



Dear Valued Customer:

First and foremost, we'd like to reaffirm that the health and safety of all GFL customers, employees, and the communities we serve is our number one commitment. During these challenging times, continuing to provide our customers with essential waste collection services is of the utmost importance, and our priority is to serve you in the safest manner possible.

With this in mind, we'd like to advise you of the following changes to your service:

- **Yard Waste will be temporarily suspended effective Monday, April 13, 2020.**

These temporary measures are necessary to not only protect our communities and our front line employees from the risks of COVID-19, they are also allowing us to free up our personnel and equipment to keep up with the increasing amount of residential solid waste that is being generated at this time. Our first priority is to make sure we have capacity available to perform the essential services of municipal solid waste and recycling collection and disposal. Please rest assured that regular service will resume when it is safe for us to do so.

At the current time, our curbside garbage and recycling collection services have not been severely impacted, and are largely running as normal. If this changes, we will be in touch. Please continue to ensure that your container is placed at the curb, at least four feet from any obstacles, by 7AM on your regular scheduled collection day.

GFL continues to closely monitor the developments of the COVID-19 outbreak, and how evolving government responses could affect our operations. We'll be sure to keep you up-to-date on any impacts to your service, and let you know when those currently suspended resume.

In the meantime, we'd like to thank you for your understanding and being a loyal customer. We remain committed to providing you with the highest possible level of safe, responsible and dependable service.

Please do not hesitate to contact us if you have any questions.

The GFL Team