

December 12, 2022

Dear River Oaks Property Owner:

As per the Tenth Amendment to the Restrictive Covenants, the Board of Directors has selected Waste Management to continue as the sole source provider for waste collection and recycling in the subdivision. The current contract with Waste Management terminates 1/1/23 (5 year contract commencing 1/1/18). GNO Property asked 5 companies to submit tenders for the work and 3 provided bids. Waste Management was the low bidder with a cost of \$22.50 per month which includes recycling and will be billed quarterly in advance to residents. Trash pickup days will be Mondays and Thursdays and Wednesday will be the recycle day. The contract period will be for 5 years beginning January 1, 2023 and will include a Consumer Price Index rider in the contract based on the Water Sewer and Trash index (WST) effective 1/1/24. The WST index is stable and aligns with other utilities.

The current contract specifies that service is limited to 1 96 gallon cart **or** 3 personal garbage cans (not to exceed 35 gal. per container), and 5 loose bags. The new contract will be a **cart content only** limited to the 96 gallon Waste Management or Team Waste cart. All garbage, trash and debris must be in the cart and there will be no pickup of trash at the curb. The rear loading trucks are being replaced by trucks with an automatic sideloading arm (ASL) with only the driver involved in pickup. There will be a short transition period from the rear loading trucks to the ASL trucks and personal cans will still be picked up during this time. Once the ASL truck begins operating in the subdivision only the 96 gallon cart will be picked up. An additional 96 gallon cart is available to residents for \$5 per month. Recyclable material includes plastic containers, newspaper, tin cans and cardboard. Glass is not included. Recyclables will continue to be picked up by a rear loading truck. They offer a service for bulky and yard waste items using a BAGSTER for a flat rate of \$208.73 per pickup. Waste Management does not provide the BAGSTER.

Waste Management observes 4 holidays: New Year's Day, 4th of July, Thanksgiving and Christmas. If a pickup day falls on a holiday, collection will be the next day. The Waste Management Subscription Service Specifications and a flyer showing the ASL truck are enclosed.

Sincerely,

River Oaks Board of Directors

Henry Hunter, (985) 630-9300
Shannon Ober (985) 871-8138
Jim Rowalt, (985) 867-8305
Eric Short (504) 812-2005
Warren Schuster (985) 960-6681
Tim Wright, (985) 234-9864

Enclosure

Waste Management Subscription Service Specifications

Waste Management Customer Service Phone # 985-643-7784 or 1-800-284-2451

River Oaks Property Owners Association has a sole source agreement with Waste Management for environmental waste collections services. If you have any concerns with the service, please call their Customer Service at (985) 643-7784.

Terms of Service: Curbside service is provided twice per week on Mondays and Thursdays. Recycling is collected on Wednesdays.

Holidays: River Oaks residents will be serviced the day following a holiday. Waste Management observes New Year's Day, Thanksgiving Day, and Christmas Day as holidays.

Terms of Collection: Waste Management will provide a 96-gallon garbage can.

- Service is limited to one (1) 96-gallon cart, contents of the 96-gallon cart will be collected only. WM will not collect any waste outside of the cart on your regularly scheduled collections days.
- Garbage must be placed at the curb by 5:00 am or the night before the scheduled day of collection.
- All yard waste must be inside of the 96-gallon cart and WM retains ownership of all issued carts.
- 96-gallon cart weight must not exceed 50 pounds.
- Do not use personal owned garbage cans or carts.
- WM will use new Automated Side

Items that cannot be collected:

- Waste outside of the 96-gallon cart
- Tires and lead acid batteries
- Any and all types of fecal matter (Human or Animal Waste)
- Containers with free liquids such as paint, insecticides, pool chemicals, etc.
- Containers filled with dirt, soil or rocks.
- Concrete, cement, bricks, tile, shingles, sheetrock, auto parts, iron — steel, metal, fencing.
- Construction debris
- White goods (please have your appliance provider or services professional remove the item)

Bulk item collection: WM offers the Bagster for bulky and yard waste collection at a flat rate, see options below. The Bagster holds 3,300 lbs. of waste. River Oaks residents may purchase a Bagster from a local hardware store, amazon.com or directly from WM at thebagster.com.

One (1) Bagster® Bag Flat rates:

First Mixed Waste Load of 3 cubic yards (3,300 lb. weight limit).

PRICE

\$208.73

Additional Bagster® Bags

Each additional Mixed Waste Load collection of 3 cubic yards (3,300 lb. weight limit).

DISCOUNTED PRICE

\$192.03

Additional Bagster® bags must be picked up at the same time and same address as the first Bagster bag in order to receive the discounted price.

Prices above are subject to applicable local fees and taxes which will be applied during the process of scheduling your bag collection.

Residential Subscription service is billed quarterly, and we now offer the option of billing the resident monthly. Please visit wm.com to make adjustments to your account.

Additional 96-gallon Cart(s) price per unit: \$5.00 per month

A CPI rider is included in the contract based on the Water Sewer and Trash index. The WST index is stable and aligns with developments other utilities.

If service is disrupted for nonpayment of invoices there will be a \$45.00 reinstatement fee. There is a \$40.00 NSF Fee on all returned checks. You must call customer service to cancel, transfer, or make changes in service. The customer service numbers may be found on the top of the first page of this letter, or you may use the live chat at wm.com.

Collection Area Notes:

If scheduling online at wm.com, the price shown is the final price. If scheduling with an agent, a service fee will be applied.