

## Kristen Mueller

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**From:** Cox, Christopher <ccox6@wm.com>  
**Sent:** Tuesday, February 16, 2021 4:12 PM  
**To:** Customer Srvc Box  
**Subject:** Inclement Weather Update (Waste Management 2/17/21)

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Good afternoon,

Due to the safety of our employees and dangerous road conditions, Waste Management's San Antonio area facilities will continue suspension of operations through Thursday, February 18, 2021.

Attempts to service Friday routes will be made, if weather permits.

Residential customers whose service has been affected by the severe weather are asked to place refuse at the curb on their next regular service day the week of February 22nd - February 26th. In order to ensure a smooth recovery and collection process after this unforeseen disruption, WM is requesting that customers neatly bag any excess refuse and place it next to their WM provided cart or customer-owned bin. Customers are also asked to expect delays through next week, given that the amount of refuse ordinarily left at the curb is expected to increase dramatically, thereby also increasing the number of trips WM trucks will be making to and from the landfill each day. We greatly appreciate your patience and cooperation as we work to safely adjust service schedules.

Should you have any questions please feel free to contact me directly - Thank you and please stay warm!

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