

Your Choice Matters, Help Us Keep Serving You

Dear City of Grand Rapids Customer,

We want to thank you for choosing Arrowwaste as your waste removal provider. It's our pleasure to serve you and your community with reliable, affordable, and locally owned service.

We're writing to inform you of an important development that could impact your ability to choose the trash hauler that best fits your needs.

The City of Grand Rapids is currently considering a move to a single-hauler system for residential waste collection. This means that instead of you being able to choose the company you trust—like ours—the city would service all residents with their "Pay as You Throw" program. If this plan moves forward, companies like ours would no longer be allowed to serve your neighborhood, you will have no choice but to use the city for your service.

We believe you should have the right to choose who picks up your trash, especially when it comes to quality of service, cost, and customer care. We've worked hard to earn your trust and business, and we don't want to lose the opportunity to serve you.

Here's how you can help:

The city has a community survey, and they are looking for your feedback. Scan the QR Code at the bottom of the letter to participate. You can also visit publicinput.com/h06236 or attend a City Commission on the 2nd and 4th Tuesdays of every month to let them know your thoughts.

We'll keep you informed about upcoming meetings or decisions, but in the meantime, feel free to reach out with any questions or concerns. You can also contact your city commissioner to share your thoughts. grandrapidsmi.gov/government/elected-officials

Thank you again for being a valued part of the Arrowwaste family. We're committed to continuing the great service you've come to expect—now and in the future.

With appreciation,

Arrowwaste

