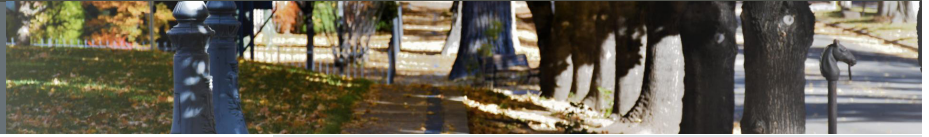




CARSON CITY

Franchise Fact Sheet

RESIDENTIAL



Waste Management to provide the following NEW services and benefits to the residents of Carson City:



Weekly 95-gallon solid waste service with WM provided cart. Smaller sizes available at the same base rate of \$17.59 per month.



Bi-weekly 95-gallon single stream recycling. Bi-weekly 95-gallon green waste service.

Carts included. Additional recycling or green waste service available at no charge.



WM investing \$6.75 million in new carts and trucks.



Animal resistant carts provided as an optional service at \$22.50 per month.



Curbside bulky waste collection of four items per year included in base service (including e-waste items). Additional per item pricing available for more material.



Curbside holiday tree collection included in base service rate. (December 25 through January 15)



Reduced rate for qualified low-income households. (25% discount to base rate)

Customer Service Highlights:



NEW Local helpdesk. Customers can call or stop by for help. Phone: (775) 343-7596 or WM facility, 5560 Sheep Drive.



NEW Dedicated Recycling Outreach Coordinator. This local employee will work with customers to accomplish their recycling goals.



NEW User-friendly website.

Designed to help customers navigate available service options, collection schedules and billing questions.



Increased communication with customers to maximize service levels and options. Communication pieces include quarterly bill inserts, annual recycling calendars, single stream recycling education, green waste education, social media and conventional media outreach.

PROPOSED BASE MONTHLY RESIDENTIAL SERVICE RATE \$17.59 (\$3.17 REDUCTION IN CURRENT RATE)



Added Benefits to your Community

Included are new services for:

City buildings and parks

- Big Belly Solar Trash Compactors
- Recycling service
- Green waste removal

Bulky item removal

Solid waste collection at community and special events

Neighborhood clean ups.

