

Dear Municipality/ Dear Valued Customer,

As the largest recycler in North America, Waste Management has a long history of leadership in the recycling industry. We provide innovative environmental solutions to over 20 million customers in the United States and Canada. As such, we are committed to remain transparent in all our business transactions.

This is why when we recently learned that glass, collected from your municipal residents is being landfilled by your contracted processor, Pratt Industries, we wanted to let you know the facts surrounding the situation.

We have long known that glass is a challenge, but with the ongoing decline in end-market value as well as available processors, it has become dramatically difficult for recyclers to properly close the loop on glass. Other factors affecting the glass market include some of the following:

- Glass is an expensive and difficult commodity to recycle. It is much heavier than other recyclables and it leads to excessive wear and tear on trucks and expensive recycling processing equipment
- A drop in the market value along with lower oil prices have reduced the cost of processing new materials
- Most glass manufacturers require glass to be sorted by color. Putting glass in curbside bins results in broken glass that is unable to be sorted. This glass is rejected by processors and ultimately ends up in landfills.
- Broken glass mixes with other items causing contamination; by not allowing glass in the single stream process, it will improve the condition of other recyclables including paper, cardboard, aluminum cans and plastic bottles for manufacturers who need clean material
- Glass is currently one of the few commodities that companies frequently have to pay a third-party processor to take
- Glass is less valuable than other materials
- Glass is made from sand, limestone and soda ash. When it goes into the landfill, it is not harming the environment or the atmosphere
- Processors have been offsetting the costs of recycling glass with other recycling commodities for quite a while. However, absorbing the increased costs of handling mixed glass has become a burden too costly for most processors to handle, and in the long run, is not a viable solution.

**Waste Management is continuing to take glass at this time.** However, with the significant changes in the marketplace, glass recycling could ultimately become obsolete.

We will continue to research suitable alternatives and work with processors for solutions. In the meantime, we encourage you to reuse and repurpose your glass bottles and jars. When shopping, purchase products in other packaging.

Waste Management is committed to protecting the environment and doing the right thing for our customers and the planet. For more information, please visit [www.RecycleOftentimesRecycleRight.com](http://www.RecycleOftentimesRecycleRight.com) or [www.wm.com](http://www.wm.com). Please let us know if you have any additional questions.

Sincerely,

Kenyatta Mitchell  
Regional Public Sector Representative  
Waste Management  
1571 Burks Drive  
Lake City, Georgia 30260