that suggests the omitting of a detailed budget and expense breakdown is a material failure or omission meriting some perjorative subsequent disqualification of the objective results of a performance-based plan which Respondents reject. Without waiving these objections, Respondents answer that they did not prepare any such line item breakdown of costs or elements of "the plans" in 2010-2011 and thus have no supporting workpapers today reflecting any projection exercise in which they did not engage.

c. In answering subpart (c), Murrey's and American Disposal further respectfully object to the question to the extent that it infers that sporadic cumulative improvement in or contraction

of the national worldwide commodities market necessarily translates into automatic recognition that reporting year revenues will exceed expenses so the programmatic adjustments can be unilaterally made with no risk, i.e., that ultimate expenditures will exceed revenues.

Respondents Murrey's/American further respectfully object to the question to the extent that it infers that sporadic cumulative improvement in or contraction of the national or worldwide commodities market necessarily translates into automatic recognition that reporting year revenues will exceed expenses so that programmatic adjustments can be unilaterally made with no risk, i.e. that ultimate expenditures will exceed revenues. Indeed Respondents question the pendency of "rolling adjustments" based on the erratic nature of commodity markets, historically. It also implies that the incentive mechanism recognized by the Commission in Order No. 5, *In re WUTC v. Mason County Garbage Co., Inc. et al.*, TG-101542 (May, 2011) has no reference to results in performance-based revenue share plans. Without waiving this objection, Respondents answer that at the August 19, 2011 meeting with Commission Staff, County and Company representatives at Pierce County's offices in University Place, the final month of the reporting period for 2010-2011 and weeks after final Order No. 6 in the above proceeding revenue figures were reported through July, 2011, and generalized discussion of expense activities occurred but acknowledge there was no discussion directed at the size of any final projected retention, recycling activity expenditures provided or inquired into.

Prepared by: Jason Pratt, Division Controller
Eddie Westmoreland, Western Region Vice President of Government Affairs,
Waste Connections, Inc.
David Wiley (Counsel)

Date: November 17, 2011

BENCH REQUEST NO. 4 (to Murrey's and American):

For each quarterly meeting between Company and Pierce County representatives during the 2010-2011 recycling revenue sharing plan period, please provide the following information:

- a. The date of the meeting;
- b. The names and titles of the persons attending the meeting;
- c. The purpose of, and topics discussed during, the meeting; and
- d. A copy of any documents exchanged or otherwise provided during the meeting.

RESPONSE

2. (a-c) For the **Murrey's/American Disposal Cos.** meetings with Pierce County representatives in the 2010-2011 recycling revenue share plan period, Murrey's/American provide the following in answer to Bench Request No. 4 (a-c):

- * Incorporated here for reference is Murrey's/American's initial answer to Data Request #1 of October 24, 2011. In addition to that initial response, Murrey's/American now supplements its previous answer in reference to two additional meetings with County representatives in the 4th quarter, 2011 reporting period:¹

¹ Murrey's/American note the below clarifications/corrections to this statement for the Commission's attention. First, the reference to "third quarter" in the 10/24/11 response actually should refer to the "fourth quarter" of the reporting cycle (which in September 1, 2010-August 31, 2011 with the "third quarter" referring to the calendar year). Secondly, Sheryl Rhinehart, is the Outreach Coordinator employed by Pierce County and attendee of one of the referenced meetings in the Data Request No. 1 answer. Also not referenced in that Data Request answer are job titles of the following: Dan Schooler is the former Division Vice-President of Waste Connections Northern Division, John Rodgers is the General Manager of LRI, Don Taylor is the Assistant District Manager of LRI and Steve Wambach as the Commission is aware is the Solid Waste Administrator for the Pierce County Department of Public Works and Utilities.

Murrey's / American Disposal
Summary of County/Hauler Quarterly Meetings
Commodity Credit Justification – 2010/2011
Data Request - # 1
10/24/11

4th Quarter, 2010 (10/22/10):

Attendees: Murrey's / American – Dan Schooler
County – Steve Wamback, Robert Dieckmann

Discussion Points:

- 1) Review 2009-2010 County/Company Recycling Plan.
 - a. Review plan components met by the hauler, and discuss plan components not met.
 - b. Review placement of glass sites throughout the County, and the need to place an additional site in the Gig Harbor area.
- 2) Discuss County components of 2010-2011 County/Company Recycling Plan.
 - a. Discuss viability of improving/upgrading Murrey's / American company website.
 - b. Discuss the necessity to reduce 64 gallon and greater refuse can service, and also increase EOW and monthly service throughout the County.

1st Quarter, 2011 (1/11/11):

Attendees: Murrey's / American – Dan Schooler
County – Steve Wamback, Robert Dieckmann

Discussion Points:

- 1) Review key components of the 2010-2011 County/Company Recycling Plan.
 - a. Review "Commodity Revenue Sharing Analysis" components, and provide an update to the County on hauler progress and achievement.

2nd Quarter, 2011 (Early – 2/22/11):

Attendees: Murrey's / American – Keith Kovalenko, Mark Gingrich
County – Steve Wamback, Robert Dieckmann, Sheryl Rhinehart

Discussion Points:

- 1) Review individual plan components of 2010-2011 County/Company Recycling Plan.
 - a. Update the County on progress of additional glass site placement in the Gig Harbor area.

- b. Review hauler website updates and completion timeline with the County.
- c. Discuss the County's desire to include additional recycling promotion inserts in Murrey's / American customer billings.
 - i. Discuss possibility of placing the County Recycling Guide as a bi-annual or annual insert in to customer billings.
 - ii. Discuss probable cost associated with such a mailer.
 - iii. Discuss additional County recycling promotion that could be done through the hauler website or via customer billing inserts.
- d. Review the "Customer Service and Education" plan component with the County.
 - i. Receive clarification from the County on plan expectations related to that component.
- e. Review year-over-year customer recycling pounds per pick up trends.

3rd Quarter, 2011 (7/7/11):

Attendees: Murrey's / American – Keith Kovalenko, Mark Gingrich, John Rodgers, Don Taylor

Discussion Points:

- 1) Review individual plan components of 2010-2011 County/Company Recycling Plan.
 - a. Update the County on achievement progress of individual plan components.
- 2) Discuss viability of implementing a Pierce County Food Waste program after John Rodgers meeting with the County staff.
 - a. Discuss probable levels of service and overall impact to waste/diversion volumes.
 - b. Outlines anticipated program volumes based on customer count and estimated pounds per household, and discuss hauler transportation and service requirements.
 - c. Discuss County facility capacity, permitting, and infrastructure to handle food waste material.
 - d. Discuss timeline for follow-up meeting to review discussion point findings.

In addition, Murrey's and American note two additional meetings with the County on recycling activities and increasing recycling in the fourth quarter of the 2010-2011 reporting interval.

5. Meeting June 30, 2011

The first occurred on June 30, 2011. In attendance were Keith Kovalenko, Murrey's/American District Manager, Mark Gingrich, Murrey's/American Operations Manager, Larry Meany, ("LeMay") Pierce County Refuse Co. District Manager and Bob Dieckmann, Business Recycling Coordinator for Pierce County. Discussion there involved, amongst other topics, a pilot project supporting the County's efforts to increase recycling at several large business complexes in Pierce County with Murrey's/American and LeMay identifying various buildings for waste reduction pilots. Other ideas for commercial building recycling promotion in addition to the County pilot project were also discussed, as shown in the attached email (Exhibit 4-d, bates number M/A 00043) from Mr. Dieckmann before the meeting. The pilot program involves Murrey's/American and the County woven together to allow the County and volunteers positioned at specific large business complexes to survey solid waste services and potential recycling receptacles to reduce garbage generation and increase recycling, including an audit of the commercial waste stream at each complex.

6. Meeting August 9, 2011

On August 9, 2011, Mark Gingrich and Bob Dieckmann again met at Murrey's/American offices at the Port of Tacoma to discuss implementation of plans to reduce solid waste and increase recycling at two large commercial complexes in Gig Harbor north and uptown Gig Harbor, and one section of Sumner served by D.M. Disposal Company. During the meeting, Mr. Dieckmann discussed his plans to contact the business owners at those complexes and Mark Gingrich was assigned the task of compiling specific service level data pertinent to the complexes with a particular focus on what individual businesses might share receptacles. Gingrich was also assigned a role in preparing CSR's to help convert customers and field outreach questions. Gingrich gathered data on the Gig Harbor and Sumner customers at the complexes (see i.e. attached spreadsheet, Exhibit 4-d, bates numbers M/A 00044-46) for the County for subsequent waste audit purposes with the goal of identifying commercial customers who could increase their recycling.

Response: Mark Gingrich, Murrey's/American, Operations Manager
Jason Pratt, Division Controller

Date: November 17, 2011

Pierce County 2/28/11

CS meetings - education training
Gig Harbor glass site ✓
waste reduction

Info

23% less garbage program material
Pierce County WA 49 / recycle

Insert guidelines
website - Fuel Bank

County

Master recycled plastic OAR up 48%, 29%
recycled up 12%, 5%
2 can largest decline
280 hours recycling

removal ← Home obstacles
inserts ✓
web site ✓
bill rates
outreach to those that don't recycle
weather street - sheryl
pick box line

To Do

- email sheryl DST inserts
- fill out Pierce County WA 49 / recycle
- 23% less materials = garbage
- Gig Harbor Glass - website
- Promote lowest service levels
- 144 lbs per mo
- review criteria D
- FAR's from CSRS (Dan email)

Dan
- Gig Harbor

Talking points → Better Line of criteria, Labeling mess in street
Gig Harbor recycling

~~SECRET~~
DINOVA

From: "Robert Dieckmann" <bdieckm@co.pierce.wa.us>
Date: Monday, June 27, 2011 12:16 PM
To: "Keith Kovalenko" <KeithK@WasteConnections.com>; "Larry Meany" <LarryM@WasteConnections.com>
Cc: "Mark Gingrich" <MarkGi@WasteConnections.com>; "Charlie Maxwell" <CharlieM@WasteConnections.com>; "Ric Thompson" <RicT@WasteConnections.com>
Attach: Business Recycling Plan Scope&Schedule.doc
Subject: RE: Business Hi Recycling Meeting

Well let's see. I've attached the proposed plan for everyone, which I was going to do anyway, and ask you all to please look it over (except Larry; you're on vacation). I'm excited to begin, and would have no problem meeting on two different occasions, but I would like to begin soon.

With that in mind, my suggestion is that I meet with Keith and whomever else this week, Thursday afternoon, to discuss the pilot project. The first business complex I am hopeful will agree to take part is Uptown Gig Harbor. It would be a number of weeks before we could begin implementing the project, but I would like to contact the property management firm and see if they are agreeable. Then next week I could meet with Larry and anyone else and discuss the pilot project for businesses in the LeMay service area.

Please let me know if you have any questions or concerns.

Sincerely,
Bob Dieckmann

<u>ACT#</u>	<u>NAME</u>	<u>ADDRESS</u>	<u>#</u>	<u>SERVICE</u>	<u>TYPE</u>
31126004	BEN & JERRY	4621 PT FOSDICK DR NW	1	2YD WEEKLY	TRASH
31194621	PIZZERIA FONDI	4621 PT FOSDICK DR NW	1	6YD TWICE WEEKLY	TRASH
321715606	PIZZERIA FONDI	4621 PT FOSDICK DR NW	1	6YD CARDBOARD TWICE WEEKLY	RECY
31134013	UPTOWN GIG HARBOR	4621 PT FOSDICK DR NW	1	2YD TWICE WEEKLY	TRASH
321711502	UPTOWN GIG HARBOR	4621 PT FOSDICK DR NW	1	6YD CARDBOARD THREE TIMES WEEKLY	RECY
31134016	UPTOWN GIG HARBOR	4641 PT FOSDICK DR NW	1	2YD WEEKLY	TRASH
321713482	GALAXY UPTOWN	4649 PT FOSDICK DR NW	1	90GALLON COMMINGLE WEEKLY	RECY
321713482	GALAXY UPTOWN	4649 PT FOSDICK DR NW	1	6YD CARDBOARD TWICE WEEKLY	RECY
31146021	GALAXY UPTOWN	4649 PT FOSDICK DR NW	1	10YD COMPACTOR WEEKLY	TRASH
31140417	BLAZING ONION BURGER	4701 PT FOSDICK DR NW	1	6YD WEEKLY	TRASH
31140417	BLAZING ONION BURGER	4701 PT FOSDICK DR NW	1	6YD TWICE WEEKLY	TRASH
31147016	JAMBA JUICE	4709 PT FOSDICK DR NW	1	4YD TWICE WEEKLY	TRASH
321711296	JAMBA JUICE	4709 PT FOSDICK DR NW	1	6YD CARDBOARD WEEKLY	RECY
321710194	PANERA BREAD	4709 PT FOSDICK DR NW	1	6YD CARDBOARD THREE TIMES WEEKLY	RECY
31147015	PANERA BREAD	4709 PT FOSDICK DR NW	1	6YD TWICE WEEKLY	TRASH
31134118	CUTTERS POINT	4735 PT FOSDICK DR NW	1	2YD WEEKLY	TRASH
31134012	UPTOWN GIG HARBOR	4735 PT FOSDICK DR NW	1	4YD WEEKLY	TRASH
321710688	UPTOWN-GIG HARBOR	4735 PT FOSDICK DR NW	1	6YD CARDBOARD TWICE WEEKLY	RECY
31145256	LELE	4747 PT FOSDICK DR NW	1	2YD WEEKLY	TRASH
31134017	UPTOWN GIG HARBOR	4779 PT FOSDICK DR NW	1	6YD TWICE WEEKLY	TRASH
321717763	UPTOWN GIG HARBOR	4779 PT FOSDICK DR NW	1	6YD CARDBOARD TWICE WEEKLY	RECY
31147933	GREENHOUSE RESTAURANT	4793 PT FOSDICK DR NW	1	4YD WEEKLY	TRASH
6151951	MORFORDS HALLMARK	4914 PT FOSDICK DR NW	1	6YD CARDBOARD THREE TIMES WEEKLY	RECY
6126525	FASHION FIRST	5010 PT FOSDICK DR NW	1	6YD CARDBOARD THREE TIMES WEEKLY	RECY

PU DAY
TUES
TUES/FRI
MON/FRI
TUES/FRI
MON/WED/FRI
FRIDAY
FRIDAY
WED/FRI
THURS
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FRIDAY
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TUES/FRI
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<u>ACT#</u>	<u>NAME</u>	<u>ADDRESS</u>	<u>SERVICE</u>	<u>TYPE</u>	<u>PUDAY</u>
48075620	C & D ENTERPRISES	1002 MAIN ST	1.5yd trash container twice a week	trash	Tues & Fri
48074560	MARSHALL BENNETT	1003 MAIN ST	2yd trash container twice a week	trash	Tues & Fri
48025940	STOVER, DON	1006 MAIN ST	32gallon can weekly	trash	Thursday
48074550	PHOENIX TEMPLE	1007 MAIN ST	1.5yd trash container twice a week	trash	Tues & Fri
48025950	COUNTRY STORE ANTIQUES	1008 MAIN ST	32gallon can weekly	trash	Thursday
48025950	COUNTRY STORE ANTIQUES	1008 MAIN ST	96gallon every-other-week	recy	Friday
48025900	SUMNER PROFESSIONAL CENTER LLC	920 ALDER AVE	2yd trash container once weekly	trash	Thursday