



To our valued customers

First, we want to thank you for being a valued customer. We want you to know that the health and wellbeing of our customers, our employees and our community is our top priority and we are closely monitoring the evolving situation regarding Coronavirus (Covid-19) and the new Delta Variant.

We understand your concern with the current delays in your service, we appreciate your patience and understanding and we hear you. Your recent delay in service for the past few months is specifically due to a shortage of parts and materials from manufacturers. Unfortunately, this is a global issue not just an El Paso, Texas issue. We do want to ensure you that we are operational and fully staffed. Our challenges are like the same challenges you may be experiencing at any business in El Paso whether it be a shortage of specific food items, delays in deliveries of furniture, delays in parts for your personal cars. We are all experiencing these delays and El Paso Disposal is not immune from manufacturing delays, specifically, receiving parts to keep our trucks running to service our customers and communities.

Although this is a long-term issue for all industries and globally, we are working to minimize the long-term risk for you and El Paso Disposal.

We will use our current social media platforms listed below to keep you updated with any route specific delays:

- Website: <https://www.elpasodisposal.com/>
- Facebook: <https://www.facebook.com/pages/category/Waste-Management-Company/El-Paso-Disposal-106722744251674/>
- Google Search- Recollect El Paso Disposal, L.P. app for [Android](#) or [Apple](#)

Additionally, we will continue to follow guidance from local authorities regarding further developments in COVID protocols to ensure the protection of our customers and employees. Timely service is of the utmost importance to us and we hope this better informs you of the additional measures we have put in place to reduce service delays and keeping safety of customers and employees in mind.

*Scott Berry*

El Paso Disposal

District Manager