

REPUBLIC SERVICES OF KY.,LLC

CUSTOMER SERVICE

502. 638. 9000

DISASTER RECOVERY PLAN

THE SAFETY OF OUR EMPLOYEES AND THE GENERAL PUBLIC IS OUR MAIN CONCERN.

In the event of natural disasters: ice storm, heavy snow, wind damage, tornadoes, severe storm damage etc. Republic Services Management will on either night before or early morning day of event make an assessment of our ability to safely service our customers. Upon this assessment, a schedule will be determined which will be communicated to our Customer Service Dept. @ 638.9000 at which point it can be placed on an automated announcement for callers. This schedule will be changing based on weather and road conditions once we are out on the streets. Updates will be provided to our customer service reps.

Large heavy trash trucks on any unsafe road, especially secondary roads, are extremely dangerous and our safety / ability to service assessment is totally different than that of passenger cars, small delivery trucks, postal service and school buses. We certainly do not want delays in service but sometimes Mother Nature / Act of God creates a situation out of our control. One truck sliding off a road and injuring or killing someone is not worth us risking pickup of a “garbage emergency”. We ask that patience, understanding and common sense prevail. We will work under a “best efforts” basis doing the best we can under the conditions. A few of the issues we experience are:

- Short staffed due to personnel not being able to come in due to weather...affects, drivers, maintenance, customer service staff.
- Frozen diesel fuel in sub zero temps
- Dead Batteries, recovering trucks broken down or stuck
- City / HOA contractors clearing streets, cul de sacs
- Snow / ice piled up in front of homes or businesses preventing access to service
- Cars parked on streets

We sincerely appreciate your patience and understanding.

THE MANAGEMENT TEAM OF REPUBLIC SERVICES