



May 12, 2016

Dear Valued Customer,

As the largest recycler in North America, Waste Management has a long history of leadership in the recycling industry. We provide innovative environmental solutions to over 20 million customers in the United States and Canada. However, in response to the current volatile and fluctuating commodity marketplace, we must make a change in our recycling program.

Waste Management was recently informed by our glass processor, that there is no longer a market for mixed glass and they will not be accepting or processing glass. Therefore, effective June 1, 2016, Waste Management will stop accepting glass in the Atlanta area curbside and commercial recycling programs. Most all Metro Atlanta area recycling facilities will be halting glass collection by the end of the year as well.

Many factors have gone into this decision including the following:

- **There is no market in the Atlanta area for mixed glass collected curbside with other items.**
- Mixed glass has dropped due to lower oil prices, which have reduced the cost of producing new materials
- Most glass manufacturers require glass to be sorted by color. Putting it in single stream containers results in broken glass that is unable to be sorted by color. This glass is rejected by the processors, and ultimately it ends up in landfills.
- Broken glass mixes with other items causing contamination. By not allowing glass in single stream recycling, it will improve the condition of other recyclables including paper, cardboard, aluminum cans and plastic bottles for manufacturers who need clean material.
- Glass is heavier than other recyclables. There are also very few glass processing facilities and their geographic distance from Atlanta collection sites makes glass recycling transportation costly financially and environmentally. It is also harsh and damaging to trucks and recycling equipment.
- Glass is made from sand, limestone and soda ash. When it goes into a landfill, it is not harming the environment or atmosphere
- This decision does not reflect on the viability of recycling overall – in fact, it is a step to preserve the strength of the overall program

- Glass is not going away – it is recyclable but it just doesn't belong in the recycling carts. Just like clothes and furniture, there are some items that are better recycled through other outlets and not in curbside carts.

We will continue to research suitable alternatives and work with the processors for viable solutions. This is the best way to keep the overall recycling program healthy and strong for the future. In the meantime, we encourage you to reuse and repurpose your glass bottles and jars. When shopping, purchase products in other packaging. You may also contact your local city or county to determine if they will offer glass recycling at trash and recycling convenience centers. Other glass recycling options include:

<http://www.roswellgov.com/services/recycling-center>

<http://smyrnavinings.com/smyrna-recycling-center/>

www.livethrive.org/charm

For further information visit <http://resource-recycling.com/node/6898>.

Waste Management apologizes for the inconvenience this may cause our dedicated recyclers. We are committed to protecting the environment and doing the right things for our customers and the planet. For more information, please visit www.RecycleOftenRecycleRight.com or www.wm.com.

Sincerely,

Tracey Shrader

South Atlantic Area President

Waste Management