



December 20, 2018

Dear Overlook Resident,

We're pleased to have been selected by your Metropolitan District to be the neighborhood's exclusive solid waste & recycling service provider! We're a local, family-owned & operated company that's been servicing Northern Colorado for nearly 40 years, and we're excited to welcome your neighborhood to our family!

**We'd like to thank those of you that have been our customers, and welcome those of you that will be new to our services.**

We will start servicing the *entire* neighborhood with the start of the new year. Service days will be on Wednesdays, **however**, because of the New Year's holiday delay, service will occur on Thursday, January 3<sup>rd</sup>.

Whether you're already a Ram Waste Systems customer or will be a new customer, **we've outlined what you will need to know below.**

**Existing Customers:**

- Your service days will shift from Tuesdays to Wednesdays. If a noted holiday occurs earlier in the week (see enclosed calendar), service will occur on Thursday.
- Your recycling week will switch from the current "A" week, to a "B" week (see enclosed calendar).
- You will no longer receive bills from Ram for basic services, as they will now be billed by/covered by your district service fees.

**New Customers:**

- Trash service will occur on a weekly basis, with Wednesdays being your service day. If a noted holiday occurs earlier in the week (see enclosed calendar), service will occur on Thursday.
- Recycling service will occur on an every-other-week basis (also on Wednesdays). Your recycling schedule follows our "B" week (see enclosed recycling calendar).
- For your convenience, we'll be delivering wheeled karts for you to use. We ask that the karts be placed at the street by 7 a.m. each service day to help ensure pick-up.
- We also offer the following services (at an additional cost): Special pick-up service for large/bulky items, or Temporary dumpster/roll-off service.

If you have any further questions, please don't hesitate to call our office at (970) 226-3396 during normal business hours (M-F, 8-4:30).

**We look forward to servicing you!,**

Ram Waste Systems, Inc.

PS – Please find enclosed our 2019 holiday schedule & every-other-week recycling schedule. Your recycling week is the tan "B" week. **Remember that services will occur on Thursday the first week of 2019 due to the New Year's Day holiday delay.**

As required by your Metropolitan District:

**Starting with the New Year (1/1/19), it will be mandatory to use Ram Waste Systems for your solid waste & recycling services.**

**If you're not currently using Ram's services, please make the appropriate service cancellations with your current provider.**

If you have any questions, please contact your District Management at (970) 875-7047.

LOCALLY OWNED

QUALITY SERVICE