



January 6, 2022

Dear Waste Management Customer,

COVID cases have recently seen a dramatic global increase, decimating communities, families, businesses, and industries across the world. This new COVID variant has temporarily impacted our workforce at all levels. In metro Atlanta, Waste Management has a high percentage of our workforce quarantined due to COVID related illness. These absences, while temporary, are negatively impacting our ability to provide on-time service to our customers.

Effective immediately, Waste Management will be making the following changes to all residential subscription and residential HOA services until further notice:

- **Temporarily suspending all residential recycling routes**
- **Temporarily suspending all residential bulk pick up services**
- **Minimizing excess removal to four (4) extra bags around the container**

During this interim period, all recycling drivers will be reassigned to service a solid waste route as a measure to provide trash removal on schedule. To ensure our customers have an alternative solution, all recycling customers may place their recycling container at the curb on their scheduled trash service day and we will dispose of recyclables in a solid waste truck. Our drivers will be instructed to empty both the trash and recycling containers.

Additionally, if you would prefer to drop your recyclables off at a community drop-off center, below is a list of a few available options:

Recycle Centers	Address	City	Hours of Operations
Keep North Fulton Beautiful	470 Morgan Falls Rd.	Sandy Springs	Mon, Tue, Thu, Fri, Sat: 9 - 5
Cherokee County Recycling	470 Blalock Rd.	Canton	Tue - Fri: 9 - 5
Cherokee County Recycling - Hobgood Park	6688 Bells Ferry	Woodstock	Tue - Fri: 9 - 5
Pickens Co. Recycling	9720 Cove Rd.	Jasper	Tue - Sat: 8 - 5
Pickens Co. Recycling	124 Stanley Dr.	Jasper	Tue - Sat: 8 - 5
West Rock Recycling	1775 County Services Pkwy	Marietta	Mon - Fri: 6 - 4; Sat: 7 - 12 noon
Forsyth County Recycling	351 Tolbert Street	Cumming	Mon - Sat: 7:30AM-5PM
Forsyth County Recycling	3678 Old Atlanta Road	Suwanee	Mon - Sat: 7:30AM-5PM
Forsyth County Recycling	3560 Settingdown Road	Cumming	Mon - Sat: 7:30AM-5PM

Should you have any questions, please visit our online chat option between 7:30AM – 5PM EDT Monday through Friday.

- Live Chat and self-service options – www.wm.com

We will further communicate in the near future our plans to resume recycling and bulk services. We apologize to have to take these unfortunate, but necessary, actions during these challenging times, and thank you in advance for your patience and understanding.

Sincerely,

Waste Management
South Atlantic Office