

Customer Notification Letter

Example of Pride Disposal Company letter



Materials Management

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Contact: Brian Stafki
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*DEQ is a leader in restoring,
maintaining and enhancing
the quality of Oregon's air,
land and water.*



State of Oregon
Department of
Environmental
Quality



DATE

ADDRESS

Dear Customer,

Our driver reported to our office that there was contamination of plastic bags in the blue lid recycling tote assigned to your account when it was emptied on 1/15/18. Recycling collection is fully automated so the material was not seen by the driver until it was emptied into the recycling truck.

It is important to keep garbage and recycling in the correct totes. Please read the included material on what is acceptable in your blue lid recycling tote so this mistake is not made again.

If the driver sees contamination in advance your tote will not be emptied and there would be a charge if you would like us to come back once the unacceptable materials are removed.

Plastic bags and other stretchy film are harmful to the recycling system. They cause problems at the sorting facilities and can put workers at risk trying to remove them from machinery. It also increases the cost to collect and sort recyclables. Help us keep collection costs down and workers safe! Plastic film can be recycled properly by taking it to participating grocery stores. See a full list at www.PrideDisposal.com/PlasticBags.

If you have any additional questions, feel free to contact us.

Thank you,

Pride Disposal Company