



March 20, 2020

**Dear Valued Customers;**

As you know we are all in an unprecedented situation as we do our part in fighting the corona virus COVID-19. Our industry is still requiring daily attendance of all employees and the quick and safe handling of all waste and recycling in an effort to get past the outbreak of this pandemic.

One unexpected issue that we need your help with is the increase in requests for service suspension and reduction. While we understand the reasoning for such requests, we want to take this time to state our policy on service change requests.

1) All requests for reduction of service or suspension in service will be processed on the first day of the next bill cycle. This is not only to give us time to process the high volume of requests, but also for reconciliation purposes when accounts are increased back to regular volume and the potential billing confusion these mid-month changes will cause.

2) Minimum required service frequency must be maintained throughout these down times since the cities we service have ordinances requiring minimum service of 2x week for household or food garbage and 1x weekly for all other waste.

3) Keep in mind as quickly as the CDC has instituted these recommendations promoting self-quarantine and social distancing they could remove those recommendations and recommend business as usual. This will cause the reverse effect of every business requesting more service and the need to manually make those adjustments. This could cause a backlog in restarting your services. We suggest monitoring any service change request closely.

4) Any business closures or cancellation of services will require a corresponding container removal and account closure fee.

Waste Pro will monitor our cost savings on disposal. We may be able to issue future credit to the monthly service cost for all businesses who do not adjust service levels during this time period. This is predicated on Waste Pro realizing a disposal savings from unused collection services.

We look forward to joining all of our commercial business partners in recovery from this unprecedented situation. We wish all of you, and your families, good health and a positive outlook to persevere.

**Russell Mackie**  
**Regional VP**  
**Waste Pro of Florida**