



March 22, 2019

Dear Valued Customer,

As a long-time service provider for the Town of Bluffton, Waste Management has enjoyed working with Bluffton officials as well as the town's citizens for many years. We feel we have provided the highest quality professional service and we look forward to serving the town for many more years to come.

We are writing this letter to let you know about some upcoming changes in our service. Due to tremendous growth in the area, we have merged our Savannah and Hilton Head operations into one central facility located in the new industrial park "RiverPort Business Park" in Hardeeville, SC. We are very excited about the move and the new state of the art facility that will allow us to bring additional environmental services to the area.

One highly anticipated change will be the addition of Compressed Natural Gas (CNG). Waste Management is happy to announce that over the next couple of years, we will be transitioning our entire fleet of trucks from diesel fuel to CNG. Considered one of the cleanest alternative fuels available for heavy-duty trucks in the transportation industry, CNG will help the community improve its air quality as well as reduce its carbon footprint. CNG trucks emit nearly zero air particulates and up to 25 percent less greenhouse gas (GHG) emissions. They also run much quieter, which reduces noise throughout the town.

Waste Management has been a pioneer and national leader in the use of natural gas for heavy duty trucks since the 1990's and operates the largest fleet of natural gas collection trucks in North America.

Other changes include rerouting several collection routes to allow for proper balance. Please reference attached schedule for all route changes. Areas highlighted in yellow will experience a change in their weekday service. Please reference both garbage and recycling schedules as your service for one may have a change and the other may or may not.

****The first day of this new schedule begins April 22, 2019.**

If you have questions or are unsure of your new service day, please call the Waste Management call center at 843-397-7670.

We look forward to continuing our partnership with the Town of Bluffton and striving to be the most dependable, courteous and cost-effective service provider in the business.

Regards,

Jeff Turner
Waste Management District Manager