

April 8, 2019

Dear Valued Customer,

In accordance with the City of Santa Clara's updated Non-Exclusive Franchise (NEF) agreement, effective June 30, 2019 our current agreement with the City expires. In turn, the agreement MTWS has with your company needs to be updated on or before June 21, 2019.

This letter serves as a formal written (60) sixty-day notice to terminate our existing agreement. This termination allows MTWS to replace your current agreement and be compliant with the City of Santa Clara effective July 1, 2019.

It is our intention to retain your business by providing early information regarding this service change, answering all your questions and educating our clients on the importance of the new three (3)-bin collection system. These changes impact two areas of your business:

- 1) A mandatory three (3)-bin collection system for all commercial customers.
- 2) A price increase for all three (3) commodities, to include, trash, recycling and organic collection.

This collection change requires all commercial businesses to sign a new service agreement with MTWS regardless of the material generated at the place a business. This includes collection for trash, recycling and organics with any & all previous exemptions for recycling or organic collections being voided after July 1, 2019 (please see the enclosed letter from the Deputy Director of Public Works – City of Santa Clara).

Additionally, the new three (3)-bin system increases diversion, collects cleaner recycling loads and produces material that is more refined and better prepared for repurposing.

To ensure your service is current on or before July 1, 2019 please do the following:

- Please contact MTWS @ 408-562-0504 or email nefinfo@missiontrail.com
- Discuss your account options with one of our outreach specialists
- Make arrangements to sign a new service agreement before June 21, 2019

It is always our goal to provide exceptional customer service during any service event. MTWS is here to assist you and to ensure service is current and up to date by June 21, 2019. Please contact MTWS as soon as possible to update your service agreement. We look forward to discussing the new collection process and pricing with you.

Mission Trail Waste Systems (MTWS) thanks you for your continued business and we look forward to servicing you for many years to come.

Sincerely,

Mission Trail Waste Systems Outreach Team