



# VILLAGE OF KRONENWETTER, WI

## PROPOSAL FOR:

Village of Kronenwetter - Residential Garbage and Recycling Service

Due Date: Tuesday August 12th, 2025, 1:30 p.m.

SUBMITTED BY:

**Waste Management of Wisconsin, Inc.**

CONTACT:

Chad Koehler | Senior Account Executive – Public Sector  
(262) 307-9368 | ckoehler@wm.com









**Waste Management of Wisconsin, Inc.**  
5509 Fuller St.  
Schofield, WI 54476

August 11th, 2025

Village of Kronenwetter, WI  
1582 Kronenwetter Dr.  
Kronenwetter, WI 54455  
Attn: Greg Ulman – Director of Public Works

Dear Mr. Ulman:

Waste Management of Wisconsin, Inc. (WM) is pleased to provide the enclosed proposal response package, outlining not only our ability and commitment, but also our fully equipped resources that stand ready to continue to provide service excellence to the Village of Kronenwetter, WI, as described in your RFP for Village of Kronenwetter - Residential Garbage and Recycling Service.

As Kronenwetter's future environmental service provider, no one is in a better position to provide the Village dependable service utilizing trucks with cutting-edge video technology for service verification, a state-of-the-art Recycling Facility, 24/7 customer service options for the Village's residents, and drivers that are intimately familiar with your streets, and your residents.

**Cutting-Edge Technology:** WM Smart Truck® technology combines video with GPS functionality to provide WM and the Village the capability of producing a photographic record of service. We are also piloting this technology to identify recycling contamination and directly communicate with residents using photos and education sent via email.

**World Class Customer Service:** WM has reinvented its approach to customer service through comprehensive digital offerings. These enhancements allow residents to conduct nearly 100% of their communications with WM online 24/7 through our web site, mobile app, and live chat features. Additionally, WM still offers residents, who prefer to speak with a live rep, the option to give us a call.

**Zero-Risk Transition:** Village officials and residents can rest assured that on day one of the new contract a team of dedicated professionals will arrive in Kronenwetter equipped with the necessary knowledge to complete the service like clockwork. There will be no need to worry about missed streets or understaffed operational assumptions – just dependable solid waste and recycling service the Village has come to expect.

**Always Working For A Sustainable Tomorrow®:** As a leader in sustainability, we share Kronenwetter's commitment of increasing recycling participation and tons diverted, as well as reducing climate impact; increasing circularity; and prioritizing safety all of which are addressed in our proposal.

On behalf of our entire team at WM, we thank you for the chance to earn your business and extend our sincere appreciation for the opportunity to provide this enclosed proposal. We are excited about sharing our recently developed advancements and entering into a new relationship with Kronenwetter. We look forward to your feedback, and if you have any questions or require clarification regarding our proposal, please do not hesitate to contact me.

Sincerely,

Chad Koehler, Senior Account Executive – Public Sector | (262) 307-9368 | ckoehler@wm.com

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# 1 | Contractors Qualifications

WM history stretches back over 100 years. Since 1893 when Waste Management founder Harm Huizenga began removing trash in Chicago, WM has been working **For Tomorrow®**. But what started as ‘Waste Management’, has evolved to become WM - the world’s leading provider of comprehensive environmental services, and the work that started over a hundred years ago continues every day, as we play an integral role in keeping communities like Kronenwetter clean, safe and functioning.

**We’re WM. Always Working For A Sustainable Tomorrow®.**

WM serves millions of residential, commercial, industrial, and municipal customers throughout the U.S. and Canada by collecting, transporting, and finding new uses for the waste they generate. We also collaborate with our customers to help them achieve their sustainability goals through managing and reducing waste and operating more sustainably.

To serve our diverse customer base, we have developed the industry’s largest network of collection operations, transfer stations, and recycling and disposal facilities, led by a team of 48,000 employees motivated to go above and beyond. Unmatched in geographical reach and ability, our resources enable us to manage every aspect of our customers’ waste streams.

## WM At-A-Glance (data represents the most recently published information)

People	Operations				
<b>48,000</b> team members	<b>263</b> solid waste landfills	<b>5</b> hazardous waste landfills	<b>497</b> hauling facilities	<b>332</b> transfer facilities	<b>\$32.8B</b> asset base

### Material is Repurposed

**102** recycling facilities

**41** organics recycling facilities, including WM CORE® sites and composting

**14.8 million tons** of material recovered

### Energy is Renewable

**11,307** alternative-fuel vehicles

**181** natural gas fueling stations

**95** landfill gas-to-electricity facilities

**23** direct landfill gas-to-industrial customers

**17** renewable natural gas facilities

### Communities are Thriving

**74** certified wildlife habitat programs

**72** pollinator gardens and wildflower meadow projects

**291** habitat, species, and education projects “on-the-ground”

**13,413** acres actively managed for wildlife preservation

## WM is Evolving from Service Provider to Sustainability Ally

WM is more than just a waste management company. We are advancing from a service provider to a true sustainability ally by making it easier for customers to reduce waste, decrease emissions, and use more recycled materials in a manner that is good for people, communities, and the environment.

As we continue to evolve, a critical component of this sustainability strategy is expanding services that support a transition to a lower-carbon economy. With this new strategy, we aim to help customers increase circularity and accelerate their decarbonization goals.

**Sustainability is in the spotlight as never before, and WM is responding by incorporating sustainability into everything we do.**

**Always Working For A Sustainable Tomorrow®.**

And we are investing – significantly – in this sustainability strategy. Following are WM’s five strategic sustainability growth areas that will continue to shape WM’s path to a true sustainability ally.

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### **Sustainability program ally**

Our customers have expectations to reduce waste, enhance their sustainability reporting, and contribute to a circular economy. WM, in turn, is continuing to adapt to meet these needs and become a true sustainability ally to help our customers increase circularity and accelerate decarbonization goals.

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### **Modern landfills and renewable energy**

As part of our overarching company goals to reduce our operations' climate impact, WM plans to invest over \$1 billion in growth capital to build around 20 new WM-owned renewable natural gas facilities by 2026 to help meet our target to capture 8X more landfill gas than in 2021. As we build more renewable natural gas facilities, we aim to allocate renewable natural gas to 100% of our compressed natural gas fleet by 2026.

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### **Recycling infrastructure**

We plan to invest \$1 billion in new and upgraded recycling infrastructure through 2026 – investments that will make our material recovery facilities more efficient so we can reduce contamination and recycle more. With these investments, we aim to add more than 2.5 million tons of material recovery capacity annually to our existing recycling network by 2026 from a 2021 baseline.

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### **Integrated organics**

Creating new value from discarded materials goes beyond traditional recycling. A growing number of states and municipalities are enacting or considering regulations that would promote diversion of organics, particularly food waste. We are investing in a range of technologies and programs to proactively grow our infrastructure for handling food waste and other organic materials.

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### **Circular logistics**

By recycling materials, we help to avoid GHG emissions by preventing the mining and manufacture of products from virgin materials. The more we can recycle, the more materials we can keep in the circular economy and the more emissions we can avoid. From educating consumers on how to Recycle Right®, to investing in technologies that allow us to divert from landfills, to helping create new markets for recyclables – WM participates in creating a circular economy.

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While we are a large company, we are indeed your local provider located in Marathon County with employees who live, work, and raise their families throughout the County, including many who live in the Village of Kronenwetter. We are strongly committed to a foundation of sustainability, innovation, financial strength, and professionalism.

Accordingly, WM provides solid differentiators including:

- Zero-risk transition, backed by years of knowledge and experience in servicing the area
- State-of-the-art onboard, GPS and video technology that increases efficiencies and maximizes quality of service
- Regional network of trucks and drivers to support our local operation
- The financial stability to ensure our fulfillment of our long-term obligations to your community
- Dedicated account manager, Chad Koehler
- Best-in-Class insurance
- Focus on Safety as a core value
- Employer of choice – committed to Diversity and Inclusion and to hiring Veterans

We provide superior waste and recycling services from our WM Wausau Hauling site to the surrounding area serving residential, municipal, commercial, and industrial customers.

Our local Wausau Hauling office will continue to provide the Village of Kronenwetter with operational, management, financial, and reserve resources as part of this Agreement. Our outstanding history of past performance, regulatory compliance, and superior safety record, along with the financial and resource backing of North America's largest environmental services company, give us the foundation needed to not only meet but exceed Kronenwetter's future expectations for waste and recycling services.

We are well positioned to continue to provide the services and operations you require on an uninterrupted basis and our WM Wausau Hauling team looks forward to the opportunity to remain Kronenwetter's proud environmental services provider.

#### **Waste Management of Wisconsin, Inc.**

Waste Management of Wisconsin, Inc., an indirect subsidiary of Waste Management, Inc., was organized and incorporated in Wisconsin in 1959.

Our team of professionals will service Kronenwetter from our Wausau Hauling District, which is located at 5509 Fuller St.

Schofield, WI 54476. We invite Kronenwetter representatives to visit our facilities and learn firsthand about our superior operational approach to providing waste and recycling services for your Village.

### **The WM Difference: What Sets Us Apart**

Our commitments to being a "People First" organization and achieving "Success with Integrity" mean striving for results in all that we do. We hold ourselves and others to higher standards of accountability, honesty, ethics, and compliance. Our people are committed to doing the right thing, the right way, every day. They place our core values of safety, customers, environment, and inclusion and diversity first in all they do.

We believe our employees are our greatest asset, and if we take care of them, they will take care of our customers, communities, shareholders, environment, and each other. These commitments and values are the foundation for the many differentiators that set us apart from our competitors:

**An Unmatched Service Network:** We serve nearly 20 million municipal, federal, commercial, industrial, and residential customers across North America through a network of 497 collection operations and 263 waste landfill disposal sites.

**Extensive Local Resources:** In addition to tapping into an industry-leading network of resources across North America, WM offers management, operational, and reserve resources at the local level. A local office with local support/operations, including a single point of contact for your account, and a local fleet of trucks and equipment all add up to world-class service delivery for Kronenwetter from an unrivaled resource network.

**Assets of \$32.8 billion:** As the largest asset-based company in the industry with more trucks, landfills, and recycling facilities than any of our competitors, we are positioned to provide unsurpassed service at the most competitive rate to Kronenwetter. Our assets and strong financial metrics offer peace of mind and security for Kronenwetter.

**Ethical Responsibility:** At the core of everything we do is our firm commitment to adhere to ethical business standards and practices. We have been recognized annually as an Ethical Leader by many organizations, including Ethisphere Institute as a "World's Most Ethical Company" in 2024 for the 15<sup>th</sup> year, as well as by the Better Business Bureau, Wildlife Habitat Council, and the Dow Jones Sustainability Indexes. These honors reflect our commitment to our employees who strive to take care of our customers, communities, shareholders, environment, and each other.

**Environmental Stewardship:** Environmental stewardship is the core of our business - our promise to customers, our competitive advantage, and our obligation to the locations in which we operate. In a business as highly regulated as ours, protecting the environment, maintaining compliance, and innovating to improve operations requires an unwavering focus, expertise, comprehensive systems, and internal checks and balances. We have a long track record of supporting high regulatory standards and striving to go beyond them.

**Unparalleled Recycling Program:** As North America's leading post-consumer recycler and largest marketer of residential recyclables, WM has been leading change in the ever-growing and dynamic recycling industry for more than three decades. From the \$1 billion we have invested in recycling processing infrastructure to the 14.8 million tons in recyclables we managed in 2022 to the industry's first recycling education program, Recycle Right® - WM is committed to making our world more sustainable.

**World-Class Customer Service:** At WM, our core principles guide everything we do. Providing world-class customer service is at the top of our list. For our customers, a positive customer service experience rarely goes unnoticed, and we believe those everyday interactions are our best opportunity to provide an exceptional experience for Kronenwetter. We have been nationally recognized for our commitment to unsurpassed customer service and combined with our tested processes and innovative new technologies, we bring Kronenwetter a level of service reliability and customer satisfaction that is truly unmatched.

**State-of-the-Art Technology:** We utilize state-of-the-art technology to maximize safety and customer experience and minimize environmental impacts. From mapping and re-routing vehicles in real time via our onboard computers, to using our DriveCam® cameras to capture community safety



concerns, to the industry's largest fleet of trucks that runs on cleaner and quieter Compressed Natural Gas - our technology works for our customers.

**Commitment to Near-Zero Emissions:** Since the early 1990s, WM has prioritized equipment efficiency and innovation to reduce our vehicles' greenhouse gas (GHG) emissions, in part by converting our diesel trucks to run on cleaner natural gas. For every diesel truck we replace with natural gas we reduce our use of diesel fuel by an average of 8,000 gallons per year along with a reduction of 14 metric tons of GHG emissions per year - the equivalent of a 15% emissions reduction per truck. WM's fleet now includes 11,307 natural gas trucks, the largest heavy-duty natural gas truck fleet of its kind in North America.

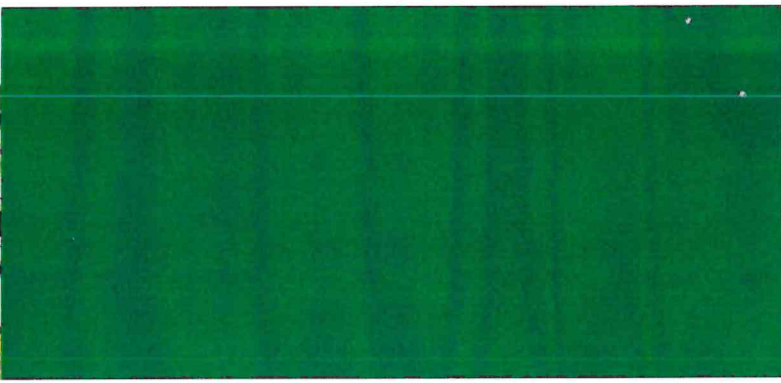
**Leading Training and Safety Programs:** Once hired, our drivers undergo intensive immersion training at our state-of-the-art training centers. Over two weeks, drivers gain experience through classroom training and simulated driving courses that reflect real-life obstacles. At the end of training, each driver receives a comprehensive evaluation that confirms their understanding of and commitment to WM's culture of safety.

**Proven Employee Hiring Practices:** To provide the safest and most secure service for your Village, our employees undergo comprehensive background checks and drug testing. Prior to employment, all driver candidates must possess a valid Commercial Driver's License (CDL) for Class-C trucks and must pass a Department of Transportation (DOT) medical exam. Once employed, all drivers are subject to ongoing drug and alcohol screenings.

**Commitment to Diversity and Inclusion:** At WM, we are committed to promoting and fostering a workplace where everyone is valued and respected. Only by fully embracing diversity and the well-being of our employees can we drive superior innovation and service for the customers we serve. Through recruitment and community outreach efforts, we support minority and women's organizations that strive to improve opportunities for professional development and advancement. We have been recognized for best-in-class business practices by the Human Rights Campaign Foundation, the Hispanic/Latino Professionals Association, DIVERSEability Magazine, and Women's Choice Award, among others.

**Commitment to Hiring Veterans:** WM has nearly 2,500 veterans working in a variety of roles - representing 6% of our workforce. We have been recognized as a "Best for Vets Employer" by the Military Times for 20 years, a top "Military Friendly Employer" by G.I. Jobs/Military Friendly Companies from 2010 to 2021, and in 2022, "Best Employers for Veterans" by Forbes. We take great pride in hiring, training, promoting, and retaining veterans within our company.





## 2 | Experience in Kronenwetter

WM wants to first thank you for the opportunity to earn your business and the chance to start a new partnership. WM acquired Advanced Disposal Service, Inc. which had previously been purchased by Veolia. In total, WM or its acquisitions have served Marathon County communities for **over 30 years**, and we have a long history of providing exemplary, timely service. WM commits to continuing to provide exceptional, dedicated service to your residents. Our extensive experience in the area means that we know the unique requirements. Exceptional customer service, higher safety standards, and a real commitment to supporting Kronenwetter are first and foremost on our minds as we respond to your requirements.

If given the privilege of serving as your service provider, we already have all the capacity and resources in place to guarantee a smooth transition to a new Agreement. Our drivers are familiar with the eccentricities of Kronenwetter roads and traffic patterns.

Although no changes are planned in staffing, route, or physical office facilities, WM plans to substantially increase its investment in Kronenwetter through our upgraded Germantown Recycling Facility as well as new Smart Truck® technology and advanced safety features on our collection vehicles.

### Communities are thriving

We're empowering people to live sustainably

We are committed to strengthening our new relationship by not only providing high-quality, reliable service for the entire term of the agreement, but also by our continued sponsorship of and involvement in Village events. We strive to make the communities where we work safe, resilient, and sustainable - better places to work and live, today and in the future.

At WM, for more than two decades we've played an integral role our communities. Now WM is embarking on an ambitious next chapter, focused on reinventing what's possible for communities and society to be more sustainable. We've now set three bold ambitions for the future:

- Materials are repurposed
- Energy is renewable
- Communities are thriving

This industry-leading sustainability vision is focused specifically on driving the next generation of progress and growth: one where technological innovation opens up a new horizon—where more materials can be reused, our advanced energy systems power both our trucks and cities, and our communities are empowered to thrive through education and conservation.

What does WM's "Communities are thriving" ambition mean for Kronenwetter?



- It means we're focused on making a difference. We strive to be good corporate citizens by making communities, including Kronenwetter, safer, stronger and more sustainable.
- Why are we focused on this? Not only is putting people first one of our fundamental commitments, but we also know we cannot thrive as a business if our communities are not supported, clean, safe, and sharing in diverse, inclusive opportunities.
- Our social impact commitment (donate the equivalent of 2% of our net income to targeted social impact programs by 2030) is a significant, leading investment that exemplifies our dedication to supporting our communities. We work with involved citizens, organizations and corporate partners on local initiatives to promote civic pride, economic development and revitalization.

To achieve this ambition, we participate in and support Kronenwetter events that positively impact your community and residents.





## 3 | References

WM is a trusted environmental solutions partner for customers throughout the Central Wisconsin area and we provide services to many of Kronenwetter's neighbors and other similar communities. We have included a sampling of these customers in the following list of references. We encourage you to contact them so that you may learn firsthand about our excellent record of service with other customers. If the Village desires more references, we would be pleased to provide them.

Customer	City of Marshfield
Contact	Tim Rasmussen – Streets Superintendent
Address	407 W. Second St. Marshfield, WI 54449
Phone	(715) 486-2085
Services Provided	Residential Curbside trash and recycling (1985 – Present)

Customer	Village of Rothschild
Contact	Tim Vergara - Public Works Administrator
Address	211 Grand Ave. Rothschild, WI 54474
Phone	(715) 359-3660
Services Provided	Residential Curbside trash and recycling (2012 – Present)

Customer	City of Medford
Contact	Joe Harris – City Coordinator
Address	639 S. Second St. Medford, WI 54451
Phone	(715) 438-4321
Services Provided	Residential Curbside trash and recycling (1992 – Present)



Customer	City of Berlin
Contact	Scott Zabel - Streets Superintendent
Address	241 Spring St. Berlin, WI 54923
Phone	(920) 361-5425
Services Provided	Residential Curbside trash and recycling (2015 - Present)



## 4 | Pricing

### Best value, best service...our best price

We recognize that our pricing may not earn us low-cost bidder status, but we are proud that we service all our contracts with consistent, quality service over the full life of the contract. The following pricing assumes that Waste Management will provide the Village with a single monthly bill for services provided.

*Cost breakdown, per household unit, for services for **weekly refuse and biweekly recycling** pick up for the Village of Kronenwetter (based on 96-gallon refuse and recycle carts to each residential unit).*

	Trash 96gal	Recycle 96gal	Total per household per month
<b>3-year term (96 refuse/96 recycling)</b>	\$7.90	\$5.65	<b>\$13.55</b>
<b>5-year term (96 refuse/96 recycling)</b>	\$7.40	\$5.15	<b>\$12.55</b>

- Pricing does not include At Your Doors services.

### Refuse Overflow Stickers

WM will offer a Refuse Overflow Sticker program for the Village of Kronenwetter. Stickers can be purchased, and supplied to the Village, for \$2.00 each.

### Holiday Schedule

WM collects refuse and recycling the next day following a holiday, including Saturday collections, when needed. A yearly calendar can be provided to the Village. Observed Holidays include New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas Day.

### Clean Recycling Education

WM prides ourselves on our Recycle Right.® campaign and would genuinely welcome the opportunity to partner with a forward-thinking recycler like Kronenwetter. We can complement your annual Refuse and Recycling Guidelines, and your various digital social media efforts with our suite of deliverables available from WM and Recycle Right. We commit to partnering with Kronenwetter and the Marathon County Solid Waste Department for a cooperative effort to provide education to all interested residents, ensuring as many materials as possible are diverted from the landfill. Kronenwetter can assure all recyclable material is processed effective, and efficiently through WM.

### Special Collections

WM will offer special curbside collections for property owners needing excess volume removed due to move-in, move-out or household projects. Residents may contact WM directly for one-time trips,



or rental dumpsters, by calling 1-888-960-0008 or visiting [wm.com](http://wm.com) and ordering. Residents will be billed directly. Any Village requests to clean up evictions will be billed directly to the property owner.

### **Long Driveway Collection**

WM will offer valet service/long driveway service for those residents with physical limitations that make curbside service impractical or difficult. This would be a subscription service, billed to the individual resident. Each request would need to be approved by the local WM operations team. Entering private property with collection equipment may require a waiver of liability.

### **Annual Village-Wide Christmas Tree Pickup**

Throughout the month of January, WM collects Christmas trees set curbside. Our guidelines also stipulate that the trees need to be cut down to no longer than 4 feet in length. Trees need to be curbside by 6:00am. There will be no additional cost for this service.

### **Spring Bulk Item Drop-Off Events**

WM will provide 40-yard roll off containers for a Village organized Spring Bulk Item Drop-Off Event, to be held at a Village location. We will work with Village staff to coordinate dates and times of the events. WM will haul containers on an as needed basis and remove containers as they fill. The Village will be responsible for any disposal charges incurred at Marathon County Landfill. A list of acceptable items will be sent to the Village on a yearly basis. The cost for these 40-yard containers will be \$225.00 per haul.

### **Village of Kronenwetter Municipal Buildings / Properties**

At no cost to the Village, WM will provide refuse and/or recycling services at all municipal buildings and properties as specified in Exhibit A of the RFP. We will provide the appropriate containers based on the needs and frequency of each location. Any future municipal locations will also be included at no charge.

### **Carts for Service**

Upon award of a contract, WM will work with the Village to ensure all residents receive new 96gal trash carts (green body and green lids), and 96gal recycling carts (green body and yellow lids). Carts will be manufactured by Cascade Cart Solutions and come with a 10-year warranty. WM will handle the deployment of all carts and will supply Village approved notifications to all residents regarding the change. WM will require a list of all current service addresses for cart deployment.

### **Handling of Replacement Carts**

WM will own and maintain the carts throughout the life of the contract. If a cart needs to be repaired or replaced, WM will do so at no charge. If a cart is lost or stolen, or becomes damaged outside of normal wear and tear, WM will collect an \$85 replacement charge directly from the resident.

### **Handling of Newly Issued Carts to Newly Constructed Homes**

Taxpayers of newly constructed homes will be required to contact the Village of Kronenwetter to order the refuse and recycling cart service. We understand that the Village will contact us, so that we can add to the Village's billed cart count. WM will work with the Village each year to ensure identical cart count records.

### Reporting of Tonnages

WM will provide quarterly recycling reports to facilitate documenting and tracking refuse and recycling tonnages.

### Subcontractors

WM will not require any subcontractors to perform the work outlined within this proposal.

### Memorandum of Understanding with Marathon County Landfill

WM recognizes that Kronenwetter has entered into a contract (Memorandum of Understanding) with Marathon County Solid Waste Department. WM will haul Kronenwetter's municipal solid waste only to the Marathon County Landfill as specified. WM understands the Village of Kronenwetter will be responsible for, and pay for, all disposal costs.

### Annual Price Adjustment

Pricing is based on a total of approximately **2,821** households. Number of households to be confirmed annually. The rates will be guaranteed for the first year of the contract. Rates for these services will be increased annually, beginning on January 1<sup>st</sup> of each year. WM is proposing that annual increases for subsequent years be tied directly to the Consumer Price Index for all Urban Consumers: Water, Sewer and Trash Collection as it best aligns with our business and the services we are offering. Information for this index can be viewed at <https://data.bls.gov/series-report> (Series ID: CUUR0000SEHG).

### Fuel Price Adjustment

Waste Management's proposed pricing for curbside collection will include a fuel surcharge, based on a \$4.00 fuel table. The published index for determining monthly diesel fuel prices will be the Department of Energy's (DOE) "Weekly Retail On-Highway Diesel Prices" for the Midwest region. The price published for the first Monday of the month will be used as that month's diesel fuel price. The prices can be viewed at the DOE's website. If diesel fuel is below \$4.00 per gallon, the fuel surcharge will be 0 percent. If diesel fuel is at or above \$4.00 per gallon, the following percentages will apply to Waste Management's base rate.

Diesel Fuel Price per Gallon	Fuel Surcharge
<\$4.00	0 percent
\$4.00 to \$4.24	2 percent
\$4.25 to \$4.49	4 percent
\$4.50 to \$4.75	5 percent
For every \$0.25 per gallon increase above \$4.75	The Fuel Surcharge will increase by 1 percent





WM's At Your Door Special Collection® service provides residents a safe, convenient, sustainable solution for disposing of their household hazardous waste, electronics and hard-to-recycle items from the convenience of home.

**Year-round, On-Demand Collection**

Residents can visit [wmatyourdoor.com](http://wmatyourdoor.com) online to schedule a collection of their unwanted household items. (Weekday pickups only. Restrictions apply. Visit [wmatyourdoor.com](http://wmatyourdoor.com) for details.)

**Safe, Compliant Solution for Your Community**

Improper disposal of household hazardous waste - pouring them down the drain or storm drains or putting them in the trash - can pollute the environment and your community.

WM's At Your Door Special Collection® service is a good way to safely and properly dispose of unwanted household hazardous waste in your community. Our trained team stays up-to-date with all federal, state and local regulations to help ensure safe, compliant, and efficient pickup, transfer and disposal of your community's household hazardous waste.

**Wide Variety of Acceptable Materials**

The most common items include:

**Automotive products:** Antifreeze, motor oil, oil filters, brake fluid, transmission fluid, cleaners, upholstery cleaner, polishes, fuels and waxes

**Batteries:** Household and vehicle

**Household Cleaners:** Carpet and upholstery cleaners, tile and shower cleaners, drain cleaners, cleaning compounds and rust removers

**Household items:** Hobby glue, nail polish removers, and more

**Electronics:** Televisions, desktop computers, laptops, tablets, monitors, mouse, keyboards, mp3 players, DVD players, gaming consoles, CD/tape players, VCRs, cell phones, desktop printer, scanner, fax machines, microwaves, CD rom and related cords

**Mercury containing items:** Compact Fluorescent Lamps (CFLs), straight fluorescent tubes, thermometers and thermostats

**Paint products:** Latex and oil based paint, spray paint, paint thinner, stain, stripper, caulk, sealer, wood stain and wood preservative

**Garden chemicals:** Fertilizer, herbicide, pesticide

**Swimming pool chemicals:** Pool acid, stabilizer and chlorine

**Sharps:** Syringes, needles and lancets (Select areas only)

**Unable to Collect:** Ammunition, EV batteries, explosives, asbestos, tires, or any materials in unlabeled or leaking containers. Additional, unacceptable materials based on local or state laws.



**Schedule your home collection today!**  
[wmatyourdoor.com](http://wmatyourdoor.com)



## WM's At Your Door Special Collection® Program Overview

### Handling Hard-to-Recycle Items – Right from Your Doorstep

WM's At Your Door Special Collection® service makes it easy for residents to safely manage household hazardous waste (HHW) and electronics – without ever leaving home. Whether it is old paint, batteries, garden chemicals, or outdated electronics, this service brings responsible recycling and disposal right to your doorstep.

Since 1995, WM has helped thousands of communities across the U.S. collect and manage hard-to-recycle materials. With decades of experience and a deep understanding of local regulations, WM is equipped to deliver a seamless, compliant, and community-focused solution that works for your residents.

This year-round, on-demand service is designed to meet people where they are – literally. Residents can schedule a collection when it suits them, and WM takes care of the rest. From packaging guidance to safe transportation and processing, every step is handled with care and expertise.

WM's At Your Door Special Collection® service is more than just convenient – it is a thoughtful, proven approach to protecting homes and the environment.

### Safe Disposal Made Simple for Residents

WM's At Your Door Special Collection® service is designed with your community in mind. It is a valuable public service that helps Kronenwetter protect residents, reduce environmental risks, and improve access to safe disposal options. By offering doorstep collection of HHW and electronics, this program removes barriers that often prevent proper disposal – like transportation challenges, limited event dates, or lack of awareness.



Here is what your residents get with WM's At Your Door® service:

#### Convenience

There is no need to load up your car or navigate traffic – WM comes to you. This is especially helpful for seniors, people with disabilities, or anyone with a busy schedule. Residents can schedule a pickup when it works best for them – bringing convenience to their doorsteps.

#### Safety

Removing hazardous materials from homes helps reduce the risk of accidents, spills, or fires. WM's trained technicians handle every item with care, ensuring it is packaged, transported, and processed safely and responsibly.

#### Dedicated Customer Support

WM's dedicated Operations Service Center is here to help. Our specialists are trained to answer questions about everything from paint and batteries to pool chemicals and electronics. Residents can call 1-800-449-7587 or visit [wmatyourdoor.com](http://wmatyourdoor.com) for 24/7 access to FAQs, videos, and scheduling tools.



## How We Manage Materials – Safely and Responsibly

WM's At Your Door Special Collection® service is built on a foundation of safety, compliance, and care. Every step of the process – from collection to final processing – is designed to protect your residents, WM employees, and the environment.

### Responsible Disposal

After collection, materials are transported to a WM facility where they are sorted, packaged, and sent to certified third-party processors. Whenever possible, items are recycled using environmentally sound methods. Items that cannot be recycled are disposed of in accordance with all applicable federal, state, and local regulations.

WM prioritizes recycling for materials such as:

- Household and vehicle batteries
- Latex and oil-based paint
- Compact fluorescent lamps and tubes
- Motor oil and antifreeze
- Consumer electronics

This approach helps keep harmful materials out of landfills and supports your community's sustainability goals.

### Training and Safety Programs

Every WM team member involved in the At Your Door® service – from service technicians to customer support specialists – receives extensive training in hazardous materials handling, safety protocols, and regulatory compliance.

- **Service Technicians** complete a 40-hour HAZWOPER certification and hold a Hazmat endorsement on their Commercial Driver's License.
- **Customer Support Specialists** are trained in chemistry, materials classification, and safe packaging guidance to support residents effectively.

Training is ongoing and regularly updated to reflect the latest safety standards and best practices.

### Preventing Contamination

Proper handling of hazardous materials is critical to protecting the waste and recycling stream. WM's clear instructions, collection kits, and expert oversight help prevent contamination and ensure that materials are managed correctly from the moment they leave each resident's doorstep.

Residents are instructed to:

- Label all containers clearly
- Avoid using containers over 5 gallons
- Transfer leaking materials into sealed, non-leaking containers

Materials that are unlabeled, leaking, or improperly packaged will not be collected to ensure safety for all involved.

### Data-Driven Support for Your Sustainability Goals

An added benefit of WM's At Your Door Special Collection® service is that it can help Kronenwetter work towards your environmental commitments. After each collection, WM tracks the types and quantities of materials collected and provides detailed diversion reports upon request. These reports can be used to support sustainability reporting, track progress toward waste reduction goals, and demonstrate environmental leadership to your community.

By choosing a service that prioritizes recycling and responsible disposal, Kronenwetter is taking measurable steps to reduce landfill use, prevent pollution, and promote a clean, safe future for your residents.

### How to Schedule an At Your Door® Pickup

Scheduling a pickup with WM's At Your Door Special Collection® service is quick and easy. Residents can choose the method that works best for them – online or by phone – and get step-by-step guidance from start to finish.

#### Two Easy Ways to Schedule

1. **Online**

Visit [wmatyourdoor.com](http://wmatyourdoor.com) any time, day or night. The website is available 24/7 and includes helpful tools, FAQs, and videos to guide residents through the process.

2. **By Phone**

Call 1-800-449-7587 to speak with a trained specialist at WM's Operations Service Center. The team is available Monday through Friday from 5 a.m. to 5 p.m. Pacific Time (PT) to answer questions and help residents schedule their collection.



*Residents receive collection kits sent to their homes via U.S. mail that they can use to package their unwanted materials and schedule a pickup.*

### What Residents Will Need

To schedule a collection, residents will be asked to provide:

- Contact information
- Home address
- A general list of the items they want collected

Once scheduled, WM will provide a specific collection date and send a collection kit\* with clear instructions on how to prepare materials for pickup.

*\*A collection kit is not provided when a resident only has e-waste. They are instead instructed where to place their items when they schedule.*

### Residents' Feedback Drives Service Excellence

Customer feedback is a key part of the At Your Door Special Collection® experience. Every interaction is an opportunity to learn, improve, and deliver even more value to Kronenwetter.



After each collection, residents may be invited to complete a brief survey. Their input helps WM understand what is working well and where we can improve. This feedback loop supports continuous improvement and ensures the service continues to meet the evolving needs of your community.

Want to hear what your residents are saying? We can provide a summary of anonymous survey results at your request.

### Why Wait for an Event? Safe Disposal Can Be At Your Door®

As opposed to a collection event, WM's At Your Door Special Collection® service offers a smarter, safer, and more convenient way to handle household hazardous materials and electronics – for both Kronenwetter and your residents. It helps ensure that more residents can participate in safe, responsible waste management – without added burden on community resources. Here is how:

Benefits of At Your Door® vs. Collection Events		
Feature	At Your Door Special Collection®	One-Day Drop-Off Event
<b>Availability</b>	Year-round, on each resident's schedule	Limited to specific dates
<b>Accessibility</b>	Open to all eligible residents	Only for those who can drive and attend
<b>Effort Required</b>	Items are picked up at each resident's door	Residents must transport items themselves
<b>Instructions</b>	Clear, written guidance provided	Often unclear or inconsistent
<b>Customer Support</b>	Dedicated service center and 24/7 online help – residents can call 1-800-449-7587 or visit <a href="http://wmatyourdoor.com">wmatyourdoor.com</a>	Varies by event
<b>Recycling Focus</b>	Most materials are sent for recycling	Recycling details often unknown
<b>Reporting</b>	Diversion reports available	Typically not provided

**Staffing** WM handles all staffing

Kronenwetter staff and volunteers often required

## What We Can Collect At Your Door®

WM's At Your Door Special Collection® makes it easy for residents to safely dispose of household hazardous waste and electronics. To ensure a smooth pickup, it is important to know which items are accepted and how to prepare them.

Residents will receive clear instructions with their collection kit\* and can always visit [wmatyourdoor.com](http://wmatyourdoor.com) or call 1-800-449-7587 for the most up-to-date information. Here is an example of the step-by-step detailed instructions we provide to help residents prepare their materials for collection. Actual instruction sheet may vary according to your location.



**At Your Door  
Special Collection®**

### Instruction Sheet

Thank you for choosing WM At Your Door Special Collection® for the collection of your home-generated special materials.

Please read and follow these instructions carefully.



**Your Collection Date:**

This collection kit contains:

- Instruction sheet
- One plastic containment bag
- Plastic cable tie
- Labels for blank containers



Our team is here to help. If you have any questions,

• **Call:** 1-800-449-7587

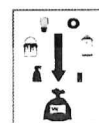
Mailing Address: 10000 W. 100th Ave., Suite 100, Golden, CO 80401

• **Website:** [www.wmatyourdoor.com](http://www.wmatyourdoor.com)



### Step 1 Gather your unwanted items.

Most household automotive and garden chemicals are accepted by this program. Please read the instructions carefully and follow the steps to prepare your materials for collection. For more information, call 1-800-449-7587 or visit [wmatyourdoor.com](http://wmatyourdoor.com).



#### ✓ Acceptable materials for INSIDE the containment bag

- Automotive products
- Flammable liquids
- Motor oil
- Garden chemicals
- Motorcycle oil
- Paint products (smaller than 5 gallon containers)
- Batteries
- Swimming pool chemicals
- Flammable solids
- Sprayers, herbicides and fungicides

#### ✓ Acceptable materials for OUTSIDE the containment bag

- Vehicle Battery: Up to 4
- Refrigerators: Only 1
- Straight fluorescent tubes: Up to 5
- Products in 5 gallon containers: Only 1
- Computer system: Up to 1 complete system
- Consumer electronics: Up to 25 lbs total

Our goal is to collect all of your materials when we arrive. The quantity limitations listed above provide enough room on our vehicles to hold up to 100 lbs of materials. If you have a larger quantity of materials, please contact us to reschedule for another date.

\*A collection kit is not provided when a resident only has e-waste. They are instead instructed where to place their items when they schedule.

### Acceptable Materials

WM's At Your Door Special Collection® service will collect the items on the Acceptable Materials list provided below. This list includes the most common eligible items for the At Your Door Special Collection® service. This list is not all-inclusive. WM reserves the right to modify the list. Additional instructions may apply, based on applicable regulations.



## ACCEPTABLE MATERIALS

### Automotive Material

Antifreeze  
 Brake fluids  
 Cleaners  
 Gasoline and Diesel fuel (must be placed in containers designed and sold for containment and transportation of fuel (up to 5-gallon max)  
 Hydraulic fluid  
 Motor oil  
 Transmission fluid  
 Used oil filters  
 Vehicle batteries (up to 4 max.)  
 Waxes/polishes  
 Windshield washer fluid

### Electronics with Circuit Boards

CD ROM  
 Cell phone  
 Computer monitors  
 CPU/computer tower (up to 1 max.)  
 Desktop printer/scanner  
 DVD/VCR/CD/tape player  
 Fax machine  
 Gaming consoles  
 Keyboard  
 Laptop computer  
 Microwave oven  
 Mouse  
 MP3 player, iPod, music player  
 Related cords  
 Tablet computer  
 Televisions (up to 1 max.)

### Flammable and Combustible Materials

Kerosene  
 Solvents

### Mercury-Containing Devices

Switches  
 Thermometers  
 Thermostats

### Household Cleaners

Ammonia  
 Carpet/upholstery cleaner  
 Drain cleaner  
 Floor cleaner  
 Floor stripper  
 Rust remover  
 Tile/shower cleaner  
 Toilet bowl cleaner

### Garden Chemicals

Fertilizer  
 Herbicides  
 Insect sprays/insecticides  
 Other poisons  
 Pesticides  
 Weed killers

#### **Miscellaneous Household Items**

Driveway sealer (up to 5-gallon max)  
Florescent tubes/compact fluorescent bulbs  
High intensity lamps  
Hobby glue  
Household batteries

#### **Sharps, Needles, and Lancets**

Must be placed in a sealed, rigid, puncture resistant container. (Qualified states only)

#### **Paint Products**

Artist paint  
Caulking  
Latex paint  
Oil based paint  
Sealers  
Spray paint  
Stripper and thinner  
Wood preservative and stains

#### **Swimming Pool Chemicals**

Chlorine: tablets, liquids  
Pool acid  
Stabilizers

#### **Excluded Items**

Some materials are not accepted through the At Your Door Special Collection® service. This includes commercial or business-related waste – even if located at a residence – as well as unusually large quantities of the same item.

If residents are unsure whether an item qualifies, our customer service team is here to help. They can visit [wmatyourdoor.com](http://wmatyourdoor.com) or call 1-800-449-7587 for case-by-case guidance.

#### **Choose Confidence. Choose WM.**

When it comes to managing household hazardous materials, safety is not optional – it is essential. WM's At Your Door Special Collection® service offers your community a proven, professional solution that protects residents, supports compliance, and simplifies operations.

With expertly trained staff, rigorous safety protocols, and a commitment to responsible disposal, WM delivers peace of mind – right to your doorstep.

**Let WM experts handle the hazards, so Kronenwetter residents don't have to.**





## 5 | Key Personnel

### Your Local Kronenwetter Service Team.

#### Live where we work.

Our dependable operations are overseen by a highly qualified group of WM team members with experience in the daily operations of environmental services. The team we have assembled for Kronenwetter represents top leaders at all levels – from executive management - to sales management - to operations management. Our local sales and operations team members are proud residents of these local communities.

We will continue work with your community to implement and execute collection services that align with all of your requirements and expectations. Your local Kronenwetter service team brings a diversity of backgrounds, skillsets, and job responsibilities and will include:



**Steve Kanow, Upper Midwest President**



**Danielle Thoms, Senior Financial Analyst**



**Diana Siebels, Area Manager - Public Sector Solutions**



**Chad Koehler, Senior Account Executive – Public Sector**



**Scott Stencil, Senior District Manager**



**Brandon Sternot, District Manager**



**Jeff Mills, Operations Manager**

Waste Management will use Automated Side Load trucks for collection in the Village of Kronenwetter. One truck for refuse, and one truck for recycling.







## 6 | Safety and Technology

### Putting People First with Robust Safety Programs

WM knows it is our duty to take every sensible step to prevent injuries in the workplace and return our employees home safely every night.

Likewise, Kronenwetter depends on us to safely collect, process, and dispose of their wastes while being mindful of our actions to protect the environment that we share.

This is why safety is a core value for our company and we understand the magnitude of this responsibility. We will strive to confirm that each task, piece of equipment, and company policy and procedure reinforces safe actions and behaviors.

Our commitment to safety is woven into everything we do – from hiring practices to training to advancing safety technologies to preventive maintenance.

For nearly 20 years, we have engaged employees on safety practices through the Mission to Zero (M2Z), where the “Zero” represents zero tolerance for unsafe actions or conditions. Based on the results of a 2021 safety culture assessment survey, WM updated our Safety Vision and Promise to be better aligned with the concept of safety as a core value. Our new Vision statement captures our desire to have all employees and community members “Get Home Safe, Every Day”. Safety comes first on the job, all day, every day, without compromise.

Our Safety Vision and Promise is to:



**Always put safety first**



**Take personal ownership of safety**



**Champion safe operations with our words and actions**



**Follow all safety rules**



**Identify and address safety risks in advance**



**‘Our People First’ is a core commitment of WM.** We commit to taking care of each other, our customers, our communities, and the environment.

**The behaviors in our Safety Vision and Promise protect what is most valuable to us and to our customers: health and well-being. As a People First company, keeping our people and our communities safe is our top priority.**

## Driver Safety

Drivers on their collection routes face many safety risks that are beyond WM's control on a daily basis. We prepare them for the risks they may face with in-depth training.

### Regional Training Centers

WM training centers for drivers and technicians are located in Glendale, Arizona and Fort Myers, Florida, and include maintenance shops, driver training courses, classrooms, computer labs, and technician workstations to simulate typical experiences at WM facilities. Newly hired drivers and technicians selected from across the country travel to these centers for two-week, immersive onboarding programs designed to enhance their capabilities. Trainees spend their first week in the classroom learning and by week two transition into simulated driving courses and stations that provide scenarios reflective of day-to-day collection conditions and obstacles – from severe weather, traffic, and responding to other drivers' behavior. At the end of the two-week training course, drivers receive a comprehensive evaluation of performance in key safety areas.



### Reinforcing Safety with Ongoing Training

Safety training is never “complete” at WM. All drivers participate in ongoing safety training, including:

- **‘Tailgate’ Meetings:** Every morning each of our drivers attends “tailgate” meetings where safety is a primary focus. Relevant and time-sensitive safety topics are often discussed, such as upcoming weather forecasts for conditions, scheduled community events that result in more pedestrian traffic, and road/bridge closures that may require alternative routes.
- **WM SAFETY Defensive Driving System:** Provides ongoing safe driving instruction specific to waste collection vehicles. The system is refreshed monthly with videos that address hazards in drivers' daily operating environments. Topics include safe backing, following distances, pedestrians, bicyclists, and rollover prevention.



- **Observation Behavior Assessments:** On a regular basis, WM route managers and driver trainers provide on-the-job observation behavior assessments to evaluate driver knowledge, operating behaviors, and safety/best practice compliance.



## Advancing Safety Technology with a Better Collection Truck

WM is investing deeply in technology to keep drivers safe. We continue to transition from manual to automated collection technologies, which reduce the number of times our employees must exit the truck while collecting trash and recyclables. This technology helps reduce fatigue and the potential for incidents. A few features that we are incorporating into our trucks include:

### Safety Technology on WM Trucks

#### WM Smart Truck® Technology

With the help of a proprietary system of cameras and sensors, WM Smart Truck® technology can document every service, every day to provide customers with direct, targeted feedback to drive behavior change and reduce contamination. This technology reduces the number of times drivers must leave the cabs of their trucks.

#### Better Brake Lights

The more visible our trucks are on the roads, the safer we are. To help reduce rear-end collisions, we are upgrading to the new brake lights that flash repeatedly to catch the attention of other drivers.



#### DriveCam®

DriveCam® camera is a video recorder that is automatically activated by sudden movements, allowing managers to see drivers' behavior and, if necessary, coach them on safer driving techniques.

#### Automatic Side Loading

Safety data tells us that our highest incident rate comes on residential rear-end-load collection routes. We are in the process of transitioning from rear-loading to side-loading trucks, which removes collection employees from the back of trucks where they could be at higher risk.

#### Advanced Driver Assistance System (ADAS)

Advanced driver systems include features like collision mitigation, active braking technology and vehicle telematics that communicate any needed repairs to our shops. Beyond the safety benefits, these enhancements lead to greater driver satisfaction and retention.

## DriveCam®: Intelligent Dashcam Technology for Safer Collection

DriveCam®, one of the safety innovations onboard our trucks, goes beyond traditional dashcams by pairing machine vision with artificial intelligence to identify risks as they occur on the road and respond to the driver with real-time coaching.

DriveCam® is mounted on the windshield of the interior cab with cab-facing and road-facing cameras. When an unsafe condition is detected, such as critical following distance, lane departure, or imminent collision, the device visually and audibly alerts our drivers, providing an opportunity for self-correction.

Additionally, if an event is detected, video data is sent to WM route managers for follow-up performance coaching with the driver. Recorded events also help us appreciate the many times that our drivers avoid collisions through using proper defensive driving techniques. We believe our investment in DriveCam® has contributed to reducing our reported vehicle accidents by almost 80% since 2005.

### Extra Eyes on Your Roads

WM drivers can manually trigger recording of video on the DriveCam® in the event they witness an emergency situation or suspicious activity.

## Additional Onboard Technology Advancements

<b>Back-up cameras</b>	Provide a view of the area behind the truck whenever the truck is in reverse, reducing the potential for backing accidents and enhancing pedestrian safety.
<b>On-board methane detection</b>	On compressed natural gas (CNG)-powered trucks, methane detectors provide immediate visual and audible alarm for potential leaks from fuel tanks or lines.
<b>Maximum idle time limit</b>	After five minutes, engines turn off to reduce fuel consumption and exhaust emissions.
<b>Heated rear view mirrors</b>	Provides fog and frost-free view of both sides of the truck. Mirrors are adjustable electronically.
<b>Bus-boy mirrors</b>	Angled convex mirrors allow the driver an unrestricted view of the area in front of the truck. Especially valuable when pedestrians are present.
<b>Trapezoidal side lights</b>	Floodlights located halfway down the side of the body come on automatically when the truck is in reverse. Bright flood lighting illuminates both sides of the truck and roadway.
<b>Sears air ride driver's seat</b>	Provides added comfort and excellent ergonomics for the driver. Includes eight-way adjustability with lumbar support to help reduce driver fatigue and improve performance.
<b>Heavy duty disc brakes</b>	Provide the best stopping distance for heavy trucks in the industry. Exceeds all applicable Federal Motor Vehicle Safety Administration requirements.
<b>Electromagnetic or hydraulic driveline retarders</b>	Retarders are silent and provide additional braking capacity. Eight-inch-wide rear brake lining also increases braking capacity and improves vehicle safety.

While safety is a core value for WM, sustainability is also at the forefront of everything we do. That is why efficiency is a top priority. Not only does it reduce the cost of service to the Village, but efficient routes also benefit the environment through reduced fuel usage, reduced emissions and quieter collections.



## eRouteLogistics®: Routing Software that Reflects Real-Time Developments

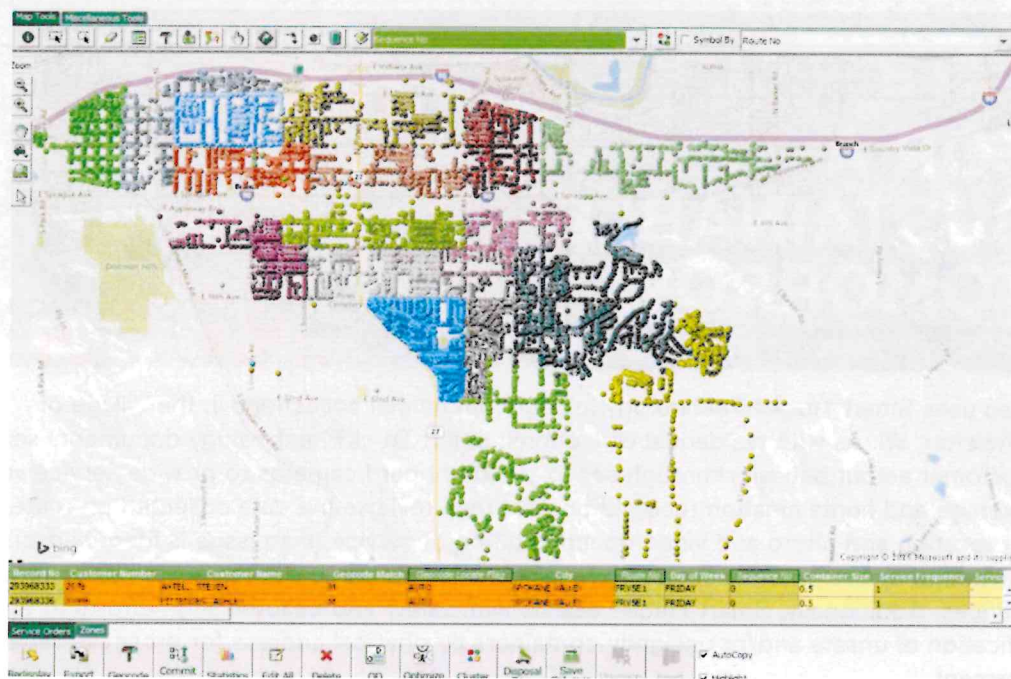
We utilize eRouteLogistics® to develop, manage, and modify routes for maximum efficiency. The software is used daily by our operations team to ensure that each route is well-maintained and adjusted to reflect new developments and changes in service levels, customer counts, and traffic patterns.

The eRouteLogistics program uses specialized software and a process analysis that bases routing and rerouting on:



eRouteLogistics displays customer locations in a user-friendly map through a variety of coloring and labeling options and allows users to visualize existing and future routes. Updated in near real-time, eRouteLogistics enables our route managers, drivers, dispatchers, and customer service representatives to resolve any questions or concerns our customers or municipal partners may have concerning routes.

This web-based application integrates with our billing and customer database, Mid-Atlantic Services (MAS). MAS provides daily updates to eRouteLogistics to capture new customers and service level changes. eRouteLogistics features mapping capabilities supported by Microsoft's Bing Maps technology. Mapping is automatically updated via Bing Maps to reflect road changes and new community developments.



eRouteLogistics features mapping capabilities supported by Microsoft's Bing Maps technology. Mapping is automatically updated via Bing Maps to reflect road changes and new community developments.

## WM Smart Truck® Technology

WM Smart Truck® is our state-of-the-art smart technology that helps communities ensure the cleanliness of their streets and stormwater systems, reduce contamination, and identifies recycling opportunities. This smart technology enhances our customer service by:

- Educating customers on how to care for their trash and recycling
- Equipping drivers with the tools to capture real-time service opportunities via recorded images
- Providing CSRs with the technology and tools to resolve issues quickly and accurately through service verification

### How WM Smart Truck® Works

WM Smart Truck® technology captures footage of customer containers as they are tipped into the truck during service. Technicians review the footage to ensure materials are placed in the correct container and collected successfully.



*Our proprietary Smart Truck® technology captures video and photo of every collection.*

### WM Smart Truck® Customer Communications

WM has created customizable WM Smart Truck® customer educational communications to strategically collaborate with our customers and help build awareness of the importance of placing the right materials into the right cart.



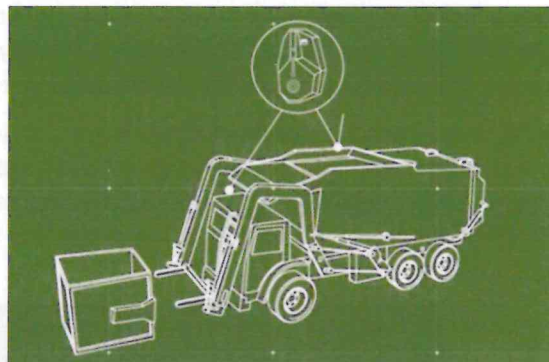
WM also uses Smart Truck® Technology for our commercial collections in the Village of Kronenwetter, WI. As with residential collections, Smart Truck® technology documents service data and customer setout behavior through sensors and onboard cameras to provide service verification and overage and contamination recognition. WM then reviews the data collected on route, including vehicle location and photo and video documentation of service. If an issue is identified, such as contamination or overage, the customer receives a notification based on customer communication preferences. Additionally, Smart Truck® assists with safety and beautification efforts through identification of unsafe and/or unsightly containers by physical address for proactive repair or replacement.



WM is at the forefront of developing and implementing sustainable technologies that are revolutionary in the environmental services industry, and Smart Truck® is the latest in those continual efforts.

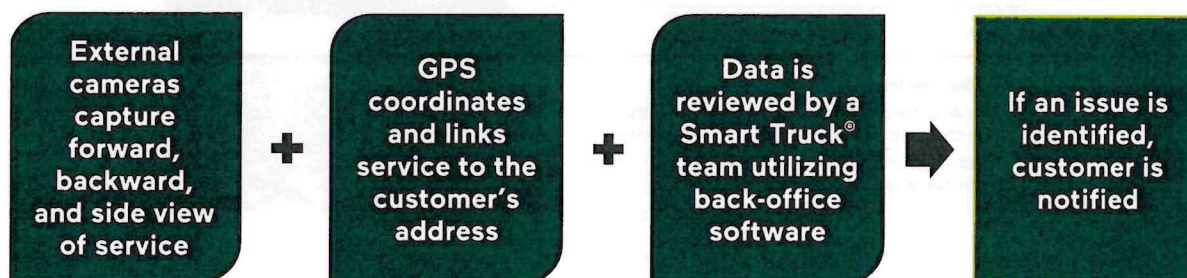
### The Benefits of Smart Truck®

- Smart Truck® **maximizes safety** by automating processes that keep our drivers in the cab so they can focus on the task at hand while constantly monitoring their surroundings.
- Smart Truck® **provides better service with more transparency** by documenting every container serviced every day for improved customer experience through proactive communication.
- Smart Truck® **improves waste-related decision-making**. Awareness is the first step to behavior change. Using pictures or video, Smart Truck® technology notifies the customer of trash overages, contamination, and container issues to help increase efficiencies and reduce costs.
- Smart Truck® **enhances community aesthetics**. Images and videos allow us to proactively identify service opportunities such as containers that need repair, graffiti that needs to be removed, and overflowing dumpsters that need to be addressed.



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### How Smart Truck® Technology Works



Smart Truck® technology is a well-thought-out enhancement to our existing, industry-leading onboard technology - developed with careful consideration of our customer's needs and tested and proven in the field with real life customer experiences.

**How does Smart Truck® technology improve customer service?** The technology frees the driver to have a singular responsibility: collection service excellence. Drivers no longer have to leave their trucks to photograph container overages or contamination. Smart Truck® technology also adds another layer of service quality for customers by confirming every service every day, automatically recording issues such as a damaged container, missed service, or blocked containers, allowing for a timely service response.

**What happens when Smart Truck® technology detects a service issue?** WM reviews the images from each route daily for overfilled containers and any potential contamination. Depending on the issue, a repair ticket is created, or a notification is sent to the customer. If a container is overfilled or contaminated, the customer is notified. If a container needs maintenance, repair, and/or replacement, the team will send a ticket to our operations team for action.

**How are customers notified?** Customers are notified of overages and contamination through their preferred channel of communication (email, text, or phone), which they can specify online at [wm.com/us/mypreferences](https://wm.com/us/mypreferences). Customers may receive additional proactive communications, such as a call or email from WM, with recommendations to right-size equipment that may result in reduced costs.

## WM Smart Truck<sup>SM</sup> Program

More power in each pickup. Less materials in landfills. Cleaner, greener, safer neighborhoods. It starts with learning more about what you toss into your containers. The WM Smart Truck<sup>SM</sup> program gives you the notifications and insights you need to make it all possible.

### How It Works

1

#### Your Materials

With the help of mounted cameras, WM Smart Truck<sup>SM</sup> technology captures footage of containers as they are collected during service.



2

#### Your Service

A dedicated team of technicians reviews the footage associated with your address to make sure your materials were thrown into the correct container and were collected successfully.



3

#### Your Notifications

If a container associated with your address is overloaded or non-acceptable material is found, we'll send you a notification. Log in to **My WM** to set your communication preferences.

You may be charged when you overfill a container or when you contaminate your recycling or organics.



#### Do More with My WM

Visit <https://www.wm.com/us/en/user/register> or scan the QR code to sign up for an account and get started or call **%number%**.





## Customer Service, For Tomorrow®

WM believes in putting our customers first and staying ahead of our customers' ever-changing needs. That's why we are excited to share that we have built upon our traditional call center and continue to invest in advanced customer service technologies, like Interactive Voice Response, a Contact Back System, Digital Support Requests and Live Chat Support.

These technologies are shaping the future of customer service at WM and making our customers' experience even better:

- **Interactive Voice Response (IVR):** Our voice driven conversational IVR platform, seamlessly guides customers to self-service options without menu prompts and connects them with the right resources for a convenient and efficient experience.
- **Callback System:** Our contact back functionality ensures customers never have to wait on hold. With the callback or text option, customers will receive a call from a Customer Service Representative as soon as they are available, or customers receive a text allowing them to continue the conversation at their convenience.
- **Live Chat:** Our self-aware Live Chat Support allows customers to get quick answers to questions and solve issues faster than email exchanges or waiting on hold in the call queue. And with each customer conversation, the chatbot learns and evolves to provide an even faster solution.
- **Contact Back:** Our new digital offering allows customers to briefly describe their issues in writing, anytime, anywhere, through a digital intake form. The support request form is presented to customers with complex issues that require a specialized WM agent to resolve.

### Customer Experience Channels

Our IVR, Contact Back System, Intuitive website and Live Chat Support customer experience channels are just a part of our commitment to delivering exceptional customer service. We are continually working to expand self-service tools that put the value of our customers' time front and center.

<b>wm.com</b>	Gives customers a seamless and intuitive way to discover the services and solutions available in the community.
<b>Customer Support Resources</b>	Allows customers to explore a collection of resources by topic to find quick solutions to top asked questions.
<b>Social Media Platforms</b>	Provides extra convenience and a new way to connect with WM.

## My WM/My WM App

This platform empowers our customers with the tools and technologies for on-demand digital account management and self-service solutions.

## Customer Service Center

Provides a comprehensive and dedicated one-on-one assistance to address and resolve complicated issues.

## Localized WM Customer Website Offering

As a value-add offering, WM can offer the Village a dynamic WM customer website, designed to provide Kronenwetter residents with a seamless and easy-to-navigate experience, that is tailored specifically to Kronenwetter. The website is a single access point for residents to find service information and 24/7 self-serve options.

Your local community's website is the digital gateway for residents to self-serve through WM.com, make service requests, pay their bill, set personalized service notification preferences,



### Set Up Your Service

Get started with your service today.

Ready to get started?



### Service Guidelines & Instructions

<b>Trash Service</b> At WM, you can choose from two different trash pickup services: • <b>Standard Service</b> - Regular trash pickup service. • <b>Specialty Service</b> - Specialty trash pickup service for bulky items, appliances, and more.	<b>Container Information</b> • <b>Placement</b> - Place your container on the curb, right side of the street, with the front of the container facing the street. • <b>Service Frequency</b> - Standard service is provided weekly. <b>Container Setup Instructions</b> Place your container on the curb, right side of the street, with the front of the container facing the street. Make sure the container is clean and free of debris. <b>Special Instructions &amp; Limitations</b> Do not place flammable, volatile, or hazardous materials in your container. <b>Set Up New Residential Service</b> To get started with your service, please visit the Set Up New Service section to get started.	<b>Acceptable &amp; Non-Acceptable Items</b> Acceptable items include household trash, appliances, and more. Non-acceptable items include hazardous materials, flammable liquids, and more. <b>Request Container Repair or Replacement</b> If your container is damaged, please contact us for a repair or replacement. <b>Report a Missed Pickup</b> If your trash was not picked up, please report it to us so we can schedule a pickup as soon as possible. <b>Request an Additional Container</b> If you need an additional container, please request one from us.
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## My WM Quick Access

Access your account and manage your service.

Go to Dashboard

Make a Payment

Report Missed Pickup

Request Container Repair

Request Bulk Pickup

## Need assistance?

Take care of your issue online, right now, with our guided support helper.

Go to WM Support

Shown here are a sampling of quick access links to make payments, report missed pickups, get general assistance, and more, as well as general Service Guidelines and Instructions for your residents.

In collaboration, we can develop customized content for a Kronenwetter website that provides:

- **Localization:** Your WM customer website is designed and custom-built to showcase your community, services, solutions, and special programs.
- **Promote self-serve service:** Your WM customer website is the first line of support, empowering customers to access information and find answers at their convenience.



- **Provide helpful resources and service information:** Your WM customer website is the information hub for all information regarding services - from collection schedules to special events to bulk item collection information (if applicable) to any service guidelines. Communications, newsletters that we team on can be uploaded to the website.
- **Lead the way to a more sustainable community:** If desired, your WM customer website links directly to WM's Recycle Right® recycling education program, making it even easier to recycle right and reduce contamination.

### **Customer Service Center Hours & Days of Operation**

Customers can contact WM during normal business hours - 8 a.m. to 5 p.m. local time. The Customer Service Center is closed on nationally observed holidays. However, our easy-to-use self-service channels - WM.com, My WM, Virtual Assistant Chatbot and more - are available to support customers' needs 24 hours a day, seven days a week, 365 days a year.

### **Comprehensive Investments in Customer Service Technology**

WM has made operational and capacity-building investments to service technology to better serve our customers by strategically connecting them to the right information at the right time. WM's onboard computer technology provides constant contact with drivers and vehicles allowing us to improve workflow efficiency, reduce emissions in the communities we serve, and making it easier to provide effective solutions for our customers by:

- Obtaining real-time information related to all truck locations, stops serviced, service status.
- One-touch cart service verification.
- Proactively generating service tickets for cart repair or replacements for customers.
- Centralized customer service for immediate and efficient issue resolution, including on-call requests, rerouting, and customer service's needs.

### **Voice of Our Customers Survey (VOC)**

WM invites more than 100,000 unique customers to fill out our Voice of Our Customers survey every month to understand expectations, perceptions, and satisfaction points, and gain insight into areas for improvement.

The survey initially focuses on core questions related to the customer's overall relationship with WM, then expands into targeted questions regarding the customer's service experience with our company. This survey provides WM with unprecedented insights to develop proactive solutions to not only meet but exceed customer expectations every day.



### WM's Commitment to Kronenwetter

- Quick resolution of issues
- Ease of integration across communication channels
- Nationwide network of trained customer experience ambassadors
- Complete customer satisfaction







## 7 | Sustainability and Recycling

WM has played a vital role in keeping our communities and environment clean and safe by providing environmental solutions across North America for generations. In 2022, we refreshed our sustainability strategy, announcing planned financial investments and our commitment to sustainability initiatives. We recognize that the issues facing the world today require bolder action and that yesterday's solutions won't meet the demands of our current social and environmental challenges. With this strategy, WM is deepening its commitment to communities by expanding the breadth and depth of our sustainability offerings. Our sustainability strategy is centered on three core ambitions:

### WM's Sustainability Ambitions

WM is reinventing what's possible to enable a more sustainable world.

Leveraging our infrastructure, scale, expertise and world-class operations, we're focusing our strategy on three bold ambitions.

#### Our Ambitions



#### Material is Repurposed

**We're reimagining a circular economy**

...by investing in and operating **innovative recycling and waste solutions** that help fuel the continuous reuse of materials.



#### Energy is Renewable

**We're innovating for climate progress**

...by **deploying advanced technologies that use waste to produce energy that both** power communities and reduce our carbon footprint.



#### Communities are Thriving

**We're empowering people to live sustainably**

...by supporting the **people and communities** where we live and work with **clean, safe environments** and diverse, **inclusive opportunities**.

#### 2030 Goals & Commitments

**\$2.215 billion** planned investments to grow our recycling and renewable energy solutions.

Increase materials recovery to **25 million tons** per year.

**42% reduction** in our direct emissions — an industry-leading target.

**6X more** renewable natural gas generated at our landfills.

Positively impact **10 million** people in our communities, and donate the equivalent of 2% of our net income.

Increase diversity to achieve:

**25% female** representation overall.

**30% minority** representation in leadership roles.

**3% annual reduction** in our Total Recordable Incident Rate to continue to keep our people safe.



[sustainability.wm.com](https://sustainability.wm.com)





WM is reimagining a circular economy by investing in and operating innovative recycling and waste solutions that fuel the continuous reuse of materials. We're innovating for climate progress by deploying advanced technologies that use waste to produce energy that powers communities and reduces our footprint. We're empowering our team members and community to live sustainably while strengthening the resiliency of the diverse places where we live and work. We believe these ambitions will enable us to meet our sustainability and corporate objectives and open up a new horizon — one where more materials can be reused, our advanced renewable energy systems can be used to power both our trucks and cities and our people and communities are empowered to thrive through education and conservation initiatives.

## 2022 Progress

**14,831,559** tons recovered

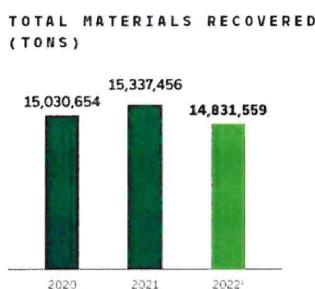
**5** recycling facility infrastructure projects completed, including **1** new location and **4** automation upgrades

## WM's Commitment to Recycling Circularity

Transforming our economy into a more circular one where waste is seen as a resource is a priority of WM's. At WM, we support the circular economy by recovering materials for reuse from our customers and communities through recycling collection and processing and sustainability consulting services.

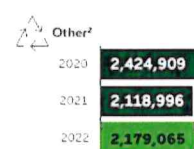
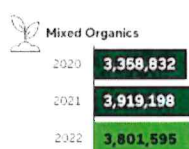
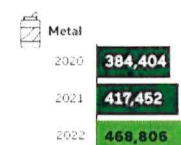
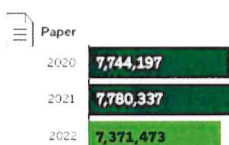
As the largest recycler of post-consumer materials, we have the infrastructure and networks to drive circular economy solutions. That is why we have made circularity central to our company's growth strategy. In 2022, we completed five recycling facility automation projects and we just completed an upgrade at our WM Germantown Recycling Facility, where Kronenwetter's collected recyclables are processed. Please see more about this local investment and how it enhances your recycling collection program on the following pages.

Below is our 2030 goal and the progress we have made thus far. It is important to note that in 2022, we faced a slight decrease in the total materials recovered. This was primarily attributed to the temporary closure of recycling facilities to implement automation capabilities. While this setback posed a challenge, it also presented an opportunity for us to enhance and streamline our processes for long-term efficiency and sustainability. We remain committed to achieving our 2030 goals and will continue to adapt and innovate as we work towards a more sustainable future.



## 2030 Goal

**Increase WM's management of materials by 60% to 25M tons, compared to a 2021 baseline, including an interim milestone of a 25% increase by 2025.**





## WM Germantown Recycling Facility Upgrades

# Making Wisconsin More Sustainable, **For Tomorrow**®



### Benefits Local Community

The **WM Germantown Recycling Facility** is an epicenter of sustainability cultivation in Wisconsin. WM is introducing innovative recycling technology and building sustainability solutions with a commitment to the environment – ensuring local communities thrive not just today, but in the future.

### This investment of \$35M+ represents:

- ✓ The transformation and expansion of the state's largest recycling facility
- ✓ State-of-the-art processing equipment that will improve the recovery of recyclables
- ✓ An additional annual processing capacity of 80,000 tons, expanding to an estimated 240,000 per year
- ✓ Technology that allows for dynamic adjustments to respond to evolving market demands
- ✓ Recovery of cardboard, paper, plastics, and glass that will be utilized by end users to cultivate a circular economy in the state of Wisconsin
- ✓ Career advancement opportunities
- ✓ Part of WM's planned investments of over \$1B in recycling infrastructure

### WM Wisconsin Footprint & Impact

**750,000+**  
Customers in Wisconsin

**1,300+**  
Employees



● WM Wisconsin Recycling Facilities

### Current Operations

Your solutions provider with recycling operations in:

- 1 Lacrosse
- 2 Menasha
- 3 Janesville
- 4 Madison
- 5 Milwaukee

### Newly Automated

- 6 Germantown

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WM has enhanced its recycling capabilities in Wisconsin with a \$38 million investment in the newly renovated WM Germantown Recycling Facility with state-of-the-art technology. The new facility will help increase recycling access in Wisconsin. As the state's largest recycling facility, the WM Germantown facility is expected to process up to 240,000 tons of material annually, including cardboard, mixed paper, metals, tin, and plastic.

WM's planned recycling investments will enable an additional 2.8 million tons of materials to be processed annually by 2026, so that materials can see a second life and communities can have increased access to recycling capabilities. This includes new markets where recycling services are limited today and will allow more consumers to recycle.

With automation being added to WM's recycling facilities, technology makes it easier to capture more products in the same timeframe. For example, a facility without advanced technology could process 20-25 tons in an hour, the automated facilities can process 65-70 tons per hour. These materials were also previously sorted manually, removing the physical intensity and dependency of the work and enabling WM to move employees to more tech-focused roles. Instead of two optical sorters at recycling sites, there are now 17 optical sorters that have an 'eye' that shines a light that looks for certain material types.

These technological advancements are expected to allow the upgraded WM Germantown recycling facility to:

- Capture more types of plastics (including film plastic)
- Utilize intelligent sorting where conveyors and optical sorters communicate with each other and with technicians to improve material quality
- Include a final optical sort line which sends missed recyclable material back for a second chance to be recycled.

This upgrade project in Germantown is part of WM's previously announced enterprise-wide plans to invest over \$1 billion in new and upgraded recycling facilities across North America, which is expected to add 2.8 million incremental tons managed per year by 2026.



*Please scan this QR code to enjoy a brief video showcasing the new technology in WM's Germantown Recycling Facility*





*State-of-the-art Sorting Technology at work in the WM Germantown Recycling Facility*



*Baled recyclables await shipment to new end uses.*



## Recycle Right®: Proactive Public Education for Kronenwetter

In addition to collecting recycling and providing recycling processing services, we look forward to working collaboratively with the Village to produce customized recycling educational material. WM has a complete suite of education materials for residential recycling education available in our Residential Recycling Education & Outreach Toolkit. This toolkit includes resources to set the Village of Kronenwetter up for continued recycling success. We believe it will assist Kronenwetter:

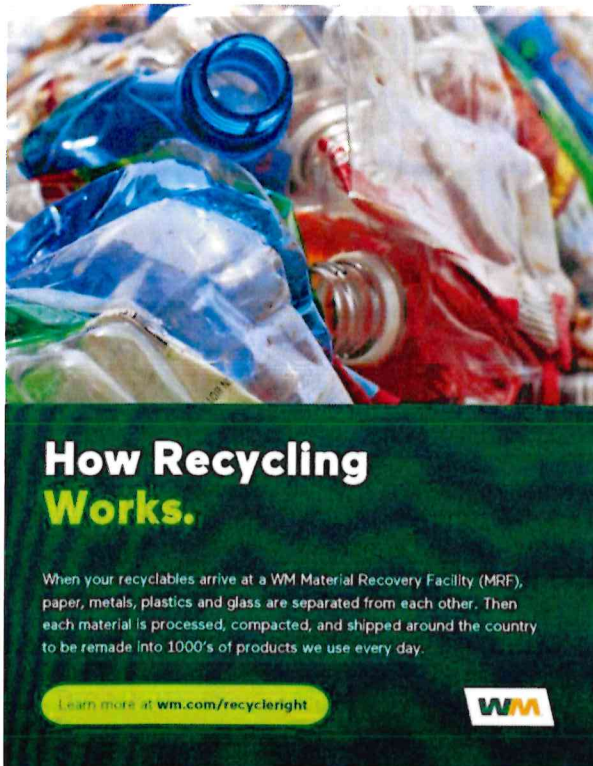
- To help grow recycling volume over the contract lifetime
- To provide a value-added recycling education program to Kronenwetter residents
- To make recycling education standard and cost-effective across the Village.

When Kronenwetter succeeds, WM succeeds. Increasing recycling rates will help the Village meet its diversion goals and help WM reach its 2030 Sustainability Goals & Commitments.

In the kit you'll find a comprehensive step by step plan to maintaining your successful recycling program, as well as fully customizable education tools, available in English and Spanish (with the ability for WM to translate into other languages as needed) that will show your residents how to Recycle Right®.

Educational efforts and outreach materials can include:

- Community Meet and Greet + Recycling Facility Tour
- Social Media Posts
- Cart Tags
- Postcards



RECYCLE  
RIGHT®

WM

### Es tiempo de volver a los principios básicos del buen reciclaje

El hecho es que algunas acciones de reciclaje producen un mayor impacto que otras. Así que, por favor, recuerde estas tres reglas la próxima vez que recicle:



Recicle botellas, latas,  
papel y cartón limpios.



No permita  
alimentos ni líquidos  
en su reciclaje

¡Le sorprendería el impacto tan grande que puede producir simplemente seguir estas reglas sencillas!



Preserving natural resources and virgin materials through recycling is at the heart of what our customers, communities, and WM want to accomplish. It is a key component of our business, and it is what you, our customers, are requesting. But recycling simply must be both environmentally and economically sustainable. By cleaning up collection, reducing contamination and limiting what we place in our carts to material that has a reliable market and can be reprocessed into new products, we can reduce the risk of recycling programs. A global effort is underway to move the needle in a more sustainable direction, and we know that this process starts with addressing contamination.

WM has made a significant investment in our Recycle Right® education program. The comprehensive, complimentary offerings found on the Recycle Right® website provide tailored tools for everyone from residents to businesses to educators to property managers as well as our government customers. Recycle Right® is successful at getting customers to change their recycling habits because we: 1. Clearly define the problem (recycling confusion and contamination), 2. Give consumers a reason to do something, and 3. Simplify the message:

**RECYCLE  
RIGHT** 



To view our Recycle Right® website and all of its recycling education tools, scan the above QR code or visit [wm.com/recycleright](http://wm.com/recycleright).



**Always Recycle**

✓

Plastic Bottles & Containers

Food & Beverage Cans

Glass Bottles & Containers

Paper

Flattened Cardboard & Paperboard

**RECYCLE  
RIGHT** 

To learn more, visit [wm.com/recycleright](http://wm.com/recycleright)

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**WM**

Recycle Right's customer-specific tools and resources recognize that recycling presents different challenges in different environments. Multifamily property managers need tools that are formatted in a way that makes it easy for them to educate residents - a "what goes where" doorhanger or a new resident welcome letter, while a business may really benefit from posters designed specifically for break rooms or desk side recycling tips. Based on community-based social marketing precepts, the Recycle Right program includes educational videos, printed inserts, posters, bin decals and bookmarks, a robust social media campaign, elementary school resources that include a STEM-approved Curriculum for K-Five, and other interactive tools you can use to make recycling sustainable for future generations. Please see additional examples of customizable Recycle Right® tools available to Kronenwetter on the following pages.

# RECYCLE RIGHT

To learn more,  
visit [wm.com/recycleright](https://wm.com/recycleright)



## Always Recycle



**Plastic Bottles & Containers**  
Botellas y Envases De Plástico



**Glass Bottles & Containers**  
Botellas y Frascos De Vidrio



**Food & Beverage Cans**  
Latas De Alimentos y Bebidas



**Paper**  
Papeles



**Flattened Cardboard & Paperboard**  
Cartón y Cartulina Aplastados



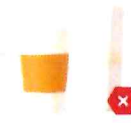
## Do Not Include In Your Mixed Recycling Container



**No Food or Liquids**  
No Comida o Líquidos



**No Clothing, Furniture or Carpet**  
No Ropa, Muebles y Alfombras



**No Foam Cups & Containers**  
No Vasos y Recipientes  
de Poliestireno



**No Yard Waste**  
No Residuos de Jardín



**No Hazardous Waste or Batteries**  
No Residuos Peligrosos o Baterías

© 2023 WM Intellectual Property Holdings, LLC. The Recycle Right recycling education program was developed based upon national best practices. Please consult your local municipality for their acceptable materials and additional details of local programs, which may differ slightly.





Recycle Right Educational Material Examples:



## Keep Batteries Out Of Recycling And Waste Carts

Here's why.

Batteries pose a safety hazard for our workers as they can cause fires in our trucks and recycling facilities. Never dispose of batteries in your waste or recycling carts.

Instead, safely recycle batteries in the following ways.

- Visit WM's Battery Tracker at [www.wm.lamptracker.com/v2/product\\_battery.cfm](http://www.wm.lamptracker.com/v2/product_battery.cfm)
- Check local City or County websites or local retailers for battery recycling dropoff locations.

To learn more, visit [wm.com/recycleright](http://wm.com/recycleright)



## Mantiene Los Baterías Fuera De Los Contenedores Reciclaje Y Basura

Este es el por qué.

Las baterías representan un peligro para la seguridad de nuestros trabajadores, ya que pueden provocar incendios en nuestros camiones e instalaciones de reciclaje.

Nunca deseche las baterías en los contenedores de basura o reciclaje. En su lugar, recicle las baterías de manera segura de las siguientes maneras.

- Visite el rastreador de baterías de WM en [www.wm.lamptracker.com/v2/product\\_bateria.cfm](http://www.wm.lamptracker.com/v2/product_bateria.cfm)
- Consulte los sitios web locales de la ciudad o del condado.

To learn more, visit [wm.com/recycleright](http://wm.com/recycleright)

We are constantly adding new tools and resources to our Recycle Right® education program and have designed the program to be an ongoing resource for our customers with fresh materials and content appearing regularly.

## The Recycle Right® Widget

According to our customer service satisfaction surveys, 45% of our municipal resident customers look to their municipalities for recycling information, primarily on their municipal websites, and one of the biggest frustrations that residents have around recycling is a lack of information available to them. To help solve this problem, WM has designed a new tool - the Recycle Right® widget - to help keep your website up-to-date and provide current recycling information to your residents.

The widget is easy to use, hosted by the municipality, there is no cost involved, and it provides targeted recycling education.

- The widget is a small image that displays a message on your website and links to [www.wm.com/recycleright](http://www.wm.com/recycleright).
- Your webmaster does a one-time update, dropping the embedded code into the recycling page on your website and the widget is installed.
- It provides an easy way for consumers in your community to get the most up-to-date information about recycling.

RECYCLING JUST  
GOT SIMPLER

Watch the videos.  
Get the tools.



WM also offers widgets for schools and businesses as well, so that they can share the latest and greatest recycling information with their students, parents, faculty, and customers.

**RECYCLE  
RIGHT**

To learn more, visit  
[wm.com/recycleright](http://wm.com/recycleright)



 **Always Recycle**



Plastic Bottles & Containers



Food & Beverage Cans



Paper



Flattened Cardboard & Paperboard



Glass Bottles & Containers

 **Do Not Include In Your Mixed Recycling Container**



NO Foam Cups & Containers



NO Food or Liquids



NO Green Waste



NO Clothing, Furniture & Carpet



NO Batteries  
Check local drop-off programs for proper disposal

© 2010 WM. All rights reserved. WM's Recycle Right widget is a registered trademark of WM. WM is not responsible for the content of any website that uses the widget. WM is not responsible for the content of any website that uses the widget.





## 8 | Surety Letter



**SOMPO  
INTERNATIONAL**

Endurance Assurance Corporation  
4 Manhattanville Road  
Purchase, NY 10577

Date: August 12, 2025

To: Village of Kronenwetter  
1582 Kronenwetter Dr.  
Kronenwetter, WI 54455

Principal: Waste Management of Wisconsin, Inc.  
Bid Date: August 12, 2025  
Description: Residential Garbage and Recycling Collection

Dear Sir/Madam:

We, Endurance Assurance Corporation, hereby agree that in the event an award is made to Waste Management of Wisconsin, Inc., on the project as captioned and a mutually acceptable contract is signed, we will execute the necessary Performance and/or Payment Bonds that may be required

Sincerely,

Endurance Assurance Corporation

  
Theresa Hintzman, Attorney-in-Fact



**SOMPO INTERNATIONAL**  
INSURANCE

# POWER OF ATTORNEY

24496

KNOW ALL BY THESE PRESENTS that Endurance Assurance Corporation, a Delaware corporation ("EAC"), Endurance American Insurance Company, a Delaware corporation ("EAIC"), Lexion Insurance Company, a Texas corporation ("LIC"), and/or Bond Safeguard Insurance Company, a South Dakota corporation ("BSIC"), each, a "Company" and collectively, "Sompo International" do hereby constitute and appoint: Brook T. Smith, Raymond M. Hundley, Jason D. Cronwell, Barbara Duncan, Mark A. Gentry, Jill Kemp, Lynnette Long, Amy Smith, Deborah Neichter, Theresa Hintzman, Beth Frymire, Leigh McCarthy, Michael Dix, Susan Ritter, Ryan Britt, Kelsy Hoagland, Jacob Mottlo, Natasha Richardson, Michael Ocasio, Suzanna Knight, Elizabeth Kille, Melissa Ray as true and lawful Attorney(s) in fact to make, execute, seal, and deliver for and on its behalf as surety or co-surety, bonds and undertakings given for any and all purposes, also to execute and deliver on its behalf as aforesaid renewals, extensions, agreements, waivers, consents or stipulations relating to such bonds or undertakings provided, however, that no single bond or undertaking so made, executed and delivered shall obligate the Company for any portion of the penal sum thereof in excess of the sum of One Hundred Million Dollars (\$100,000,000.00).

Such bonds and undertakings for said purposes, when duly executed by said attorney(s) in fact, shall be binding upon the Company as fully and to the same extent as if signed by the President of the Company under its corporate seal attested by its Corporate Secretary.

This appointment is made under and by authority of certain resolutions adopted by the board of directors of each Company by unanimous written consent effective the 30<sup>th</sup> day of March, 2023 for BSIC and LIC and the 17<sup>th</sup> day of May, 2023 for EAC and EAIC, a copy of which appears below under the heading entitled "Certificate".

This Power of Attorney is signed and sealed by facsimile under and by authority of the following resolution adopted by the board of directors of each Company by unanimous written consent effective the 30<sup>th</sup> day of March, 2023 for BSIC and LIC and the 17<sup>th</sup> day of May, 2023 for EAC and EAIC and said resolution has not since been revoked, amended or repealed.

RESOLVED, that the signature of an individual named above and the seal of the Company may be affixed to any such power of attorney or any certificate relating thereto by facsimile, and any such power of attorney or certificate bearing such facsimile signature or seal shall be valid and binding upon the Company in the future with respect to any bond or undertaking to which it is attached.

IN WITNESS WHEREOF, each Company has caused this instrument to be signed by the following officers, and its corporate seal to be affixed this 25th day of May, 2023.

Endurance Assurance Corporation

Endurance American Insurance Company

Lexion Insurance Company

Bond Safeguard Insurance Company

By: Richard Appel, SVP & Senior Counsel

By: Richard Appel, SVP & Senior Counsel

By: Richard Appel, SVP & Senior Counsel

By: Richard Appel, SVP & Senior Counsel



## ACKNOWLEDGEMENT

On this 25th day of May, 2023, before me, personally came the above signatories known to me, who being duly sworn, did depose and say that truthfully is an officer of each of the Companies, and that he executed said instrument on behalf of each Company by authority of his office under the by-laws of each Company.

By: *[Signature]*  
Amy Taylor, Notary Public, My Commission Expires 08/25/2027

## CERTIFICATE

I, undersigned Officer of each Company, DO HEREBY CERTIFY that:

1. That the above power of attorney of which the foregoing is a copy was duly executed on behalf of each Company and has not since been revoked, amended or modified;
2. That the undersigned has compared the foregoing copy thereof with the original power of attorney, and that the same is a true and correct copy of the original power of attorney and of its whole thereof.

The following are resolutions which were adopted by the board of directors of each Company by unanimous written consent effective 30<sup>th</sup> day of March, 2023 for BSIC and LIC and the 17<sup>th</sup> day of May, 2023 for EAC and EAIC and said resolutions have not since been revoked, amended or modified:

RESOLVED, that each of the individuals named below is authorized to make, execute, seal and deliver for and on behalf of the Company any and all bonds, undertakings or obligations in surety or co-surety with others: RICHARD M. APPEL, MATTHEW E. CURRAN, MARGARET HYLAND, SHARON L. SIMS, CHRISTOPHER L. SPARKO,

and be it further

RESOLVED, that each of the individuals named above is authorized to appoint attorneys-in-fact for the purpose of making, executing, sealing and delivering bonds, undertakings or obligations in surety or co-surety for and on behalf of the Company;

3. The undersigned further certifies that the above resolutions are true and correct copies of the resolutions as so recorded and of the whole thereof.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the corporate seal this 12<sup>th</sup> day of August, 2023.

By: *[Signature]*  
Daniel S. Lurie, Secretary

## NOTICE: U. S. TREASURY DEPARTMENT'S OFFICE OF FOREIGN ASSETS CONTROL (OFAC)

No coverage is provided by this Notice nor can it be construed to replace any provisions of any surety bond or other surety coverage provided. This Notice provides information concerning possible impact on your surety coverage due to directives issued by OFAC. Please read this Notice carefully.

The Office of Foreign Assets Control (OFAC) administers and enforces sanctions policy, based on Presidential declarations of "national emergency". OFAC has identified and listed numerous foreign agents, front organizations, terrorists, terrorist organizations, and narcotics traffickers as "Specially Designated Nationals and Blocked Persons". This list can be located on the United States Treasury's website - <https://www.treasury.gov/press-releases/Pages/ofac>

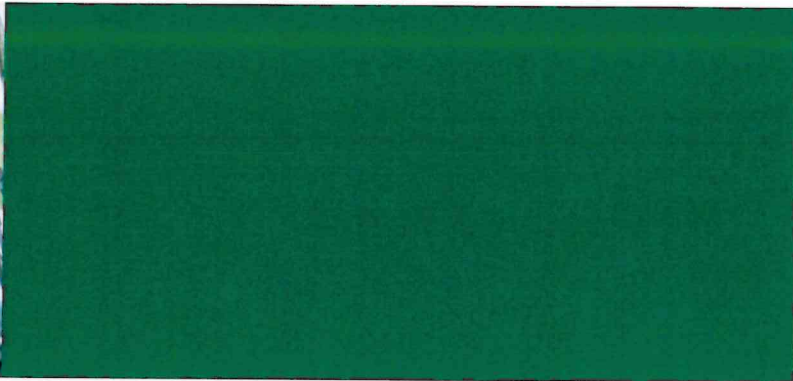
In accordance with OFAC regulations, if it is determined that you, or any other person or entity claiming the benefits of any coverage has violated U.S. sanctions law or is a Specially Designated National and Blocked Person, as identified by OFAC, any coverage will be considered a blocked or frozen contract and all provisions of any coverage provided are immediately subject to OFAC. When a surety bond or other form of surety coverage is considered to be such a blocked or frozen contract, no payments nor premium refunds may be made without authorization from OFAC. Other limitations on the premiums and payments may also apply.

Any reproductions are void.

Surety Claims Submission: [LexionClaimsAdministration@sompo-intl.com](mailto:LexionClaimsAdministration@sompo-intl.com)

Telephone: 615-553-9500 Mailing Address: Sompo International, 12680 Lebanon Road, Mount Juliet, TN 37122-2870





## 9 | Proof of Insurance

WM secures gold-standard insurance coverage to protect our customers. Kronenwetter can rest easy with WM as your service provider knowing that you are always protected by best-in-class insurance. A copy of our certificate of insurance is included below.

ACORD		CERTIFICATE OF LIABILITY INSURANCE		DATE (MM/DD/YYYY)		
		1/1/2026		6/4/2025		
THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.						
IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).						
PRODUCER		LOCKTON COMPANIES, LLC DBA as Lockton Insurance Brokers, LLC in CA CA License #0F15767 3657 Briarpark Dr., Ste. 700 Houston TX 77042 (866) 260-3538		CONTACT NAME PHONE (A/C, No. Ext) FAX (A/C, No.) E-MAIL ADDRESS		
INSURED		WASTE MANAGEMENT HOLDINGS, INC. & ALL AFFILIATED RELATED & SUBSIDIARY COMPANIES INCLUDING: WASTE MANAGEMENT OF TEXAS, INC. 800 CAPITOL STREET, SUITE 3000 HOUSTON TX 77002		INSURER(S) AFFORDING COVERAGE		
				INSURER A: Indemnity Insurance Co of North America 43575		
				INSURER B: ACE American Insurance Company 22667		
				INSURER C: ACE Fire Underwriters Insurance Company 20702		
				INSURER D: ACE Property and Casualty Insurance Company 20699		
				INSURER E:		
				INSURER F:		
COVERAGES		CERTIFICATE NUMBER: 21918351		REVISION NUMBER: XXXXXXXX		
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.						
INSURANCE TYPE	TYPE OF INSURANCE	ADDITIONAL INSURED	POLICY NUMBER	POLICY EFF. DATE (MM/DD/YYYY)	POLICY EXP. DATE (MM/DD/YYYY)	LIMITS
B	COMMERCIAL GENERAL LIABILITY <input checked="" type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> XCUI INCLUDED <input checked="" type="checkbox"/> ISO FORM CG00010413 GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROJECT <input checked="" type="checkbox"/> LOC <input type="checkbox"/> OTHER	Y	Y	HDO G4900793	1/1/2025	1/1/2026
						EACH OCCURRENCE \$ 5,000,000 DAMAGE TO RENTED PREMISES (EA occurrence) \$ 5,000,000 MED EXP (Any one person) \$ XXXXXXXX PERSONAL & ADV INJURY \$ 5,000,000 GENERAL AGGREGATE \$ 6,000,000 PRODUCTS - COMPROP AGG \$ 6,000,000
B	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> MC 5-90 <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY	Y	Y	MMT H108235A	1/1/2025	1/1/2026
						COMBINED SINGLE LIMIT (EA accident) \$ 1,000,000 BODILY INJURY (Per person) \$ XXXXXXXX BODILY INJURY (Per accident) \$ XXXXXXXX PROPERTY DAMAGE (Per accident) \$ XXXXXXXX
D	UMBRELLA LIAB <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> DED <input type="checkbox"/> RETENTION	Y	Y	XEU 27928242 010	1/1/2025	1/1/2026
						EACH OCCURRENCE \$ 15,000,000 AGGREGATE \$ 15,000,000
A/B/C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETARY PARTNER/EXECUTIVE OFFICER/BOARDER EXCLUDED? (Mandatory in NH) First Section Upper Description of Operations Below	Y/N	N/A	WLR C73629463 (AOS) WLR C73629463 (AZ, CA & MA) SCF C7362970A (WI)	1/1/2025 1/1/2025 1/1/2025	1/1/2026 1/1/2026 1/1/2026
						<input checked="" type="checkbox"/> PER STATUTE E.L. EACH ACCIDENT \$ 3,000,000 E.L. DISEASE - EA EMPLOYEE \$ 3,000,000 E.L. DISEASE - POLICY LIMIT \$ 3,000,000
B	EXCESS AUTO LIABILITY	Y	Y	XSA H10823249	1/1/2025	1/1/2026
						COMBINED SINGLE LIMIT \$9,000,000 (EACH ACCIDENT)
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required). BLANKET WAIVER OF SUBROGATION IS GRANTED IN FAVOR OF CERTIFICATE HOLDER ON ALL POLICIES WHERE AND TO THE EXTENT REQUIRED BY WRITTEN CONTRACT WHERE PERMISSIBLE BY LAW. CERTIFICATE HOLDER IS NAMED AS AN ADDITIONAL INSURED ON ALL POLICIES (EXCEPT FOR WORKERS' COMP/EMPLOYER'S LIABILITY) WHERE AND TO THE EXTENT REQUIRED BY WRITTEN CONTRACT.						
CERTIFICATE HOLDER				CANCELLATION		
21918351 FOR INFORMATIONAL OR BID PURPOSES ONLY				SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.		
				AUTHORIZED REPRESENTATIVE		

ACORD 25 (2016/03)

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## 10 | Required Forms

### Village of Kronenwetter Request for Proposals

## RESIDENTIAL GARBAGE AND RECYCLING COLLECTION

For Period January 1, 2026 through December  
31, 2030

Mail out: July 21, 2025

Proposal Due Date/Bid Opening: August 12, 2025 at 1:30 PM

Anticipated Award: August 25, 2025 Village Board Meeting

#### SUBMITTED BY:

Contractor: Waste Management of WI, Inc.

Address: 5509 Fuller St. Schofield, WI 54476

Telephone Number: 262-307-9368 Fax Number:

Contact Person: Chad Koehler

Title: Senior Account Executive - Public Sector



## Section V: LOCATION OF RECYCLING FACILITY

Please provide below information concerning the facility which is intended to be used for the processing of recyclable materials collected at curbside.

NAME	ADDRESS	OWNER	USAGE	DATES	PROPOSED MARKET OR MRF
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All recyclable material will be collected and transported to  
WM - Wausau Hauling/Transfer Station located at 5509 Fuller St. Schofield, WI 54476.

From there, all recyclable materials will be transported to  
WM - Germantown MRF located at W132N10487 Grant Dr. Germantown, WI 53022  
for final processing and marketing.

\*\* WM would like to extend an invitation to Village Board Members, Village Committee Members and Village Staff to join us for a tour of our newly renovated MRF in Germantown, WI. \*\*

**Section VI**  
**REFERENCES & COMPETENCY**

In order to allow evaluation of Contractor's capabilities, Contractors are required to supply the information requested below. Each Contractor shall list three municipalities where similar work has been conducted. For each reference, list the contact person's name, address, and phone number, services provided, and the time period in which the work was completed. The Contractor shall also attach a written description of the firm including: its history, ownership, services provided, facilities, fleet, clients, etc.

1. Please refer to Section 3. - References on pages 8 and 9 of the Proposal  
Municipality or Agency

Contact Name

Address (Area Code) Phone Number

Services Provided Date of Work

2. Please refer to Section 3. - References on pages 8 and 9 of the Proposal  
Municipality or Agency

Contact Name

Address (Area Code) Phone Number

Services Provided Date of Work

3. Please refer to Section 3. - References on pages 8 and 9 of the Proposal  
Municipality or Agency

Contact Name

Address (Area Code) Phone Number

Services Provided Date of Work



## Section VII CONTRACTOR COST SUMMARY

The bid shall follow the below format.

**Bid #1 (Primary): 96-gallon garbage cart and 96-gallon recycling cart. This bid shall include both weekly garbage and bi-weekly recycling service.**

	Year 1	Year 2	Year 3	Year 4	Year 5
<b>BASE SERVICE</b>					
Garbage Monthly Rate/Household	\$ 7.40	\$ ***	\$ ***	\$ ***	\$ ***
Recycling Monthly Rate/Household	\$ 5.15	\$ ***	\$ ***	\$ ***	\$ ***

\*\*\* Rates for years 2, 3, 4, and 5 will be based on CPI - WST

### White Goods Price Quotation Sheet:

Please provide a five-year price sheet for curbside pickup and disposal/recycling of white goods.


<b>APPLIANCES</b>	
Stoves, Washers, Dryers, Dishwashers, etc. (no Freon)	\$40.00
Water Heaters	\$40.00
Microwaves, Laptops, Computers, Monitors, Stereos	\$60.00
Freon Containing Items	\$80.00
<b>BULK ITEMS</b>	
Mattresses/Box Springs	\$45.00
Couches/Loveseats	\$45.00
Sleeper Sofa	\$60.00
Chair/Recliner	\$40.00
Lawnmower (gas and oil removed)	\$40.00
Television (non-console) 32" or less / Larger than 32"	\$60.00 / \$80.00
Toilets/Sinks	\$40.00
Exercise Equipment	\$40.00
Ceiling Fans	\$20.00
Interior/Exterior Doors/Shower Doors/Mirrors (each)	\$20.00
Dressers	\$40.00
Bed Frame	\$20.00
Patio Furniture (each)	\$20.00
Gas or Charcoal Grill (no propane or bottles)	\$20.00
Mercury Thermostats/Thermometers (each)	\$20.00
PCB Containing Capacitors / Ballast	\$20.00

**Section VII**  
**CONTRACTOR CERTIFICATION**

I certify that I am acting as an agent for the firm designated below and that the firm will sell to the Village of Kronenwetter the item(s) described herein for the amount specified above. Further, I certify that all exceptions or deviations from the attached detailed specifications are clearly stated in writing and the price quoted shall include all terms specified unless otherwise noted.

The estimated figures of service area and eligible households located in the Request for Proposal were gathered using the best data available at the time of the Request for Proposals creation. I further certify and understand that any submitted proposals are final and will not be subject to negotiation during the contract term. I further understand and agree that the prices listed above represent a fixed priced contract for the initial first four years of the term of the contract, commencing January 1, 2026 and ending either December 31, 2028 or December 31, 2030 for curbside collection of garbage and recyclable materials. Adjustments to net yearly contract amounts for the last two years of the contract are to be negotiated.

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Signature of Authorized Representative

PLEASE TYPE OR NEATLY PRINT THE FOLLOWING INFORMATION:

Name of Authorized Representative

Chad Koehler

Title

Senior Account Executive - Public Sector

Date

August 11, 2025

Company Name

WM of Wisconsin, Inc. - Wausau Hauling

Street Address

5509 Fuller St.

Municipality, State Zip Code (Area Code)

Schofield, WI 54476

Phone Number, FAX

262-307-9368





## 11 | Conclusion

**WM is the local provider Kronenwetter can count on:**



**We know Kronenwetter.** We have over 20 years' experience serving as your reliable provider in the Village of Kronenwetter, WI. As the Village's current provider, our local team of drivers and support staff know your community, their routes, and their customers. We are a local team already in place, eliminating the need for a risky full-scale transition that could negatively impact your residents.



**We make a transition easy.** We already have the resources and expertise in place to meet your target commencement date of January 1, 2026. Transitioning service providers would require rebuilding an already successful program from the ground up. With all the necessary assets in place, your WM team can concentrate on delivering dependable collections and enhancing your residents' experience from the moment the contract is awarded.



**We offer cleaner and quieter collections.** WM is proud to service Kronenwetter with a newer fleet of diesel vehicles. Our residential fleet of trucks was updated in June of 2024. Older vehicles were replaced with new, state-of-the-art, EonicSD trucks. These new single commodity trucks allow for less downtime and more predictable collection for the Village of Kronenwetter.



**We are safe.** WM takes every sensible step to return our employees home safely every night while keeping Kronenwetter residents safe. Safety is a core value for our company and we maintain ongoing efforts to keep Village safety a top priority as well by keeping an eye out for suspicious activity and reporting that to law enforcement agencies.



**We use the latest technology to keep you satisfied, safe and your recycling sustainable.** We are the only company that can offer WM Smart Truck®, eRouteLogistics®, and DriveCam®, our proprietary solutions for service verification, tracking recycling contamination, optimizing routing, and enhancing community safety.



**We can be counted on.** We are a company that is here to stay both locally and nationally. We are invested in your community, in our people, in our technology, in our upgraded Germantown recycling facility, and in our future. Our financial strength provides peace of mind that we can meet our obligations and continue to evolve with the waste industry and grow with the Village of Kronenwetter, WI.



**We are reputable.** We have the right culture, the right technology, and the right assets in place, to continue to reliably and consistently serve the Village of Kronenwetter, WI. WM delivers service with honesty and integrity in everything we do. We lead by doing things the right way, every day. Recognitions we have received for ethical leadership include the Ethisphere Institute's "World's Most Ethical Companies" award, where WM is a 15-time honoree.



**We are a great place to work.** WM offers competitive pay, outstanding benefits, including paid education for dependents, and has won multiple awards for fostering a culture of belonging. WM has been recognized for veteran outreach, for being female-friendly, and for being an overall welcoming workplace where mutual trust and respect is the cornerstone of our People First culture.



**We are a part of the fabric of Kronenwetter.** Community support is a key component to our municipal relationships. We will build on our existing presence in the Village devoting time, talent, and resources to the Village of Kronenwetter, WI and its community stakeholders as an active, engaged community partner for the long haul.

WM appreciates the opportunity to continue as your provider. Together we can continue to build a more sustainable tomorrow for Kronenwetter. Thank you for your consideration of our proposal.



**TESTED.  
PROVEN.  
TRUSTED.**

