



WASTE CONNECTIONS OF TEXAS  
Connect with the Future™

## Continuity of Operations in Face of Covid-19

May 26, 2020

Dear Community Partners:

We are nearing the end of what's been a very challenging time for us all. Our time operating under Phase III will expire May 29, 2020. And our residential services will resume normal collection operations starting June 1, 2020.

Behind the scenes, we at Waste Connections plan to operate with our administrative personnel working remotely and phase people back to working from the office throughout the course of June. By the end of June, we will be all but returned to normal.

During the pandemic, our service quality has maintained a normal level of 99%+ uptime. Our customer service department, consisting of local representatives who adapted to working remotely from home, maintained an average hold time for our customers of less than one minute. To date, none of our frontline personnel have tested positive for Covid-19. We believe this success is due in large part to the support coming from our municipal partners and local community members. Some examples of that support were captured in the form of art work, signs, and messages on sidewalk chalk. We want to share this with you as well.



On behalf of our frontline personnel, we are most thankful to the outpouring of support from our local community leaders. The solidarity and alignment with our shared set of values just confirms how grateful we should be to serve the local communities in Central Texas.

Sincerely,

A handwritten signature in black ink, appearing to read 'John Harris', with a stylized flourish at the end.

**John Harris**

*District Manager*

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