



Dear Valued Customer:

The Coronavirus is at the forefront of everyone's thinking, and our highest priority during this time is to do our part to ensure the health and safety of our employees, customers, and communities.

I'm writing to you today to assure you that our local team here in Shaftsbury is doing everything we can to achieve those goals. I am so proud of the work of our entire team here and grateful for the support of the larger Casella organization to help keep everyone safe.

The team that served you when I owned and operated TAM is still here and still serving you. We still live in our community and we still care about ensuring everyone's safety. We cannot do it alone. All of us working together, looking out for one another, and caring about each other is what will help keep us all safe during this extraordinary time.

A lot of people have called essential workers like our drivers "everyday heroes," and I couldn't agree more. Every good hero needs a great sidekick and you can help keep your driver safe as they service your needs too. Here are a few of quick tips:

1. Bag your trash and tie it up tight
2. Keep your recyclables loose in the bin
3. Make sure your personal protective equipment like gloves and masks go in your trash and not recycling
4. Keep your bins clean and place them where they are easily accessible on collection day

We can all do our part to help beat this pandemic. Through many ups and downs in the last 24 years of being in the waste business, I continue to be honored to be your service provider.

Be well, stay safe, and thank you for weathering this storm with us. I look forward to brighter days ahead!

Sincerely,

Trevor Mance
General Manager