CITY OF APACHE JUNCTION, ARIZONA

Solid Waste, Recycling and Disposal Services

RFP Project No. PW2019-41

July 11, 2019 at 3:00 P.M. Arizona Standard Time

SUBMITTED BY

Waste Management of Arizona, Inc.

Redefining Your Expectations

CONTACT

Clark Landrum II,
Public Sector Solutions Manager
(602) 930-6145
clandrum@wm.com

ORIGINAL

WASTE MANAGEMENT

Arizona, Inc.

July 11, 2019

City of Apache Junction
300 East Superstition Boulevard
Apache Junction, AZ 85119

Attn: Heather Hodgman, Public Works Management Analyst

Waste Management of Arizona, Inc. (Waste Management) wants to thank you for allowing us to operate in the City of Apache Junction. We are poised and ready to expand the automated curbside collection and disposal of residential solid waste service to minimize concerns you aim to address: congestion, safety, environmental, and economic issues.

Our team at your local Phoenix Hauling San Tan District knows many of your routes, and neighborhoods in Apache Junction. We will have the trucks, carts, and staff to service a city-wide, single vendor contract, effective March 1, 2020. We have thoroughly reviewed your requests and will comply with your requirements. Our proposal provides detailed information on the quality of service we will provide to Apache Junction by focusing on the following key elements:

- **New Compressed Natural Gas (CNG) vehicles.** In an effort to minimize the environmental impacts of our collection operations, we will the invest in new, low-emission CNG vehicles to service the City of Apache Junction.
- **A strong community partnership**. Being a strong community partner through our support of your residents, schools, community groups, and business community has always been a top priority for Waste Management. In addition to our financial commitments, we can offer time and resources and will continue to look for opportunities to provide educational opportunities in Apache Junction.
- **Local facilities - Our San Tan Transfer Station is in close proximity to Apache Junction**. Our locally-staged assets are available and are quick to respond with regular and emergency service when needed. Our facility is convenient for residents and the City to dispose of additional waste when needed.

Transitioning to a single hauler is a pivotal decision and who you choose to aid in the transition is critically important. With Waste Management you can rest assured that you have chosen a partner that has local knowledge combined with unmatched industry experience and service quality. Waste Management, your local hauler with national backing, will stand by the City of Apache Junction as we provide the smoothest transition and address any residents' issues as they arise.

We have the experience and knowledge gained from similar transitions to a single hauler across the country and hope to partner with you to share the lessons learned. We aim to prove that we are qualified, responsible, and capable of expanding our service to all residents in Apache Junction. On behalf of your Waste Management team, I commit to safe, reliable, and professional service throughout the life of your contract.

Sincerely,

Sincerely,

Scott Bradley | President | Waste Management of Arizona, Inc.

Scott Bradley
President

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Waste Management is **your partner for environmental service and solutions** whose people **go above and beyond** to **serve and solve** every challenge **the right way**.

1 | EXECUTIVE SUMMARY

Experience That Counts

Waste Management has evaluated your requests and wants to assure you that, if awarded, we are committed to provide weekly, superior quality services that are convenient, reliable, responsible, and responsive for the City of Apache Junction residents. We are experienced in seamless transitions and equipped to deliver carts for the remaining Apache Junction residents. We have provided pricing for Apache Junction-wide automated residential trash services for the estimated 11,000 single family residences within the City. We commit to begin service on March 1, 2020 for a period of ten (10) years, continuing through February 28, 2030 (eight-year initial term plus two one-year renewals) and commit to provide consistent, reliable service throughout the contract term.

Selecting Waste Management as your sole partner for trash and recycling collection will:

- Re-affirm the selection of many of your constituents
- Facilitate uninterrupted service for many of your constituents
- Provide the possibility of a partial savings pass-through from a new single provider contract
- Leverage the buying power of the City
- Reinforce the benefits of a true local service provider/community partner for your refuse and recycling contract
- Position the City of Apache Junction to maximize benefits if Waste Management is selected, as we are qualified and capable of adding the full range of future refuse services for your constituents

Service will be provided to single family, duplex, triplex, and four-plex residential units. Customers are welcome to walk into the Phoenix Hauling San Tan Hauling District office with service issues at any time during stated business hours. All containers will be 96-gallon polycarts.

As a provider of new services to some of your residents, we will seamlessly transition them to our services while introducing them to the possibility of automated collections with an integrated cart/truck solution for the City. We will offer fully automated collection services using standard, esthetically pleasing, green containers to beautify the streets of Apache Junction. We will demonstrate why stability, safety, technology, and the resulting improved level of customer service are critical to a successful partnership. Our experience servicing the current Waste Management customers in Apache Junction positions us to expand and provide top notch service to the rest of the City's residents and to be your solid waste and recycling resource.

In this proposal we will outline our recommended service arrangement that will provide residents new, durable, green containers for trash services. We will also detail our proven approach to a seamless transition. An Apache Junction-wide solution with a single vendor will accomplish minimized congestion and improved safety, environmental, and economic stress through:

Consistent single hauler for all residential pick-up provides economies of scale to reduce Apache Junction/individual prices.

Efficient route consolidations minimize truck traffic and preserve Apache Junction streets and keep noise to a minimum.

Sturdy, uniform green containers that create an esthetically appealing look and beautify Apache Junction – even on trash day.

96-gallon carts that conceal/contain up to five full garbage bags, avoiding unsightly trash placed directly on the streets and trash burning.

Waste Management carts that have secure lids that prevent blowing trash and contain any odors, while concealing the contents from the elements as well as insects and rodents.

Fully automated containers that allow for more streamlined, efficient collection services minimizing the time the trucks are on your streets.

Waste Management's cart maintenance provides a full complement of services for your residents as well as a convenient, hassle-free option.

Our city-wide, consolidated, comprehensive reporting will complement our services.

Choosing Waste Management as your partner will provide the following:

Unmatched Service Network: We serve nearly 20 million municipal, federal, commercial, industrial, and residential customers across North America through a network of 390 collection operations and 252 active solid waste landfill disposal sites.

Extensive Local Resources: In addition to tapping into an industry-leading network of resources across North America, Waste Management of Arizona, Inc. 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 Apache Junction from an unrivaled resource network.

Assets of $22.7 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 Apache Junction. Our assets and strong financial metrics offer peace of mind and security for Apache Junction.

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 for our business practices by Ethisphere Institute, a global leader in defining and advancing the standards of ethical business practices, for 10 of the past 11 years. We believe this honor reflects 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.

World-Class Customer Service: At Waste Management, 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 Apache Junction. We have been nationally recognized for our commitment to unsurpassed customer service, and combined with our tested processes and innovative new technologies, we bring Apache Junction 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.

Leading Training and Safety Programs: Once hired, our drivers undergo intensive immersion training at our centralized training centers. 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 Waste Management's culture of safety.

Proven Employee Hiring Practices: To provide the safest and most secure service for your residents, 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 a Diverse Workplace: At Waste Management, 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: In 2018, Waste Management hired more than 1,100 veterans, which represented roughly 8.5 percent of our United States hires. Today, we have more than 3,000 veterans working in a variety of roles at Waste Management. From 2010 to 2019, we have been named a “Best for Vets” Employer by the Military Times and a Top Military Friendly® Employer by G.I. Jobs/military.com. We take great pride in hiring, training, promoting, and retaining veterans within our company.

We want to thank you for the opportunity to present this response. The remainder of this proposal will detail our intentions to provide the City of Apache Junction with the value-added benefits that Waste Management can offer now and well into the future - for these as well as additional services that might be requested.

Exhibit E, Understanding and Agreement

Exhibit E

UNDERSTANDING AND AGREEMENT – PROJECT NO. PW2019-41
(Complete and return with bid packet with all other documents noted on checklist attached hereto)

PROPOSAL TO THE CITY OF APACHE JUNCTION, ARIZONA:

In compliance with the advertisement for bids, and having examined these documents, and being familiar with the conditions, I/we hereby submit our acknowledgment of the terms and conditions for furnishing services for the City of Apache Junction. We further agree to execute the contract documents and furnish the required certificates of insurance if I am/we are selected to provide such services.

I/We shall perform the responsibilities set forth in the contract documents in compliance with all applicable state and federal statutes and regulations, and city codes and other requirements.

I/WE HEREBY ACKNOWLEDGE receipt of and confirm the terms and conditions.

This proposal is submitted by Waste Management of Arizona, Inc., a corporation organized under the laws of the State of California; a partnership consisting of N/A; or an individual trading such as N/A and is the holder of Arizona State License No. 86-0198265. Classification: _____.

Respectfully submitted by: **Waste Management of Arizona, Inc.**
Firm

4040 S. 80th St., Mesa, AZ 85212 **(602) 930-6145**
Mailing Address City State Phone

Scott Bradley, President, Waste Management of Arizona, Inc.
Officer/Title

ATTEST:

President, Waste Management of Arizona, Inc.
Officer and Title

Witness (if bidder is an individual)

24

2 | APACHE JUNCTION

Our Commitment to Customer Partnerships

Local Service Capabilities

Waste Management has provided superior waste and recycling services from our Phoenix Hauling San Tan Hauling District to the surrounding area for over 50 years. We are well positioned to provide the services and operations required by Apache Junction on an uninterrupted basis. Our local office, located in Mesa, offers operational, management, financial, and reserve resources, as well as outstanding past performance, regulatory compliance history, safety records, and other applicable qualifications specific to the requirements of this solicitation.

WASTE MANAGEMENT HOLDINGS, INC 1001 FANNIN ST., SUITE 4000, HOUSTON, TX 77002-6711	
Waste Management of Arizona, Inc. **Incorporated in 1965**	
Phoenix Hauling San Tan 4040 S 80th St. Mesa, AZ 85212	25 front-end load trucks 21 roll-off trucks 45 residential 2 container trucks 85 drivers 12 mechanics 6 managers 4 operations specialists

Waste Management will provide the City of Apache Junction with local resources - a fleet of trucks, equipment, and reserve labor force - should they ever be needed. This confirms that we can respond to your needs due to unforeseen circumstances or if large-scale special needs are ever required. Waste Management welcomes Apache Junction representatives to visit our Mesa facility.

At Waste Management, we believe that developing a strong relationship with you and your community is important to our long-term partnership. Our priority is to thoroughly understand our customers' program goals and service expectations – we listen first, and act second. Through on and off the street research,

our conversations with you, and this RFP process, we have developed substantial insight into City of Apache Junction's expectations for your program.

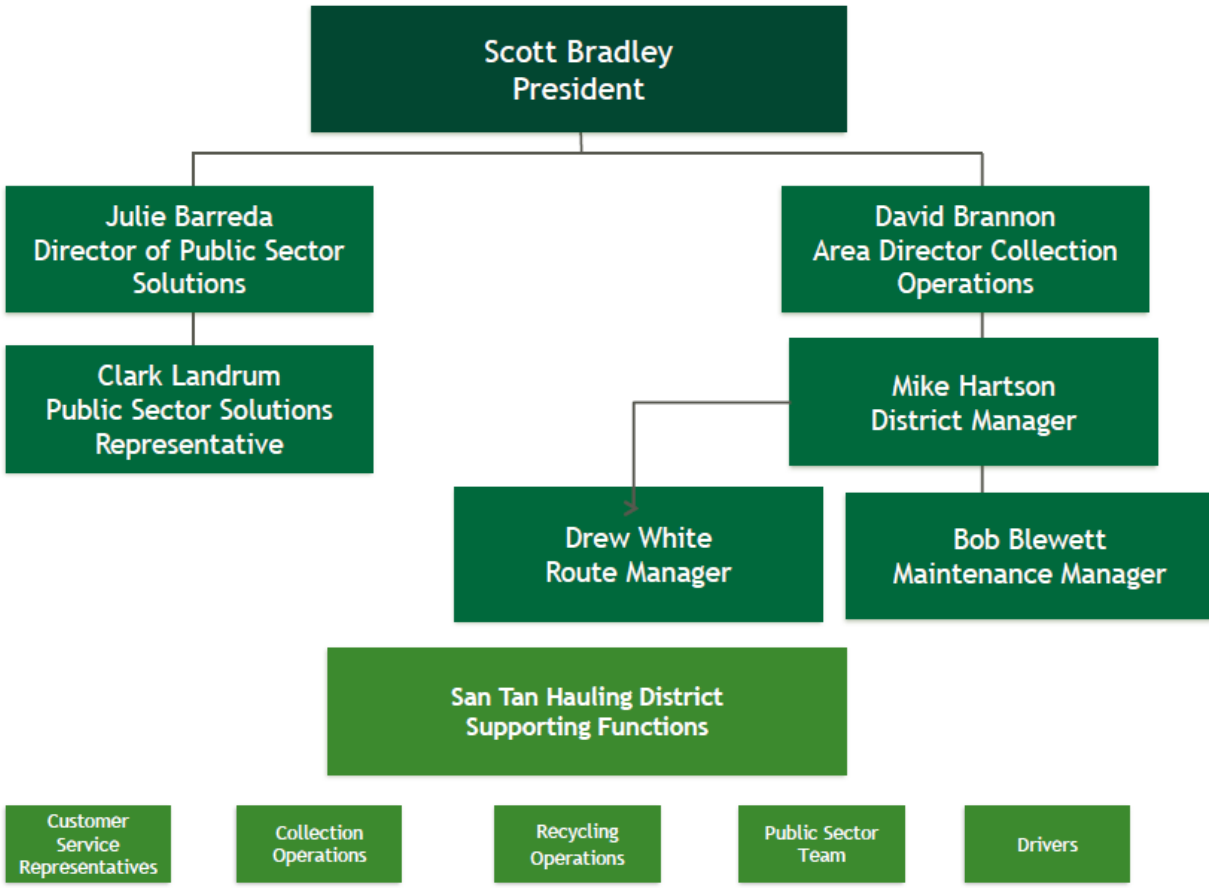
Appreciating our customers' unique needs allows us to customize services and program offerings. We understand that disruption of services is a major concern when changing service providers, and our experienced team and transition plan are key to a smooth implementation. We will work with you, your community, and internally, as your Waste Management Apache Junction service team, to transition and execute collection services that align with all of your requirements and expectations. Our goal is to make our customers' jobs and lives easier, eliminating your waste and environmental-related worries.

Your local Waste Management team will dedicate themselves to a successful implementation. We have the local resources required and the backing of our corporate resources whenever needed to bring the best solutions to the City of Apache Junction.

Staff and Key Personnel Qualifications

Your local Apache Junction service team brings a diversity of backgrounds, skillsets, and job responsibilities. As a team, we are committed to providing the best possible service for the City of Apache Junction and helping resolve any issues, should they arise, as quickly as possible.

Organization Chart



Your Waste Management Apache Junction service team will include the following personnel. A short summary of each staff members' responsibilities and resumés follows.

Resumés

Clark Landrum | Public Sector Solutions Manager | (480) 457-4755 | clandrum@wm.com

Clark has more than 18 years' experience in the solid waste industry, with most of those years in the state of Arizona. In his role as Public Sector Solutions Manager, he serves as Waste Management's representative for local officials, community stakeholders, and associated businesses in Arizona. Clark serves on the board for the Tempe Chamber of Commerce, the Arizona Recycling Coalition, and as Company Representative for the Southwest Chamber of Commerce.

Julie Barreda | Area Public Sector Director | (480) 457-4889 | jBarreda@wm.com

Julie Barreda is the Director of Public Sector Services for our Four Corners Market Area. Julie is responsible for the administration of public sector contracts and supports the public sector team efforts to develop business strategies and build relationships with our jurisdictions. Julie will coordinate activities with all other Waste Management departments to deliver on Apache Junction's contract terms and service expectations. She will serve as a liaison between the City and our San Tan operations team. She has been with Waste Management for 28 years serving in several capacities within the company, including sales, operations, contract negotiations, and government affairs.

David Brannon | Operations Director | (480) 457-4751

David oversees complete operational and financial responsibility for 22 separate collection operations, supervising 550 employees across Arizona and New Mexico. He has more than 20 years of experience in the logistics industry and has been with Waste Management since 2006. David earned a B.S. in Business from the Arizona State University. His contract experience includes the facilities that oversee services for the Arizona cities of Goodyear, Chandler, Winslow, Maricopa, and South Tucson, in addition to a number of cities in New Mexico.

Mike Hartson | District Manager | (480) 229-3719

Mike manages day to day operations, including budget and interacting with local city, municipal, and county agencies. His role in servicing Apache Junction will be to confirm all lines of business provide world class service. Mike has been with Waste Management for more than eight years.

Drew White | Route Manager

As Route Manager, Drew manages drivers for our hauling district. His role in servicing Apache Junction will be to confirm that our drivers provide world class service. Drew has been with Waste Management for a year.

Bob Blewett | Maintenance Manager

Bob is responsible for safety issues pertaining to all fleet and maintenance activities within the assigned area, including cost control, employee development, and training and safety standards. Bob has been with Waste Management for over 16 years.

Our Drivers - The Backbone of Our Daily Operations

At Waste Management, we believe our employees are our greatest assets, and if we take care of them, they will take care of our customers, our communities, our shareholders, our environment, and each other.

Our team of highly trained, experienced drivers are the backbone of our daily operations and are dedicated to providing Apache Junction with world-class service. These men and women are more than just your waste collection drivers, they are your friends and neighbors, and they take great pride in helping preserve your environment today and for future generations.

Collection drivers not only have to be well-trained when it comes to operating vehicles, but they have to constantly be on the lookout for other drivers on the road. We employ best-in-class safety training, standards and performance metrics to provide the safest service in the industry. Once hired, our drivers undergo intensive immersion training at our centralized training centers. 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 Waste Management's culture of safety.

Our diligent pre-employment screening process includes a comprehensive background check, fingerprinting, and drug testing. All candidates and employees are subject to Waste Management's Drug and Alcohol-Free Workplace Policy, which includes regular, ongoing screenings for employees who operate company vehicles.

In addition to safety and operational training, our drivers are on the front line of consumer education. Just as consumer awareness on the do's and don'ts of recycling is critical, so too is ensuring that our drivers are consistently trained across the company to help solve the problem of contamination in the waste stream. Drivers can enhance consumer awareness through Waste Management's tagging campaigns and help educate consumers on the best ways to decrease contamination.

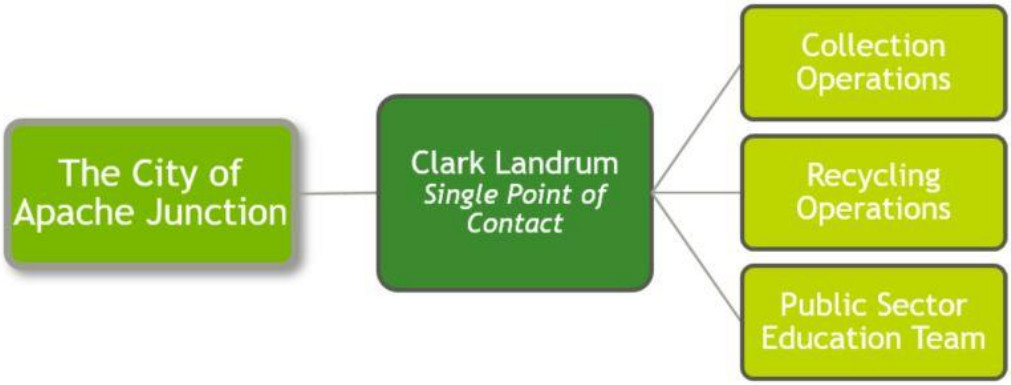
Our employees are the lifeblood of the work we do every day. That's why we focus on developing talent at every level of the organization through career path planning and best-in-class training that is specifically designed for success in the service industry. At the heart of our engagement and retention strategy is a steadfast commitment to Waste Management's values of people first and success with integrity.

Full biographies and resumes for the Waste Management Senior Leadership Team be found at https://investors.wm.com/esg-practices/leadership

Single Point of Contact for City Staff

We understand Apache Junction's desire to provide world-class service for your residents. Waste Management will provide specialized one-on-one customer service through your dedicated contract manager, Clark Landrum II. Clark will be immediately accessible exclusively to your staff via phone or email to address questions or emerging concerns. He will work hand-in-hand with our Phoenix Hauling San Tan Hauling District operations team to provide Apache Junction reliable service delivery at all times. Clark's contact information is provided for easy reference.

Clark Landrum II | Public Sector Solutions Manager
clandrum@wm.com | (602) 930-6145



Clark will lead your local Waste Management team to deliver a successful implementation. We have the local resources required and the backing of our corporate resources whenever needed to bring the best solutions to the City of Apache Junction, and Clark will serve as your liaison.

Waste Management in Arizona

Long-time, Local Service Provider

54
YEARS
serving Arizona communities

39
FACILITIES
statewide including 1 LEED®-certified

230
CNG TRUCKS
delivering, cleaner quieter service

2,268
EMPLOYEES
including 255 Veterans

Customer Focused

- Tailored Services
  Collection, disposal and recycling services customized to fit any customer from a single small business to an entire city.
- Flexible Tools
  Online portal and WM mobile app make it easy for you to request service and manage your accounts anytime, anywhere.
- Sustainable Solutions
  Our industry experts are dedicated to helping you meet your environmental goals.

Serious about Safety

- Comprehensive Training
  Our drivers, operators, technicians and managers complete more than 80 hours of on-the-job training and evaluation programs.
- High-tech Trucks
  With DriveCam®, onboard computers and advanced routing software, we deliver efficient services that exceed industry standards for safety.
- Waste Watch® Program
  Our Waste Watch-trained drivers partner with first responders to help keep your neighborhoods safe.

Waste Management Phoenix Open: A GEO Certified® Tournament

- Known as "The Greenest Show on Grass," the Waste Management Phoenix Open is the largest zero-waste sporting event in the world. This PGA TOUR event diverts 100% of materials from the landfill and uses 100% of electricity from renewable sources.
- The Waste Management Phoenix Open raised $12.2 million for 200+ Arizona charities in 2018, including Arizona Cancer Foundation for Children, Hospice of the Valley, Phoenix Zoo, Special Olympics of Arizona and United Food Bank.
- In 2018, we reused 6,353 gallons of graywater during the event and restored 75 million gallons of water to the Verde River through Change the Course and Bonneville Environmental Foundation.

Awards & Recognitions

Best for Vets Employers
Military Times 2010-18

World's Most Admired Companies
Fortune Magazine 2018

Climate Change Leader
CDP's 2018 Climate A List

2018 Environmental Impact

In Arizona, we recycled 59,933 tons of bottles, cans, paper and cardboard.

152 MILLION kWh
were offset by recycling.

287 MILLION GALLONS
saved by recycling.

2,400 HOMES POWERED
by our local landfill gas-to-energy efforts.

514,519 MATURE TREES
saved by recycling.

COMPRESSED NATURAL GAS (CNG) TRUCKS

Our CNG fleet saved 1.8 million gallons of diesel fuel and cut greenhouse gas emissions by 3,220 metric tons.

Committed to Communities

Waste Management is proud to support the communities we serve. In 2018, we supported more than 50 organizations and events. In addition, our Maricopa County employees donated $93,093 to Valley of the Sun United Way and Mesa United Way.

- American Legion Post 124 Hall Renovation
- Andy Devine Days Rodeo
- Arizona Language Preparatory PTO
- Arizona Sun Devils Youth Football Organization
- AZ Helping Hands Holiday Toy Drive
- Big Brothers Big Sisters of Central Arizona
- Boys & Girls Clubs of Metro Phoenix
- Canyon Trails HOA
- Chandler Chamber of Commerce Ostrich Festival
- Chandler For Our City Day
- Chandler Jazz Festival
- Chandler Mayor's Day of Play
- Chandler Spooktacular
- Chandler Tumbleweed Tree Lighting and Parade
- City of Litchfield Park Arts in the Park
- Community Impact LLC
- East Valley Environmental Resource Fair
- Environmental Professionals of Arizona
- Esmond Station PTSA
- Far West Pop Warner Steelers
- Feeding Northern Arizona's Future
- Flagstaff Chamber of Commerce
- Girls on the Run of Northern Arizona 5K
- Goodyear Ballpark
- Goodyear Police Department Shop with a Cop
- Greater Phoenix Urban League
- Human Services Campus I Am Home Breakfast
- Japanese Friendship Garden of Phoenix
- Litchfield Elementary School
- Marana Chamber of Commerce
- Marana High School Football
- Marana High School Girls Soccer
- Marana Little League
- Mountain View High School
- Native American Connections
- Navajo County Fair
- Payson Community Clean-up Day
- Pebblecreek Pickleball Association
- Phoenix Public Market
- Shadow Rock Preschool Garden Compost Project
- Show Low Battle of the Bands & Vans
- Show Low Spooktacular
- SouthWest VegFest
- Taste of Surprise
- Tempe Community Salutes
- Tempe Fantasy of Lights Boat Parade
- Tempe Fantasy of Lights Opening Night
- The First Tee of Phoenix
- TMC Veterans Day Half Marathon & 5k
- Tucson Festival of Books
- Veteran Rescue Mission
- Waste Not, Inc.

WASTE MANAGEMENT

3 | METHOD OF APPROACH

Doing the Right Thing, The Right Way

For the City of Apache Junction, Waste Management would expand our offerings to provide all labor, containers, and equipment required to perform trash and recycling removal services for all of the nearly 11,000 residential homes, including single family, duplex, triplex, and four-plex residential units, within the City beginning March 1, 2020.

We will provide new, Waste Management owned, 96-gallon solid waste and recycling carts to each residence for weekly curbside collection on the same day of the week, with schedule selection to be negotiated post award.

Monthly curbside bulk trash pickup will be provided, and details of allowable and non-allowable items are listed on Exhibit O.

Additional new 96-gallon carts will be available as well as cart repair services. Dumpsters for residential use only would include delivery and removal for 2, 4, 6, or 20-yard containers. Pricing of a rate per ton for subscribers to utilize a drop off service has been provided.

Waste Management will conduct an annual subscriber survey. Our survey method would be determined, and approval sought post award. We commit to meet with City Representatives at least four (4) times a year for the first contract year and as often as needed following that initial term, to firmly establish a plan of action for addressing customer service complaints and the satisfaction survey results. Our billing and customer service details have been thoroughly explained in Section 8.

Vehicle and Equipment Listing for the City

With more than 32,000 collection and support vehicles on the road throughout North America, Waste Management trucks are a familiar sight and one of the most visible symbols of our company. Our state-of-the-art fleet - navigating your residents - assures Apache Junction is provided safe, quiet, efficient, and environmentally friendly collections.

All of our vehicles are fully enclosed and designed to be leak-proof with self-contained mechanisms to compress the material collected. The vehicles are painted in a uniform color and are easily identifiable as they adhere to specific branding guidelines. Vehicles are marked with unique unit identification numbers on both sides and the rear. We maintain detailed records of each collection vehicle and all vehicles are meticulously maintained for a clean and orderly appearance, as well as good working condition.

Waste Management's industry-leading onboard technology minimizes the environmental impacts of our collections while maximizing reliability and efficiency. From our advanced onboard computing system that

streamlines communication, to our eRouteLogistics® mapping and routing software with real-time GPS, to our onboard digital cameras, to trucks powered by cleaner and more cost-effective natural gas - a partnership with Waste Management means that Apache Junction receives the latest advancements in always-evolving industry technology.

Apache Junction Vehicles and Collection Equipment

Waste Management proposes the use of automated side load, rear load, and roll off trucks, 96-gallon carts, and various container sizes which are specified in this section. We have the experience and equipment to service and support the City of Apache Junction. As a current service provider to many residents, we are familiar with the access challenges within the City. We will make every effort to provide exceptional service, however Waste Management's number one priority is the safety of our employees.

If Waste Management deems a property to be unsafe to service, we will work with the City and property owner to find a viable solution.

Exhibit K, Vehicle and Equipment Listing

Below is a list of our side load trucks we could use until your new trucks are in service. We will purchase six (6) new trucks for Apache Junction if awarded this contract.

Waste Management Truck Information
Type of Vehicles: Automated Side Loader, McNeilus Z-rad or AMREP HX45036
Make: Autocar
Model: ACX64
Year: 2017 or Newer
Operation at Idle: Cummins L9 CNG Engines, Fuel Systems with 5 minute idle timer engine shut down
Smart Back up Technology: California Back UP Alarm, Hopper and Alley; Back up, Hopper & Alley Cameras

Waste Management truck ID numbers for Apache Junction			
103360	103008	105288	105289
105759	103308	104443	103020

All of our vehicles are fully enclosed and designed to be leak-proof with self-contained mechanisms to compress the material collected. The vehicles are painted in a uniform color and are easily identifiable as they adhere to specific branding guidelines. Vehicles are marked with unique unit identification numbers on both sides and the rear. We maintain detailed records of each collection vehicle and all vehicles are meticulously maintained for a clean and orderly appearance, as well as good working condition.

Proposed Collection Vehicles for Apache Junction

AUTOMATED SIDE LOADER

purchases ~1,000 Compressed Natural Gas trucks every year
and we project to be a100% CNG-run fleet by 2025.

Materials Collected

Recycling, Garbage, Compostables

Chassis Make/Model

Autocar WX

Body Make/Model

Amrep

Capacity/Gross Vehicle Weight Rating

40 cubic yards/66,000 lbs.

Crew Size

1 driver

Type of Fuel

CNG

Service Procedures

Services containers with mechanical arms that lift and tip contents into the body of the truck. Operated by the driver – on right hand side of cab - with controls inside the cab

.

REAR LOADER

Materials Collected

Bulky materials

Chassis Make/Model

Autocar WX

Body Make/Model

Amrep

Capacity/Gross Vehicle Weight Rating

40 cubic yards/66,000 lbs.

Crew Size

One driver and one helper

Type of Fuel

CNG

Service Procedures

Driver services containers or dumpsters at rear, outside of truck, with levers.

ROLL OFF

Materials Collected

Services 10 to 40 yard roll off containers

Chassis Make/Model

Freightliner M2, Autocar ACX64

Body Make/Model

Amrep AMROH24

Capacity/Gross Vehicle Weight Rating

10 to 40 cubic yards/66,000 lbs.

Crew Size

One driver

Type of Fuel

CNG

Service Procedures

Services roll off dumpsters using hydraulic lift and a cable with hook attachment. Can be controlled by driver inside or outside of the cab.

NEW containers to be used within the City of Apache Junction		
Standard Collection Carts	Steel Front Load Containers	Steel Roll-Off Containers
96-gallon	2, 4, 6 and 20-yard	10, 15, 20, 3 and 40 yard containers

Waste Management Carts

Waste Management will partner with one of our industry-leading cart suppliers for the delivery of new carts in Apache Junction. Our hand-picked suppliers have served the solid waste and recycling industry for decades and all cart quality and workmanship are backed by 10-year warranties.

Primary features and benefits of Waste Management-supplied carts include:

- **Product Quality.** Carts are produced using an injection molding process that allows for exact precision and product uniformity.
- **Warranty.** All items will be delivered free from defects in material or workmanship. Waste Management will replace any defective carts and/or parts during the warranty period.
- **Distribution.** Waste Management will manage the initial distribution of the carts, providing an on-site supervisor-level project manager acting as the first point of contact.
- **Durability.** Our carts are UV-stabilized and designed for optimal compatibility and functionality with both semi- and fully-automated lifter systems.

- **Minimal Assembly.** Our carts are quick and simple to assemble - requiring no tools.
- **Customer Convenience.** Our carts are easy to handle and provide an excellent balance between stability and maneuverability.
- **Customizable Design Options.** Carts are available in many standard color options with hot stamping and large in-mold labels to display key program instructions.
- **Recyclability.** High Density Polyethylene (HDPE) resin makes our supplied carts 100 percent recyclable.

Cart Warranties

Our proposed cart suppliers all provide a non-transferable 10-year warranty period from date of cart shipment. The provided warranty does not cover negligence, abuse, or normal wear and tear, but does protect Waste Management and Apache Junction from defects in materials and workmanship.

Waste Management has long-standing vendor histories with all of our suppliers and has successfully utilized cart warranties when needed. We are confident our suppliers will stand behind their product quality.

Container Repair/Cleaning/Replacement Procedures

Waste Management will maintain each container in a clean, functional state by repairing, cleaning, and repainting the units. Repairs will be made to correct any deficiencies with a unit to render a completely refurbished container, including repainting. Cleaning will be accomplished by a method to a standard that eliminates all foreign material and renders the unit free from offensive odors and stains.

Carts will be replaced at no charge if damage is caused by Waste Management, otherwise residents can request additional/replacement carts for a fee by placing a call to our Call Center. This creates a ticket that will be monitored through completion and delivery of the new cart prior to the resident's next collection day.

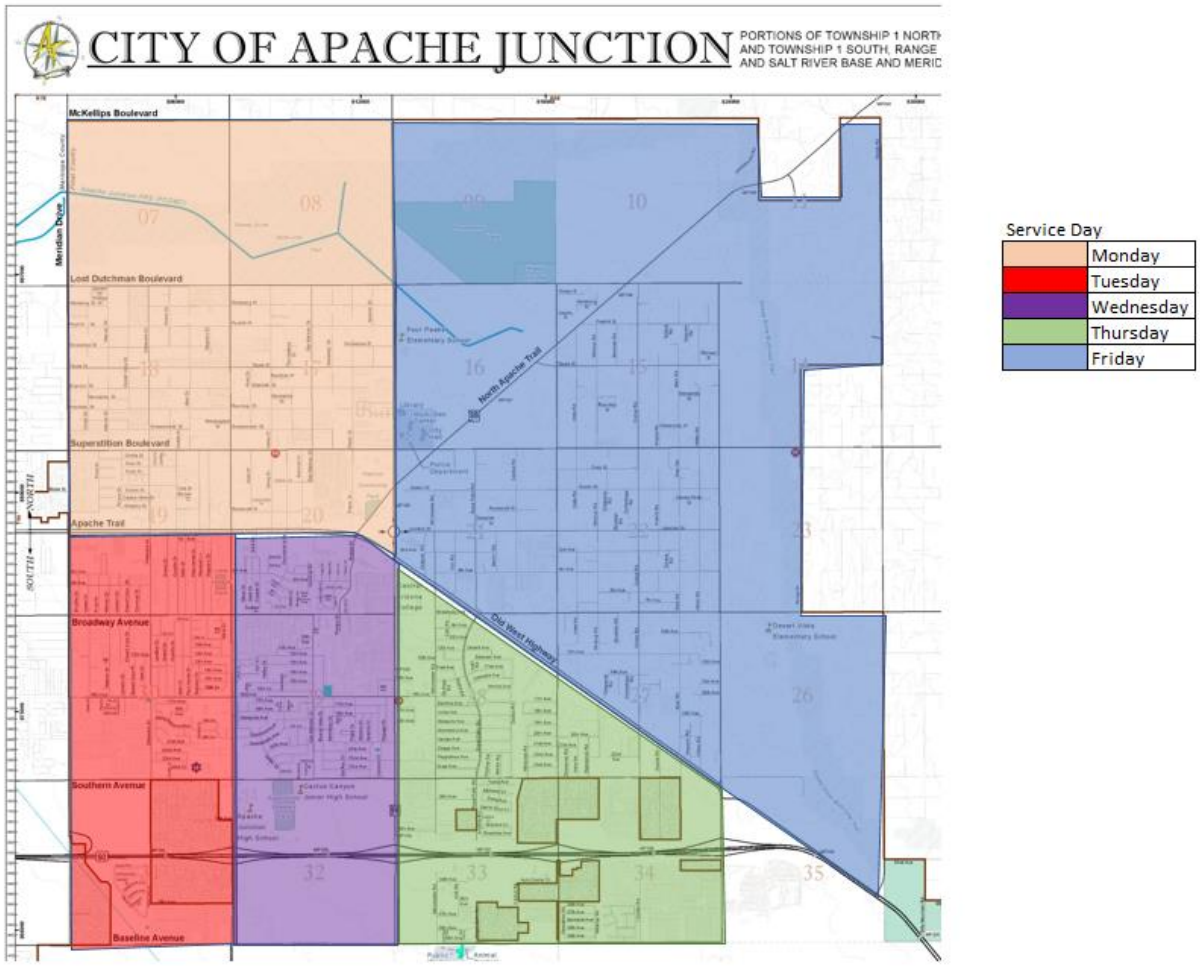
Traffic: Routes Designed to Reduce Neighborhood Impacts

Our routing team uses a sophisticated software, eRouteLogistics™, to reduce the number of trucks on residential streets by developing map routes that are efficient, and reducing vehicle miles, emissions and wear-and-tear on roads. Routes are planned to avoid main roads during high-traffic periods, such as morning or evening commutes and school drop offs. This sophisticated software will provide optimized routes for Apache Junction approval to target your #1 goal of reduced traffic.

Waste Management will obtain the necessary waiver of twice per week collection from the Arizona Department of Environmental Quality (ADEQ).

Exhibit L, Collection Route Schedule and Maps

Waste Management Collection Route Schedule and Maps



Waste Management would allow for additional benefits in the future. We could seamlessly consolidate the routes for additional services if the City elected to expand their offerings to residents using Waste Management as the single service provider.

Collection Schedules: Designed to provide consistency and efficiency

Consolidation to Waste Management as the Apache Junction's single licensed hauler to service the entire area would immediately reduce the number of trucks, the noise, and the environmental impact, while improving safety and the consistency of customer service. **Awarding exclusive rights to that single provider for future services would further reduce those environmental impacts.**

Noise Reduction

We are sensitive to communities' noise concerns. Waste Management's equipment and operations protocol mitigates these issues. The mechanical arms on our residential front load vehicles have dampeners which slow the hydraulics just before a container is emptied so it doesn't slam into the truck. These dampeners reduce noise and wear-and-tear on the equipment. Fewer trucks mean fewer back-up alarms and our operation-at-idle technology reduce noise as well.

Schedule Changes and Holidays

Waste Management feels that the foundation of a strong partnership is transparency and communication. During the term, there may be occasions where scheduling or unforeseen events may impact the consistent service levels that residents are accustomed to.

Our communication plans involve several outlets to relay our messages. For example, Waste Management could use the proposed dedicated City website, mailers, and if necessary, email or text notifications to put residents at ease. Below are some examples of past communication inserts:

Via social media

Via postcard mailer

Waste Management will provide a schedule of company holidays for each year. If a driver cannot perform a pickup on the regularly scheduled service day because of a holiday, the pickup will occur on the next business day. Waste Management typically observes the following national holidays:

• New Year's Day	• Labor Day
• Memorial Day	• Thanksgiving Day
• Independence Day	• Christmas Day

Employee Uniforms

All employees performing service for Apache Junction will be immediately identifiable as Waste Management personnel with company-issued uniforms (as shown in the photo).

Employee and subcontractor employee uniforms include a shirt, jacket, pants, proper footwear, and safety vest. A complete uniform and safety vest will be worn at all times during performance of work. The uniform shirt and jacket will clearly display the company name, making each employee readily identifiable. All employees are required to employ personal protection equipment, including six-inch lace-up steel toe boots, safety vest, eye protection, and gloves, without exception.

Solid Waste Collection

Apache Junction solid waste will be disposed of at Waste Management's Butterfield Station licensed landfill. A detailed specification sheet for Butterfield is included in Section 9. We would welcome visitors to the landfill for an educational tour.

Proximity of disposal site to the city limits

San Tan Transfer Station: Solid waste will be taken to our San Tan Transfer Station, located at 4040 South 80th Street, Mesa, AZ 85208. This facility is owned and operated by Waste Management and has been in continuous operation since 2004. It is on a 23-acre site, has a 22,000 SF tipping floor, on average receives 975 TPD, and has 4,025 TPD remaining permitted capacity (current capacity 1,800 TPD).

Butterfield Station Landfill: Waste will be taken from the transfer station to the Butterfield Station Landfill, located at 40404 S. 99th Avenue, Mobile, AZ. This facility is owned and operated by Waste Management.

Recycling Materials Collection

The City's recyclable materials will be delivered to Waste Management's Arizona Community Ecocenter Materials Recovery Facility at 19401 W. Deer Valley Rd. in Surprise, AZ 85387. The MRF is situated at the Northwest Regional Landfill and a detailed description of these facilities can be found in both Sections 6 and 9. A comprehensive explanation of our diversion program, as well as our proven public education and outreach suite of resources, are also found in Section 6. We do commit to providing an open house before service begins to introduce our outreach and education tools and we will provide materials for city outreach. Exhibit N is included in Section 6 as well.

Exhibit B, Similar Service History

As a trusted environmental solutions partner for neighboring communities, we know Arizona customers, their needs, and their requirements. We provide service for many of Apache Junction's neighbors. We have included 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.

Exhibit B

SIMILAR SERVICE HISTORY - PROJECT NO. PW2019-41

Each Bidder shall submit a list of at least three (3) customers including name, address, contact person and telephone number for whom he or she has similar work has been completed in the last twelve (12) months and shall include a short description and location of work using this form.

1. Customer: **City of Chandler**
Name of Agency or Firm

P.O. Box 4008, Chandler, Arizona 85244
Address

(480) 782-3430 **Sheree Sepulveda, Manager, CPM**
Telephone Contact Person

Short Description of Work: **Provides Residential solid waste, green waste, and recycling to 75,000 residents**

Chandler, Arizona **2010 to present** **$7M Annually**
Location Start & Complete Date Cost

2. Customer: **City of Litchfield Park**
Name of Agency or Firm

214 West Wigwam Boulevard, Litchfield Park, AZ 85340
Address

(623) 935-5033 **Bill Stephens, City Manager**
Telephone Contact Person

Short Description of Work: **Residential and commercial solid waste and recycling to 2,000 residents**

Litchfield Park, Arizona **2008 to present** **$ 670,000 Annually**
Location Start & Complete Date Cost

20

3. Customer: City of Show Low
Name of Agency or Firm

180 North 9th Street, Show Low, Arizona, 85901
Address

(928) 532-4015 Ed Muder, City Manager
Telephone Contact Person

Short Description of Work:

Residential Solid waste disposal and recycling to 11,000 residents

Show Low, Arizona 2006 to present $ 850, 000 Annually
Location Start & Complete Date Cost

Mayor
Victor C. Snover

Mayor Pro-Tem
Rosalyn A. Fry

Commissioners
Austin R. Randall
Sherri A. Sipe
Mark E. Lewis

A desirable place to live, work and play; rich in history and small town values!

March 21, 2019

Hello Joe,

I am writing to thank you and your team for the quality of service provided by Waste Management. You all have been awesome. You, Robby Ritter, Ronnie (Junior) Sovernez and Allison Gomez have been so helpful and professional.

Our team could not be more satisfied with the efficient and gracious customer service, the level of detail and dedication demonstrated during our transition, has been outstanding.

From the time the contract was awarded, we have received the highest quality of service that we have not seen in at least 15 years. You brought your team to Aztec so we could meet them in person. I can't tell you how nice this was for all of us. It brought comfort to me knowing the people we would be working with, that you all really care about Aztec.

Joe during our meetings with the Farmington team and key staff with the City of Aztec. You all have been so gracious explaining some of the processes we would be working with and really sent home the message if we need something, don't hesitate to call. You invited city staff to visit their operations, once we settle in after this transition phase we will accept this invitation. You all have been so welcoming to all of us.

We expected the transition to have some issues not from Waste Management, but from our previous provider and that proved to be true. What was not anticipated, was the quick response from your team to help resolve these issues. You all went above and beyond to help make this transition smooth despite the resistance we received from our previous provider. We reached out to you and Robby about the issues and you were quick to come up with a plan and kept the transition process moving forward.

Allison has provided excellent customer service. I say excellent, because we have ***not*** been accustom to the provider reaching out to call our customers. An example was we notified Allison that a customer did not receive the number of carts they should have during the cart delivery period, her response back to us was that she called the customer and let them know when to expect their cart. I thought, wow, how awesome that she called and it was not the City's office calling the customer back. Well this happened the next time as well. Come to find out that is standard for Allison to call back the customer. Again, something we were not used to and just another example excellent customer service.

We had a commercial customer that had poor pickup service from our previous provider, he was in our office on a weekly basis prior to the transition. I contacted Robby to let him know that this customer needed some extra attention because of his experience from the previous provider. Within in an hour Robby and Junior went to the commercial customer's location to meet him and discuss his solid waste needs. During this visit it was decided that it would benefit the customer to move from carts to a container. The customer also agreed. This

201 W. Chaco St. ✦ Aztec, New Mexico 87410 ✦ (505) 334-7600 ✦ Fax: (505) 334-7609
www.aztecnm.gov ✦ ✦ ✦ Winner All American City Award ✦ ✦ ✦ www.aztecnm.com

change also resulted in a lower cost to the customer which he appreciated. This again, was not a one time occurrence. Robby and Junior have been reaching out to all our commercial customers'. Again, I am so taken back by the level of service we have received and more importantly our mutual customer, the City of Aztec citizens'. It is like the old say "Ask and you shall receive", sounds weird, but true.

We would like to express our sincere appreciation for the quality of service provided to us. You all are so professional and quick to resolve any issues that arise. You all have been right there, helping out wherever and whenever needed this past month. Prior to our transition, my office was receiving 10-20 calls a day for missed pickups, not just one miss, but multiple weeks. This last week the phone has literally gone silent with regards to calls about poor trash service. What a relief for my office. Again, another example of what should be expected by a professional business.

I also want to include Seneca and her team, she has been very helpful and made our service order reporting very smooth and easy to understand process.

I could go on, but I am hoping you understand our gratitude for the quality of service you provide to the City of Aztec. We all want the same thing, satisfied customers receiving the service they so deserve.

We look forward to continuing this relationship for years to come and know you will continue to provide such excellent service to us. We could not conduct our business without you!

Sincerely,

Delain George

Delain George
City of Aztec
Utility Business Office Director

201 West Chaco ✦ Aztec, New Mexico 87410 ✦ (505) 334-7600 ✦ Fax: (505) 334-7609
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ENHANCED RESOURCES

A Local Website for Local Customers

Like many communities, Apache Junction has tailored its solid waste program to meet the unique collection and disposal needs of residents and businesses. No longer a one-size-fits all approach, Apache Junction has a customized list of acceptable material, service levels, rates, pick-up schedules, drop-off locations and more.

Clearly communicating these program details to customers is essential to fully utilize available services and resources. With over 60 percent of consumers preferring to conduct business online, providing solid waste information through a simple, easy-to-use website is an essential communication tool.

As a Waste Management customer, Apache Junction's residents will have access to a local Waste Management website that is both easy to navigate and functional. Working in collaboration with your staff, we will customize the website with meaningful service information, photos and resources that reflect the interests of Apache Junction.

Using Waste Management's local website, customers will easily and quickly be able find:

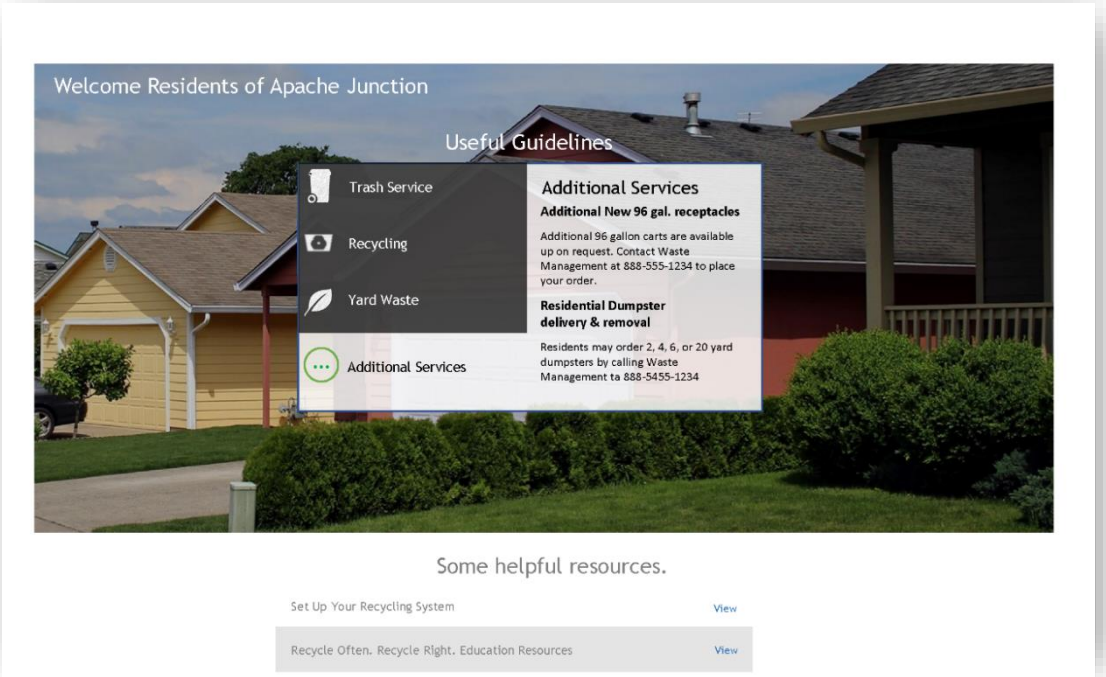
- **Community-specific service information** – an overview of all Waste Management services available including waste, recycling, yard waste, bulky items and special collections. This section also informs customers of where to place bins, collection times, and acceptable items.

- **Helpful resources** – including information concerning holiday schedules, seasonal cleanups or nearby drop-off sites, Waste Management's local website allows us to advise customers of special programs and services available only for Apache Junction. Upcoming events (such as Christmas tree collection) can be promoted with a prominent banner ad located on the home page.
- **Recycling education**. Customers have access to educational materials and resources available through Waste Management's Recycle Often. Recycle Right.® campaign. Whether looking for recycling posters or activities for students, content is printer-friendly and ready to use.

Waste Management's local Apache Junction website will also allow customers to take action through 24/7 self-service and account management functionality. Customers can:

- Initiate service or request additional services
- View pickup schedule and collection ETA
- Schedule an extra pickup or bulky item collection
- Request cart or container repair
- Sign up for autopay or make an online payment
- Enroll in paperless billing
- Edit account contact information

As an added convenience, Waste Management staff will share access to our web content for cross-promotion on your website. Connecting directly to Waste Management's information will save Apache Junction staff time and confirm residents continuously receive accurate and consistent information.



At Your Door

As a Waste Management customer, Apache Junction could offer the benefits of our customer-centered solution for residential collection of household hazardous waste (HHW) and electronics: The At Your Door Special Collection® service. This HHW service has collected home generated special materials from thousands of homes since 1995 and Waste Management manages programs for hundreds of municipalities throughout the country.

All Apache Junction residents would be able to use our At Your Door Special Collection service for the collection of the difficult, sometimes hazardous, and hard-to-recycle items that almost every household accumulates. We make it easy for your residents to dispose of these items, by collecting the materials at their door– safely, easily and responsibly. Experience is key.

With At Your Door Special Collection, Waste Management will carry away items that don't belong with other recyclables or regular curbside pick-up--items that, if not handled properly, may be hazardous to people, pets and the environment. Waste Management's At Your Door Special Collection provides convenient, safe and responsible at your door service for household hazardous waste and electronics (e-waste).

The At Your Door Special Collection program is available to residents for an additional low monthly rate per home that is added to the monthly refuse rate. The monthly cost of the service to residents will be negotiated but is typically half the cost to get rid of one television at most e-waste drop-off facilities. To minimize the costs, all residents participate in the program.

4 | PRICING PROPOSAL

Best Value Best Service…Our Best Price

We recognize that our pricing may not earn us low cost bidder status, however we are proud that we service all our contracts with consistent, quality service over the full life of the contract. Apache Junction's pricing has been carefully calculated to enable us to deliver that dependable service through skilled employees that can focus on safety, and the flexible, responsive customer service that your residents expect.

Exhibit A, Cost Proposal

Exhibit A

COST PROPOSAL
PROJECT NO. PW2019-41

FIRM: **Waste Management of Arizona, Inc.**

ADDRESS: **4040 S. 80th St., Mesa, AZ 85212**

TELEPHONE: **(602) 930-6145** Email: **clandrum@wm.com**

STANDARD SERVICE

	DESCRIPTION OF SERVICES	QUANTITY	TOTAL COST
1	Curbside Solid Waste Collection	Once a Week	**$14.95**
2	Curbside Recycling Collection	Once a Week	**$11.60**
3	Bulk Trash	Once a Month	**$0.95**
5	New 96 Gallon Solid Waste Container	Each	**Included**
6	New 96 Gallon Recycling Container	Each	**Included**

Franchise Fee and Sales Tax will be charged as a separate line item on customer billed invoice.

Additional Services

ADDITIONAL SERVICES

	DESCRIPTION OF SERVICES	QUANTITY	TOTAL COST
1	Additional 96 Gallon Receptacles	Each	**$8.29 / month for weekly service**
2	Receptacle Repair Services	Each	**$25.00***
3	Replacement Receptacle	Each	**$65.00***
4	2 Yard Dumpster	Delivery	**$75.00**
		Removal	**$57.00**
5	4 Yard Dumpster	Delivery	**$75.00**
		Removal	**$71.00**
6	6 Yard Dumpster	Delivery	**$75.00**
		Removal	**$86.00**
7	20 Yard Dumpster	Delivery	**$110.00**
		Removal	**$150/haul**
8	Residential Drop off Service	Rate per Ton	**$30 less than 2,000lbs $32.50/Ton**

These fees will only be charged if damage is the result of customer negligence.
****Franchise Fee and Sales Tax will be charged as a separate line item on customer billed invoice.***
*****Upon award of contract Waste Management requests fee negotiations for additional services not outlined in this RFP (i.e. unpaved roads, extra pick-ups, extra bags etc.)***

Alternative Bid

ALTERNATIVE BID

	DESCRIPTION OF SERVICES	QUANTITY	TOTAL COST
1	Additional Curbside Bulk Trash and Recycling pickup by appointment only	Each	**$27.60**
2	Solid Waste Pick Up Only - NOT Recycling	Twice Weekly	**$23.37**
3	Solid Waste Pick up (2 times a week) WITH Recycling (1 time a week)	Weekly	**No bid**
4	Annual Christmas Tree Curbside Pickup	Once a Year	**No bid**
5	Green Waste Collection	Once a Month	**No bid**
6	Green Waste 96 Gallon Receptacle	Each	**No bid**

*****Franchise Fee and Sales Tax will be charged as a separate line item on customer billed invoice.***
******Upon award of contract Waste Management requests fee negotiations for additional services not outlined in the RFP (i.e. unpaved roads, extra pick-ups, extra bags etc.)***

Signature _____ Date **07/10/2019**

Scott Bradley, President, Waste Management of Arizona, Inc.
Printed Name _____ Title _____

Exhibit C, Exceptions/Additions/Corrections

Transparent Operations from the Start

Waste Management strives to be transparent in our proposals. We understand it is difficult for the City when contractors attempt to negotiate new terms after an award is made. That is not how we do business. At the same time, we feel a balanced contract will benefit both parties over the term of the Agreement. As such, we have provided the following requested additions, clarifications, and exceptions for your review and consideration. We would welcome the opportunity to discuss and negotiate these items with the City.

#	Page / Section(s)	Comment
1	5 / 13	We would like the clarify that our obligations would not extend to liabilities caused by the City's negligence, breach or willful misconduct. Make same change in Section 8 of page 30.
2	6 / 18	We would like to clarify that we would have a reasonable opportunity (e.g., 30 days) to cure a breach before the City may terminate the agreement.
3	6 / 21	We would like to clarify that CPI adjustments will be approved so long as our rate adjustment calculations are correct. For a long-term agreement, it is especially important that the annual inflation adjustments are implemented. Additionally, we would need to add language that there may be rate increases in the event of extraordinary events beyond our reasonable control, such as changes in law or changes in scope of services, which increase our costs or reduce revenue.
4	12 / 6.6.D	We would need to include language in the final contract which allows Waste Management to temporarily dispose of recyclable materials which do not have a commercially viable market. This has been an important issue over the last two years with the Chinese government's ban and restrictions on various commodities.
5	Exhibit D and 30 / 11	See attachment with changes to insurance language.
6	Exhibit I	We would like to add provisions addressing the following: (i) Establish a limit of 10% contamination in recycling containers. If that amount is exceeded, Waste Management may elect to not collect the container. Waste Management will give warning notices of excess contamination. If there have been more than two violations in a 12-month period, Waste Management may charge a contamination fee. If there have been more than five violations in a 12-month period, Waste Management may discontinue recycling services for that customer and increase the trash container size (or deliver an additional cart) to accommodate the additional volume; (ii) Establish an overage protocol. Waste Management will give warning notices of containers with lids lifted by at least 10 inches. If there have been more than two violations in a 12-month period, Waste Management may charge an overage fee. If there have been more than five violations in a 12-month period, Waste Management may increase the trash container size (or deliver an additional cart) to accommodate the additional volume.

#	Page / Section(s)	Comment
7	34 / 17	We would like to modify the following because it is too ambiguous: "or if it persistently or repeatedly refuses or fails except in case for which extension of time is provided to supply enough properly skilled works or proper materials or labor or persistently disregards laws, ordinance, rules, regulations or orders of any public authority having jurisdiction or otherwise is guilty of a substantial violation of a provision of the contract documents…" Also, as stated in a previous exception, if there is a violation of the contract, we would expect a reasonably opportunity to cure before the City may terminate. Of course, the City would still have remedies available at law, like the ability to pursue damages based on breach of contract. We would like to add some reasonable limitations to the provision which would allow the City to take possession of our site, materials, equipment, etc. so that it would be limited to that which is directly and exclusively related to the Apache Junction services.
8	34 / 19	Our cost information is generally confidential and would not be available except to the extent necessary to verify compliance with the agreement.

Recycling Additions

Ability to Dispose of Materials Where There is No End Market

In order to successfully sell the material we collect, we must remain flexible and responsive to market shifts in material type and quality. The market has shown in the past few months that there will be extended periods of time where the demand for a specific material ceases to exist either temporarily or permanently. These shifts in the market are uncontrollable events that our industry cannot influence. Even the highest quality, contamination-free bales of material must have a sustainable end market in order to truly be recyclable. In this type of scenario, Waste Management must have the ability to dispose of materials for which there are a lack of buyers or markets. We propose the following contract language to address this concern:

Waste Management reserves the right, upon notice, to reclassify materials as Non-recyclables if there is no commercially viable market (i.e., has a negative value after applying processing, transportation and marketing costs). Waste Management may dispose/landfill materials which are deemed Non-recyclables

Contamination

Contamination is the most serious challenge facing recycling programs throughout the country. Recycling markets have become increasingly strict regarding material quality and even minimally contaminated bales that may have been acceptable in the past will not meet today's standards.

Through proactive monitoring, our drivers will visually inspect recycling for contamination to the best of their ability and will document occurrences with photos and notations saved via our onboard computing system. When appropriate, drivers will leave behind tags that help to inform customers of which contaminants were found in their cart. Through education and outreach efforts, we will make every reasonable effort to assist customers with contamination issues, but we must also maintain our ability to address the repeat offenders that jeopardize the ongoing quality of Apache Junction's recycling program.

We suggest the use of the below contract language that allows Waste Management to receive compensation that is reflective of Apache Junction-specific contamination levels. Proposed contract

language will also allow us to reject or charge fees for the collection of contaminated loads, make adjustments to a customer's service level to confirm adequate garbage capacity or, if needed, discontinue recycling service to repeat offenders.

1. *Containers may not contain more than 10% Non-recyclables (defined in Exhibit M) and no Excluded Materials. "Excluded Materials" means radioactive, volatile, corrosive, flammable, explosive, biomedical, infectious, bio-hazardous or toxic substance or material, or regulated medical or hazardous waste as defined by, characterized or listed under applicable federal, state, or local laws or regulations, materials containing information (in hard copy or electronic format, or otherwise) which information is protected or regulated under any local, state or federal privacy or data security laws, including, but not limited to the Health Insurance Portability and Accountability Act of 1996, as amended, or other regulations or ordinances.*

2. *Waste Management is not obligated to collect Containers which are Contaminated. For purposes of this Agreement, a Container is "Contaminated" when, based on visual inspection, a Single Stream Materials Container has more than 10% Non-recyclables (volume or weight) or any amount of Excluded Materials. If Waste Management elects to not collect a Contaminated Container, it shall notify Apache Junction either by email, text, phone, or tag and have ability to change communication channels as technology advances.*

3. *If Waste Management elects to collect a Contaminated Container, it may charge Apache Junction a negotiated Contamination Fee.*

4. *Waste Management may dispose of the contents of a Contaminated Container it elects to collect. If there have been more than three instances of Contaminated Single Stream Materials Container in any 12-month period, and Waste Management has record of this, Waste Management may (i) discontinue such service and remove the Container, (ii) deliver additional or larger Refuse Container(s) or increase the frequency of collection, and (iii) charge Apache Junction the Rate for the additional or larger Refuse Container(s). After one year, if service is discontinued, Apache Junction may petition City to reinstate such service, in which case they must pay the Container redelivery fee set forth in the rate exhibit.*

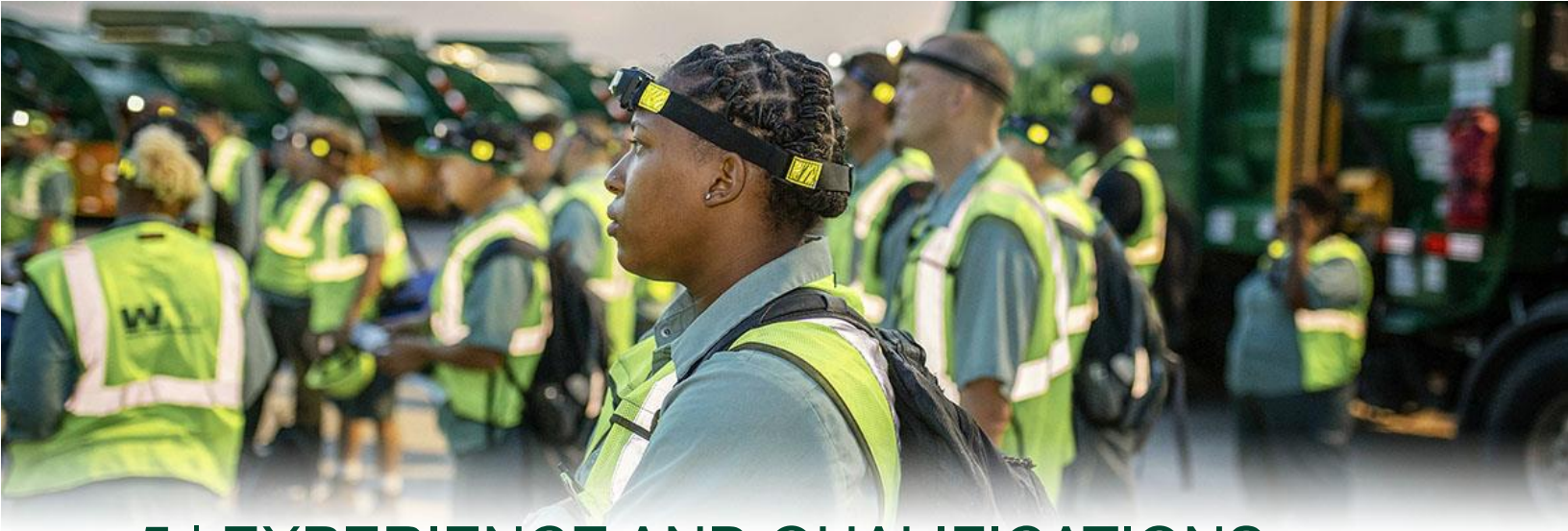
Material and Delivery Specifications

Our list of acceptable materials, found in the Recycling Section on Exhibit M, is reflective of today's market reality and includes only materials that meet industry quality standards and have viable market demands. However, due to the length of our Contract with Apache Junction, it is important to allow for the possibility that this list may need to be adjusted at some point over the next eight to ten years. Contract language must support our collective need to make changes to acceptable materials in order to respond to global market demands as well as protect the quality of material we process. In light of these considerations, we propose the following contract language:

Material delivered by or on behalf of Apache Junction may not contain Non-Recyclables or Excluded Materials. "Excluded Materials" means radioactive, volatile, corrosive, flammable, explosive, biomedical, infectious, bio-hazardous or toxic substance or material, or regulated medical or hazardous waste as defined by, characterized or listed under applicable federal, state, or local laws or regulations, materials containing information (in hard copy or electronic format, or otherwise) which information is protected or regulated under any local, state or federal privacy or data security laws, including, but not limited to the Health Insurance Portability and Accountability Act of 1996, as amended, or other regulations or ordinances.

Waste Management reserves the right upon notice to discontinue acceptance of any category of materials set forth above as a result of market conditions related to such materials and makes no representations as to the recyclability of the materials.

Waste Management may reject in whole or in part, or may process, in its sole discretion, Recyclables not meeting the specifications, including wet materials. Waste Management may invoice Apache Junction for all costs, losses and expenses incurred with respect to such non-conforming Single Stream Materials including costs for handling, processing, transporting and/or disposing of such non-conforming materials, which charges may include an amount for Waste Management's operating or profit margin. Without limiting the foregoing, Waste Management may bill Apache Junction a contamination charge as provided in our agreement.



5 | EXPERIENCE AND QUALIFICATIONS

A Partner to Your Community

About Waste Management

Waste Management, based in Houston, Texas, is the leading provider of comprehensive waste management environmental services in North America. Through its subsidiaries, the company provides collection, transfer, disposal services, and recycling and resource recovery. It is also a leading developer, operator, and owner of landfill gas-to-energy facilities in the United States. The company's customers include residential, commercial, industrial, and municipal customers throughout North America. To learn more information about Waste Management, visit www.wm.com or www.thinkgreen.com.

Waste Management – Who We Are and What We Do

Waste Management at the Phoenix Hauling San Tan District is your local provider - backed by the leading provider of comprehensive waste management services in North America. Through our subsidiaries, we provide collection, transfer, recycling, and resource recovery, and disposal services. We are a leading developer, operator, and owner of landfill gas-to-energy facilities in the United States. Our mission is to maximize resource value while minimizing environmental impact to improve economic and environmental sustainability for our stakeholders.

With headquarters in Houston, Texas, our approximately 43,700 employees provide environmental services and solutions to customers throughout North America each day. With our extensive network of facilities, in 2017 we processed more than 15.3 million tons of recyclables and produced enough energy to power nearly 1.59 million homes while meeting the unique collection needs of nearly 20 million customers.

An important part of our strategy is developing new waste solutions that can help our customers achieve their goals, including zero waste. Often that means developing and implementing customized service offerings for our diverse group of customers, including municipalities, schools, healthcare facilities, commercial buildings, construction sites, our National Account customers, and many more. Because of our diverse customer experience, we know what works, and we make implementing recycling and waste reduction programs easy for our customers.

From reliable residential collection, to our state-of-the-art recycling centers, to our environmentally sound landfills and transfer stations, we are dedicated to providing Apache Junction excellent customer service and waste solutions that are right for you

In total, our facilities include:

43.7K employees

314 transfer stations

20M customers served

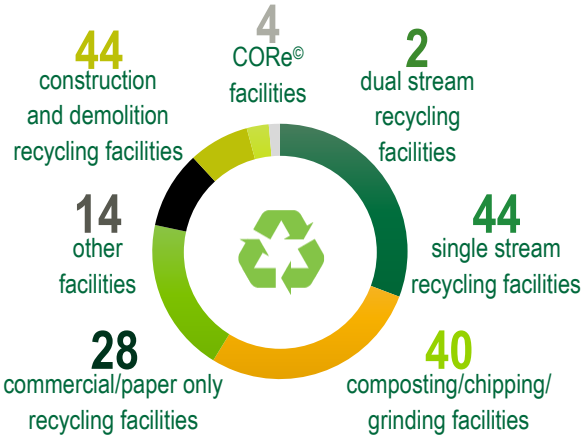
OPERATIONS

7,621 alternative fuel vehicles

123 natural gas fueling stations

130 landfill gas-to-energy facilities

ENERGY



RECYCLING

247 active solid waste landfills

5 active hazardous waste landfills

LANDFILLS

$1.8B returned to shareholders

$3.6B cash from operations

$1.7B capital expenditures

2018 FINANCIALS

$14.9B total revenue

As of and for the year ended December 31, 2018. Waste Management, Inc. is a holding company, and all operations are conducted by its subsidiaries.

Financial Strength: The Foundation for Our Commitment

As a wholly–owned, indirect subsidiary of Waste Management, Inc., Waste Management of Arizona, Inc. does not report financial results. All financial reporting occurs through our parent entity. As a publicly traded company, Waste Management is held to the most stringent regulations for accurate and timely financial disclosure. Following are key statements from Waste Management's 2018 annual report. Full financial results are available on our website at http://investors.wm.com/.

Revenue in 2018 was $14.9 billion, and Waste Management has an asset base of $22.7 billion. The company generates strong and consistent cash flow and has access to an extensive line of credit. Waste Management's financial strength is the foundation for our commitment to serve our customers, perform our obligations, and protect the environment in carrying out our broad waste management services. As requested, the audited financial statements for the past 2 years have been included in Section 9.

"Waste Management had a record-setting year in 2018 driven by our traditional solid waste performance. Our strong 2018 results validate that our focus on outstanding customer experience and cost management is driving solid growth in our business."

Jim Fish
President & CEO

Waste Management has achieved solid investment-grade credit ratings from three major rating agencies. Most recently, the company has been assigned ratings of A-/A-2 by Standard & Poor's, BBB+ by Fitch, and Baa1 by Moody's. The ratings are based on expectations that management will maintain good liquidity, pursue a moderate financial policy, and allocate capital in a disciplined manner. The credit outlook from each agency for Waste Management is characterized as stable.

Waste Management's financial strength, as summarized above, gives Apache Junction assurance that we can and will fulfill our obligations.

- Waste Management is committed and financially able to perform all operations in full compliance with applicable federal, state, and local regulations and to provide clear documentation of that compliance.
- Waste Management offers the most extensive network providing waste management services in North America, including transportation, disposal, treatment, recovery, remediation, waste identification, and several other specialty services. This network enables us to provide a single source of responsibility, from transportation through disposal of waste.
- Typically, new capital requirements are internally financed by Waste Management using cash flow from existing operations - freeing our new trucks, carts, containers, and facility investments from the timelines and terms of third-party creditors.

Waste Management's financial strength helps us to continually advance services for all of the customers we serve, including Apache Junction, and we are committed to maintaining that strength.

6 | RECYCLING

Finding the Next Best Use for Everything We Collect

Local Recycling Experience and Capabilities

Recycling is a growing and dynamic movement - what material is in demand, how it is collected, processed, and where a market exists is continuously evolving. As North America's largest residential recycler our focus is on running a recycling operation that is able to constantly adapt, advance, and be sustained for future generations.

We can only accomplish this by being an active contributor to our industry, working together with key stakeholders like Apache Junction, and leading the types of changes we believe are essential for current and future recycling growth and viability. Our experience and expertise encompass:

- **Designing and Operating Material Recovery Facilities.** Since the late 1990s, we have gained invaluable experience encompassing design, construction, operation, and maintenance of source separated recycling facilities, single stream operations, fiber-only plants, and commingled containers-only processing plants. Nationally, our network encompasses 102 traditional recycling facilities and 44 single-stream recycling MRFs.
- **Forging New Processing Technologies.** Waste Management operations experts and engineers have collaborated with American and international experts in material separation, image recognition technology, advanced screen technology, high speed baling technology, and other separating and cleaning techniques to continuously improve the efficiency and processing capabilities of our MRFs. In total, Waste Management facilities handle upwards of 15 million tons of recyclables in a single year and working together with our customers, communities, and industry experts, we plan to reach 20 million tons by 2020.
- **Benchmarking Recycling Education Best Practices.** Through our municipal partnerships, green technologies, and community education, Waste Management has introduced and promoted innovative recycling and diversion methods to residential and commercial customers throughout the Country. In 2017, we launched Recycle Often. Recycle Right.® (RORR), a national research and fact-based behavior change campaign to improve recycling. Tailored to your residents and your business community RORR delivers the tools, resources, and information to simplify recycling and effectively drive participation and decrease contamination.

Locally, Waste Management has a 54-year history of proudly providing recycling processing and collection services in collaboration with our customers, we have made great strides in the quality and

quantity of material we process. Through our network of 39 facilities in Arizona, we processed over 59,933 tons of bottles, cans, paper and cardboard.

Our dependable operations are overseen by a highly qualified group of Waste Management employees with experience in the daily operation of recyclable collection, processing and transfer. The team we have assembled for Apache Junction represents top leaders at all levels – from plant management to commodity sales.

Area Recycling Facilities Owned and Operated by Waste Management

Facility Name	Location	Facility Type	Communities Served	Processing Capabilities
Arizona Community Ecocenter	19401 W. Deer Valley Rd. Surprise, AZ 85387	Materials Recovery Facility	City of Tempe, Town of Gilbert, City of Mesa, City of Litchfield Park, City of Surprise	10,000 tons per month

Local Facility and Processing Capabilities

All Apache Junction recyclables will be processed at the Waste Management Arizona Community Ecocenter. As the sole owner and operator of this MRF, recyclables are processed according to the highest industry standards. This facility has ample queuing, parking, processing and storage capability, and can effectively accommodate all incoming and outgoing Apache Junction vehicles.

Opened in 2011, the Arizona Community Ecocenter exceeds 65,000 square feet and is located at the Northwest Regional Landfill on a 792 -acre site in Surprise. Our MRF exceeds all RFP capacity requirements and can process 10,000 tons of material per month. In addition to the Arizona Community Ecocenter MRF, we also have a partner MRF with the City of Phoenix that can serve as a backup facility.

The Arizona Community Ecocenter utilizes the most technologically advanced sorting equipment available. Through ongoing equipment investments, upgrades and maintenance, we seek to continuously improve MRF design, operational efficiency, recovery, and system optimization. Current sorting equipment includes:

- Four PET optical sorters, TiTech
- ElectroMagnets and Eddy Currents
- Rotating Disk

Material Markets

The Demand for Recyclable Material - A World Economy and its Local Impact

Every day we work with customers like Apache Junction to collect, transport, and sort recyclables, but these local efforts are supported by global economic trends. When economies are thriving, people buy more, which increases the demand for recyclables that are used to produce new products. Also, when fuel prices are high there is a greater demand for recyclable petroleum-based products such as plastic bottles. Such economic factors and the overall strength of the global economy drive demand for recyclable material, the growth of single stream recycling infrastructure, and the expansion of collection

programs at the local level. While a global market has supported recycling growth, it also means that market conditions – both positive and negative – are a reality that we must constantly manage in collaboration with our customers.

Waste Management Material Marketing – Supporting Global and Local Marketplaces

As curbside recycling programs and the ease of single stream recycling has been rapidly adopted throughout North America, the growth in recycling tonnage collected and processed has increased our supply of clean recyclables and has supported growth of a global commodity market. Today, Waste Management exports a third of the paper we collect to four continents. While this global market has allowed for the growth of local recycling programs, it also means that market conditions - both positive and negative - are a business reality that we must constantly manage.

Since 2012, Waste Management has been able to sustain recycling programs through a persistent decline in commodity markets. We have relied heavily on the experience, relationships, and proactive efforts of our material marketing team. Our team consists of approximately 150 employees in the United States and Canada and nearly 25 team members stationed overseas. Their expertise in securing homes for our customers' materials, even during difficult economic times, has proven to be invaluable for the success of America's recycling programs.

Waste Management's material marketing team supports each major International export market including China, Latin America, South America, and India. In addition to marketing to international customers, we seek opportunities to provide quality feedstocks to support local projects and markets and we are committed to developing local markets where it benefits the community and our customers. We target new markets based on global growth trends (GDP), new regulations, and the path of manufacturing. Both locally and globally, our team works directly with all end consumers, cutting out the middleman and maximizing our ability to market material to its highest and best use.

One key component of our materials marketing success is our team's preemptive approach to tracking shifts in end-user demand and quality expectations. We work closely with our MRF operations teams to define changes in specifications and quality standards needed to market material. This allows our operations team to confirm the processing standards we utilize yield material that can be sold.

Waste Management's materials marketing team will consistently and aggressively:

- Explore all potential short and long-term material sales options
- Maintain an accurate and detailed compilation of end markets, market opportunities, and material market specifications
- Negotiate and sell materials in an honest, forthright manner to our customers, for the best possible prices on behalf of our projects
- Provide material marketing services that meet Apache Junction's requirements and help sustain the dependability and long-term sustainability of Apache Junction's program.

Supporting our international marketing team is Waste Management's logistics and export capabilities and network. Waste Management is the seventh-largest exporter from United States ports by number of containers – we stay ahead of changing export requirements to prevent delays in moving material and we have built the structure, knowledge, and ability to export materials effectively and efficiently.

Exhibit M, List of Acceptable and Not Acceptable Recycling Items

Recyclables must be dry, loose (not bagged), and include ONLY the following:	
Aluminum cans – clean and empty	Newspaper
PET bottles with the symbol #1 – with screw tops only – empty	Mail
HDPE plastic bottles with the symbol #2 (milk, water bottles detergent, and shampoo bottles, etc.) – clean and empty	Uncoated paperboard (ex. cereal boxes; food and snack boxes)
Steel and tin cans – clean and empty	Uncoated printing, writing and office paper
Phone books	Old corrugated containers/cardboard (uncoated)
Magazines, glossy inserts and pamphlets	Glass food and beverage containers – brown, clear, or green - empty

Recyclables may include the following with the written consent of Waste Management:	
Plastic containers with symbols #3-#7 – empty (no expanded polystyrene)	Aseptic cartons and gabletop containers

Non-recyclables include, but are not limited to the following:	
Plastic bags and bagged materials (even if containing Recyclable Materials)	Microwavable trays
Mirrors	Window or auto glass
Light bulbs	Coated cardboard
Porcelain and ceramics	Plastics unnumbered
Expanded polystyrene	Coat hangers and Wire
Glass and metal cookware/bakeware	Household appliances and electronics
Hoses, cords, wires	Yard waste, construction debris, and wood
Flexible plastic or film packaging and multi-laminated materials	Needles, syringes, IV bags or other medical supplies
Food waste and liquids, containers containing such items	Textiles, cloth, or any fabric (bedding, pillows, sheets, etc.)
Excluded Materials or containers which contained Excluded Materials	Napkins, paper towels, tissue, paper plates, paper cups, and plastic utensils
Any Recyclables or pieces of Recyclables less than 4” in size in any dimension	Propane tanks, batteries

Exhibit O, Bulk Trash Items

Acceptable Bulk Trash	
Landscaping Materials: Tree trimmings and yard clippings (cacti put in boxes)	Metal items such as patio furniture, grills, playground equipment, etc.
Bundled 4x4 piles	Broken, non-repairable furniture
Boxes	Broken, non-repairable toys
Excess cardboard (emptied and flattened)	Household trash and textiles
Large and small appliances (water heaters, washer, dryer, dishwasher, stove, toaster ovens, microwaves, window AC units)	Computers, flat screen LCT computer monitors, LED, LCD, plasma TVs, printers, stereos, microwaves
Non-hazardous construction materials such as drywall, plywood	

Not Acceptable Bulk Trash	
Any chemicals	Liquid
Paint	Dirt
Fuel cans	Gravel
Small engines (lawn mowers, chainsaws)	Propane tanks
Metal furniture, workout equipment	Tires
Hazardous or Medical Waste	Auto parts
Building and construction material (sheet rock, wood paneling, cinder blocks, bricks, and roofing material)	

7 | PUBLIC EDUCATION AND OUTREACH

Proven Tools and Resources for Recycling Success

Waste Management's continually updated suite of education tools is live and ready for use immediately, allowing ample time to meet your August/September 2019 timeframe and permit customization for the City of Apache Junction. The following example is representative of the mailer created for initial announcements.

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life. This, in turn, negatively impacts value and demand of recyclable materials, which dictates the growth of recycling infrastructure and the expansion of collection programs at the local level. The sustainability of all recycling programs is dependent upon collecting high quality recyclable materials free of unacceptable materials.

In order to overcome this, we must work in close collaboration with our customer partners – municipalities, businesses, education institutions, and residents - to confirm that both new and established recycling programs are sustainable given today's realities. We must all work together to develop local, effective solutions for this global problem.

Collecting materials is not the same as recycling them. It is only when a material is recycled into something else that we realize the economic and environmental benefits. Anything short of this, and we are simply creating a problem that results in a negative environmental impact. To certify that our local recycling programs remain viable, workable operations, Waste Management has had to take proactive steps to help our customer understand the new recycling paradigm and how local actions have global impacts. Therefore, the following recyclable specifications are of the utmost importance when educating your residents about what to recycle, but also about what not to recycle. Again, when in doubt, throw it out.

RECYCLE OFTEN.
RECYCLE RIGHT.®

Proactive Public Education Specific to Your residents

Preserving natural resources and virgin materials through recycling is at the heart of what our customers, communities, and Waste Management 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 curbside 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 curbside 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.

Waste Management has dedicated manpower and made a significant investment in our Recycle Often. Recycle Right.® education campaign. The comprehensive, complimentary offerings found on the website provide tailored tools for everyone from residents to businesses to educators to property managers as well as our government customers. Recycle Often. Recycle Right. is successful at getting customers to change their recycling habits because we:

1. Clearly define the problem (recycling confusion and contamination)
2. Simplify the message – we use 3 simple rules (see following graphic)
3. Give consumers a reason why they should do something

These 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 (CBSM), the Recycle Often. Recycle Right. campaign 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. Examples of current materials include:

Residential	Multifamily	Businesses	Schools	Government
✓ Recycling Get Started Guidelines, Posters, and Container Labels ✓ Tips for Streamlining Recycling at Home ✓ Videos designed to help customers set up successful at home recycling programs ✓ Family recycling activities	✓ Recycling Get Started Guidelines, Posters, and Container Labels ✓ Multifamily Recycling Setup Checklist ✓ Customizable Multifamily Newsletters ✓ New Resident Welcome Letter ✓ Recycling Doorhangers ✓ Staff Recycling Training Factsheet	✓ Recycling Get Started Guidelines, Posters, and Container Labels ✓ Tips for employee engagement ✓ Steps for setting up office place recycling ✓ Widgets linking to educational videos - these can be posted on business webpages to help cross- promote RORR resources	✓ Educational curriculum designed for grades K-5, including: ✓ Lesson plans ✓ Activities ✓ Worksheets and lesson extensions ✓ Videos	✓ Recycling Guidelines, Posters, Container Labels and Resident Mailings ✓ Widgets linking to educational videos - these can be posted on municipal webpages to help cross-promote RORR resources ✓ Social media tools ✓ Cart tags

We are constantly adding new tools and resources to our Recycle Often. Recycle Right. website and have designed this campaign to be an ongoing resource for our customers with fresh materials and content appearing regularly. A valuable part of the Recycle Often. Recycle Right. website is the Newsroom page where we continuously update the status of the battle against contamination by posting informative industry-specific, third-party articles on recent recycling trends, and changes in the global

recycling industry so all may learn and share with others. There are links to recycling news articles as well as reports and studies providing documented statistics on the battle against contamination.

www.RecycleOftenRecycleRight.com

Waste Management firmly believes in education – it is the foundation of everything we do regarding recycling. We invest to leverage all communication channels and maximize those channels to best fit our customers. Below is an example of our continued efforts to facilitate communication via a widget for your possible use on the Apache Junction website, followed by a sample poster, also for your use –both of which can be customized.

The RORR Widget

According to our customer service satisfaction surveys, 45 percent 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, Waste Management has designed a new tool - the Recycle Often. 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 RORR.com.
- 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.

On the following page is an example of a Recycle Often. Recycle Right. poster available to you on RecycleOftenRecycleRight.com, or RORR.com.

RECYCLE OFTEN. RECYCLE RIGHT.®

WASTE MANAGEMENT

Always recycle: *Recicle siempre:*

Plastic Bottles & Containers
Botellas y envases de plástico

Food & Beverage Cans
Latas de alimentos y bebidas

Paper
Papeles

Flattened Cardboard & Paperboard
Cartón y cartulina aplastados

Food & Beverage Cartons
Cartones de alimentos y bebidas

Glass Bottles & Containers
Botellas y frascos de vidrio

Do NOT include in your mixed recycling cart: *NO incluya en su contenedor de reciclaje mixto:*

NO Food or Liquids
NO comida o líquidos

NO Foam Cups & Containers
NO vasos y recipientes de poliestireno

NO Clothing, Furniture & Carpet
NO ropa, muebles y alfombras

NO Loose Plastic Bags, Film or Bagged Recyclables
Empty recyclables directly into your cart
NO bolsas y envolturas de plastico sueltas, o materiales recyclables embolsados
Vacié directamente los materiales reciclables en nuestro carrito

NO Batteries or Needles in the Recycling or Trash
Batteries and needles pose safety risks for our employees. Check for local drop-off programs for proper disposal
NO arrojes pilas o agujas en el reciclaje o la basura
Las pilas y las agujas presentan riesgos de salud para nuestros empleados. Puede visitar los programas locales de entrega para su disposición adecuada.

To Learn More Visit:
Para más información, visite:
RecycleOftenRecycleRight.com

#Recycling101

© 2018 WM Intellectual Property Holdings, LLC. The Recycle Often, 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.

A Dynamic Duo - Education and Enforcement

Contamination in the recycling stream impacts everyone - customers, cities, collectors, and processors. Together, we can solve this problem by increasing customer access to education and consistently enforcing curbside recycling guidelines.

It is no surprise that roughly 80 percent of consumers want, and try, to do the right thing when it comes to recycling and the remaining nearly 20 percent are responsible for most of the contamination. Using research conducted for prior community-based social marketing programs, we have identified three unique customer groups: Show Me, Help Me, and Make Me customers, and have developed targeted education and messaging for each.

The Show Me and Make Me customers understand recycling but occasionally need prompts to consistently recycle right. We have developed a suite of tools for them, but the newest includes our Get Started Videos on RecycleOftenRecycleRight.com, or RORR.com. These five, 30-second videos show customers how to set up recycling systems in their homes and reduce contamination. Another prompt involves tagging carts that contain trash or contamination. Research indicates that providing education at the curb is very effective in changing behavior – we address the behavior where we want that behavior to change.

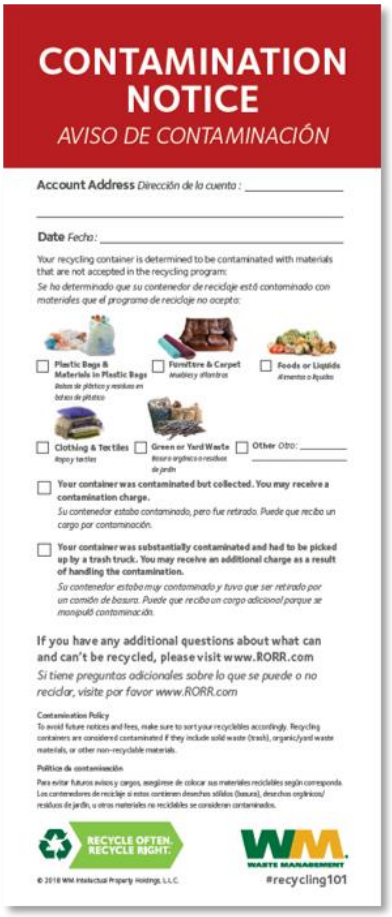
For our “Make Me” customers, consequences and levers need to be enforced, so when necessary, we will take action at the source through proactive monitoring. Our drivers who are the first line of defense in identifying contamination issues will perform recycling audits and when contaminated containers are identified, they will take action which may include:

- Taking a picture of contaminated materials
- Making a note of the contamination issue in our onboard computing system so your Account Manager can follow up with your designated contact to develop a proactive education plan
- Leaving a contamination notice on the container
- Depending on the level of contamination, the driver may or may not service the container, and fees for contaminated containers may be assessed

As a service provider, Waste Management values the trust communities place in us to process and recycle materials responsibly and keep recycling economically sustainable. Our first efforts are always to educate and share recycling tips at every opportunity. Our Recycle Often. Recycle Right. education and outreach website has tips and tools to give customers the knowledge to reduce and eliminate contamination.

Given that our overriding goal is to make recycling work; and realizing that not all constituents will embrace that goal, we will be transparent in our attempts to prompt consumers to recycle right.

While we have expanded recycling education, we have also adopted consequences for not recycling properly to drive behavior change. Together, we need to keep reinforcing the message about the importance of recycling the right things correctly. Waste Management will continue to help educate customers to reduce contamination - and we also will take necessary steps to seek the recovery of increased costs to keep recycling economically sustainable. Every community and every recycler is impacted. Recycling is truly undergoing a paradigm shift that requires all of us to work together to reduce contamination. We want to help you engage your residents to help find solutions and maintain their trust in the recycling process. Following are examples of contamination tags. Note that all tags and stickers could be customized depending on requirements.



8 | BILLING AND CUSTOMER SERVICE

Creating an Effortless Experience for Our Customers

Billing

A Fully Integrated Billing System

At Waste Management, everything we do is about creating an outstanding experience for our customers. That is why we use the equipment and software that we do. The fully integrated capability of our system confirms that customer information is correct, and the overall customer experience is exceptional. For Waste Management, our billing system is not just “back office” processing; it is the backbone of the customer’s experience.

Waste Management utilizes Mid-America Systems (MAS) as our customer billing system. MAS software operates on an IBM iSeries AS400 Platform, running i5/OS version 7.1. It can be accessed through a secure, internet VPN-based connection 24 hours each day, 7 days a week.

Waste Management will be responsible for collecting subscription fees associated with services provided in accordance with the Agreement and will specify if billing is done monthly or quarterly. Subscribers will be given a thirty (30) day payment period before a late fee would be charged. We will offer suspension status/vacation hold pricing for subscribers wishing to suspend services for one (1) month not to exceed six (6) months.

Waste Management’s Billing System Features and Benefits
Fully Integrated Billing. MAS integrates all billing, routing, and customer service information into one operating system. Waste Management’s invoice format is based on extensive research, customer feedback, and field testing. Our invoices provide the opportunity to create custom billing inserts and messages that are tailor-made for each city. For online customers, we post electronic versions of the inserts to their online invoice for a total “green” experience.
Reliability and Redundancy. We perform ongoing data quality assurance audits to confirm that all information is accurate and up-to-date. Our billing system data, like all our critical systems, are continuously backed up to reduce the risk of data loss.
Efficient Route Sequencing. Electronic route logs are generated from billing data every day to confirm service accuracy. These electronic records are downloaded to the drivers’ tablets nightly. New customers and customers with service level changes are placed at the top of the driver’s route screen to highlight the change in the driver’s route. Each customer is assigned a unique account number that

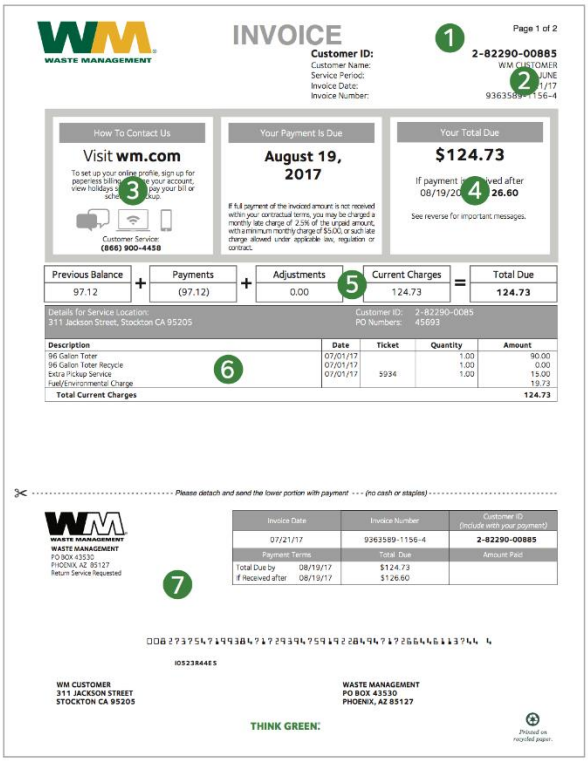
Waste Management's Billing System Features and Benefits
tracks detailed information, including contact information, size and quantity of containers, and service history. Route information is viewable in MAS.
Accurate Service. MAS connects seamlessly with our receivables processing system. Customers remit their payments to Waste Management's regional payment center. The payment is immediately processed so customer service representatives can access a customer's account online and promptly respond to any billing questions.
24/7 Online Bill Pay Option. Waste Management offers a safe, secure, convenient online bill paying system, allowing customers to pay their bill online, 24 hours a day, 7 days a week.

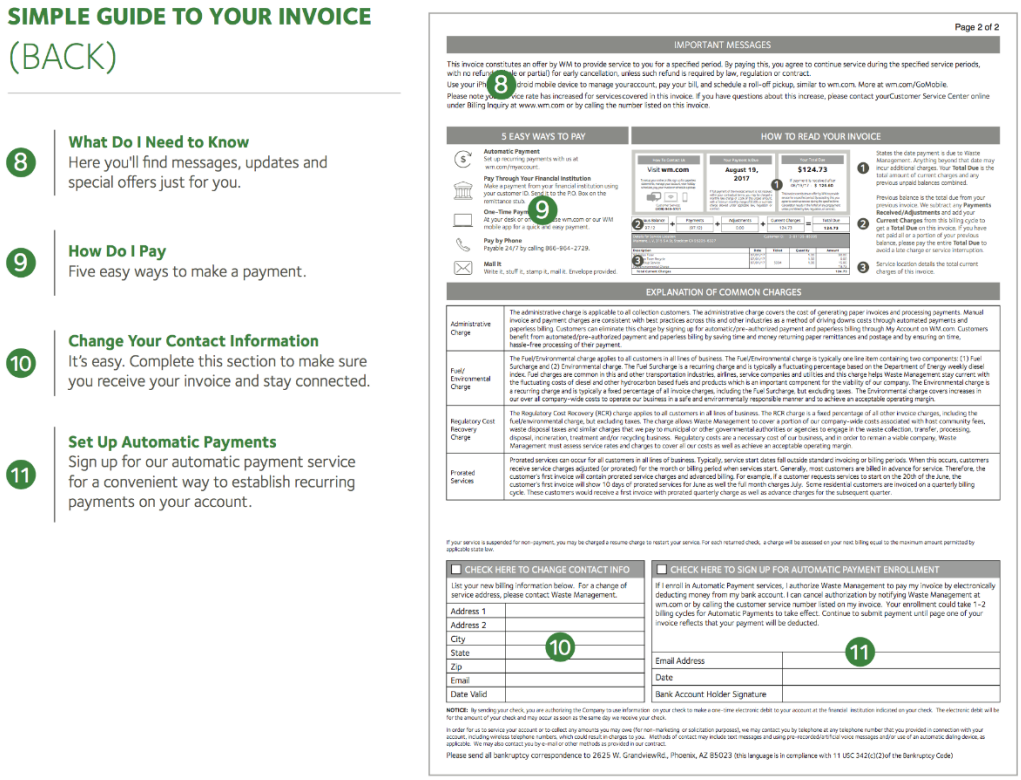
An Easy-to-Understand Monthly Invoice

To present our customers with accurate billing information in an easy-to-read format, Waste Management recently redesigned our standard invoice template. Our new invoice remains fully compliant with governmental, contractual, and local requirements while also incorporating customer feedback. The most common customer request regarding our invoice was to make it easier to understand. To accomplish this, we simplified the invoice format, provided clear steps for all payment options, and include an explanation of common charges if applicable.

SIMPLE GUIDE TO YOUR INVOICE
(FRONT)

1. **Customer ID**
   Unique identifier for your account.
2. **Billing Period**
   Shows the billing cycle dates for this invoice.
3. **Contact Information**
   We're always here to help, either online or by phone.
4. **What Do I Owe and When**
   Quickly see the total and when it is due.
5. **Account Overview**
   A quick summary of your monthly charges. A full breakdown is in the details section below.
6. **Detailed Account Activity**
   Information by service location, including all services, credits, and additional charges.
7. **Payment Coupon**
   If paying by mail, this is the portion of your paper invoice you return with payment.





SIMPLE GUIDE TO YOUR INVOICE
(BACK)

8 **What Do I Need to Know**
Here you'll find messages, updates and special offers just for you.

9 **How Do I Pay**
Five easy ways to make a payment.

10 **Change Your Contact Information**
It's easy. Complete this section to make sure you receive your invoice and stay connected.

11 **Set Up Automatic Payments**
Sign up for our automatic payment service for a convenient way to establish recurring payments on your account.

Page 2 of 2

IMPORTANT MESSAGES

5 EASY WAYS TO PAY

HOW TO READ YOUR INVOICE

EXPLANATION OF COMMON CHARGES

Administrative Charge	The administrative charge is applicable to all collection customers. The administrative charge covers the cost of generating paper invoices and processing payments. Manual invoice and payment charges are consistent with best practices across this and other industries as a method of driving downs costs through automated payments and paperless billing. Customers can eliminate this charge by signing up for automatic/pre-authorized payment and paperless billing through My Account on WM.com. Customers benefit from automated/pre-authorized payment and paperless billing by saving time and money returning paper remittances and postage and by ensuring on time, hassle-free processing of their payment.
Fuel/ Environmental Charge	The Fuel/Environmental charge applies to all customers in all lines of business. The Fuel/Environmental charge is typically one line item containing two components: (1) Fuel Surcharge and (2) Environmental charge. The Fuel Surcharge is a recurring charge and is typically a fluctuating percentage based on the Department of Energy weekly diesel index. Fuel charges are common in this and other transportation industries, airlines, service companies and utilities and this charge helps Waste Management stay current with the fluctuating costs of diesel and other hydrocarbon based fuels and products which is an important component for the viability of our company. The Environmental charge is a recurring charge and is typically a fixed percentage of all invoice charges, including the Fuel Surcharge, but excluding taxes. The Environmental charge covers increases in our over all company-wide costs to operate our business in a safe and environmentally responsible manner and so achieve an acceptable operating margin.
Regulatory Cost Recovery Charge	The Regulatory Cost Recovery (RCR) charge applies to all customers in all lines of business. The RCR charge is a fixed percentage of all other invoice charges, including the Fuel/environmental charge, but excluding taxes. The charge allows Waste Management to cover a portion of our company-wide costs associated with host community fees, waste disposal taxes and similar charges that we pay to municipal or other governmental authorities or agencies to engage in the waste collection, transfer, processing, disposal, incineration, treatment and/or recycling business. Regulatory costs are a necessary cost of our business, and in order to remain a viable company, Waste Management must assess service rates and charges to cover all our costs as well as achieve an acceptable operating margin.
Prorated Services	Prorated services can occur for all customers in all lines of business. Typically, service start dates fall outside standard invoicing or billing periods. When this occurs, customers receive service charges adjusted (or prorated) for the month or billing period when services start. Generally, most customers are billed in advance for service. Therefore, the customer's first invoice will contain prorated service charges and advanced billing. For example, if a customer requests services to start on the 20th of the June, the customer's first invoice will show 10 days of prorated services for June as well the full month charges July. Some residential customers are invoiced on a quarterly billing cycle. These customers would receive a first invoice with prorated quarterly charge as well as advance charges for the subsequent quarter.

CHECK HERE TO CHANGE CONTACT INFO

List your new billing information below. For a change of service address, please contact Waste Management.

Address 1	
Address 2	
City	
State	
Zip	
Email	
Date Valid	

CHECK HERE TO SIGN UP FOR AUTOMATIC PAYMENT ENROLLMENT

If I enroll in Automatic Payment services, I authorize Waste Management to pay my invoice by electronically deducting money from my bank account. I can cancel authorization by notifying Waste Management at wm.com or by calling the customer service number listed on my invoice. Your enrollment could take 1–2 billing cycles for Automatic Payments to take effect. Continue to submit payment until page one of your invoice reflects that your payment will be deducted.

Email Address	
Date	
Bank Account Holder Signature	

Please send all bankruptcy correspondence to 2625 W. GrandviewRd., Phoenix, AZ 85023 (this language is in compliance with 11 USC 342(c)(2)of the Bankruptcy Code)

Paperless Billing

A growing number of Waste Management customers prefer to view their bill electronically rather than receiving a traditional paper bill. For these customers, we offer a secure online invoice presentation as well as convenient options for bill payment Customers can select to either make a one-time payment or to register their Waste Management account in order to:

- Enroll in paperless billing – eliminating printed invoices
- Set up automatic (recurring) payments – making payment effortless
- Store payment information – creating a faster, easier, and safer payment option

Transitioning to Waste Management Billing

Like many contract terms, billing requirements often vary by community; therefore, Waste Management's implementation efforts will include specific tasks related to Apache Junction's billing requirements. We aim to make the transition to Waste Management billing simple for both our customers and municipal partners. We have found the following steps are key to a smooth transition:

- **Set Clear Data Expectations:** During an initial meeting between Waste Management and your billing staff, we will confirm data available and identify data gaps. Data commonly requested during a billing transition include:
    - Current account and route number
    - Billing name and contact information
    - Service address name and contact information (if different than billing information)

  - Service details including container type(s), size(s), container quantity, frequency of collection, and current collection day.
  - Account special handling/service notes (i.e. locked access, drive-in, disable customer assistance, etc.)

- **Establish a Schedule for Data Transfers:** After the available data and data format is confirmed, the Waste Management team will work with your staff to schedule dates for all upcoming data transfers. Periodic transfers are typically required to capture the addition of new accounts and changes to existing accounts.
- **Conduct Data Verification Efforts:** Waste Management makes numerous efforts to verify the accuracy of billing data before initiating new services. Data verification efforts often include: Parcel Verification Audits, site visits, phone audits, and direct mail requests. Data also will be scrubbed for deleted accounts, duplicates, and inconsistencies.

We will establish initial customer accounts in our billing system, using Waste Management-verified account data. Each customer will be assigned a unique Waste Management account number. Accounts will "go-live" on March 1, 2020, and Apache Junction residents and commercial customers will be invoiced monthly.

Solid Waste and Recycling Collections

Waste Management will be responsible for billing and subscription fee collections from all subscribers for all services we provide.

Customer Disputes and Complaint Resolution

Our Approach to Consistent, Reliable Customer Experience/Service

At Waste Management, we believe that everyday interactions and simple gestures are our best opportunity to provide an exceptional experience for Apache Junction.

It is no surprise that our customer service team members play a powerful role in our effort to create interactions that truly "wow" our customers. Waste Management customer service representatives (CSRs) interact with our customer's day-in and day-out. Their conversations vary from setting up services for a new customer, resolving a billing question, or answering a recycling question, but in each interaction, their priorities remain constant:

Our Commitment to Apache Junction

- ✓ Quick resolution of issues
- ✓ Ease of integration across communication channels
- ✓ Backup customer service centers located throughout the Country in case of an emergency
- ✓ Complete customer satisfaction

- **Meet our customers' expectations:** Promptly answer our customers' calls, emails, and digital chats and solve their problems at the first point of contact
- **Empower our people:** Provide employees with the tools, training, resources and support necessary to be successful in serving the customer

Our goal is to know more about our customers and how to service them better than anyone else in our industry. How do we do this? By making customers feel well cared for when they interact with Waste Management. This means:

- Creating a welcoming environment

- Taking responsibility for the call and offering a one call resolution.
- Engaging the customer in a two-way conversation
- Managing the customer's account and experience
- Initiating the appropriate action

That's why whether it is on the street, at events, at City Council, or in your community, everyone at Waste Management is trained to be a customer service ambassador.

State-of-the-Art Customer Service Center

Good customer service begins with good listening, and that is what we strive to provide with our highly trained CSRs.

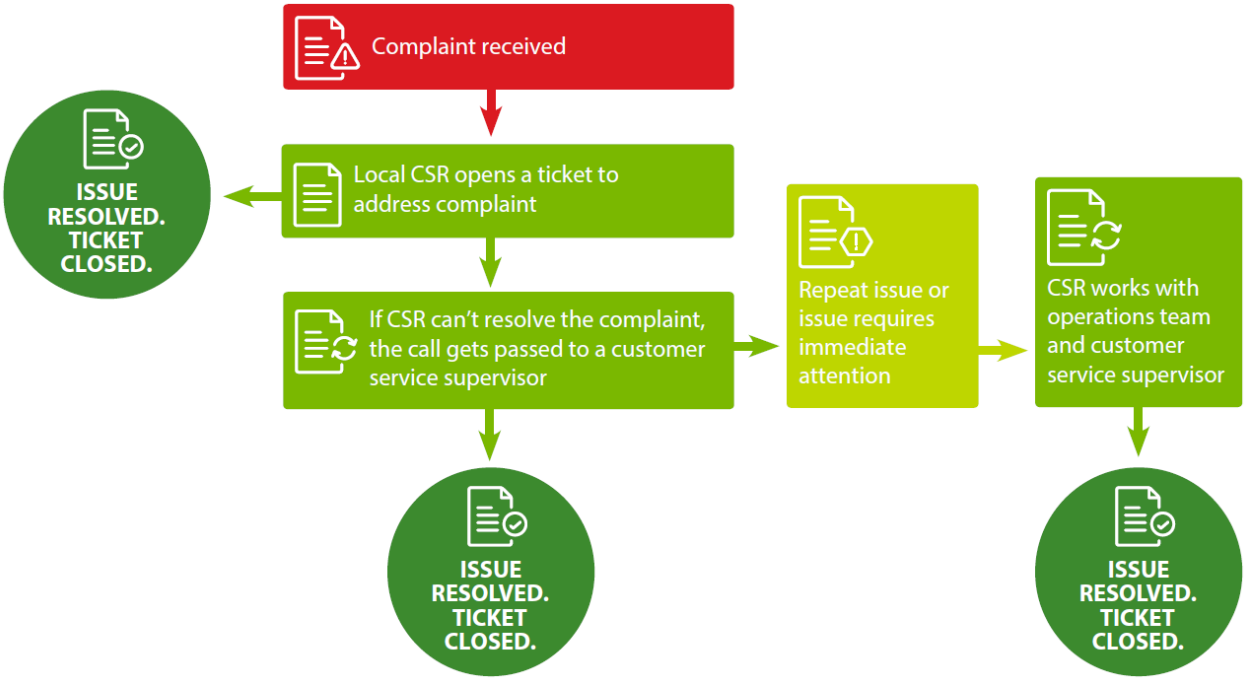
Apache Junction customer calls will be answered by CSRs at our regional customer service center located in Phoenix. Our customer service center, operated on the Mountain Standard Time zone, is open 6 a.m. to 5 p.m., Monday through Friday and 8 a.m. -11a.m on Saturdays. The center is closed on 4th of July, Labor Day, Memorial Day, Thanksgiving Day, Christmas Day, and New Year's Day.

Waste Management's customer service center has friendly, skilled representatives trained in superior customer service handling. Our CSRs are empowered to resolve customer issues on the first call. We use surveys and feedback to continuously improve our operations. Calls are monitored weekly and one-on-one feedback sessions are conducted between CSRs and supervisors.

Customer contacts, including requests for service, change of status, change of service, status of service, complaints, and compliments, are tracked through a ticket system. Each ticket is created in an open status and requires closure upon completion of requested action and/or resolution. Local management and their teams are responsible for providing requested service and/or issue resolution and to monitor the status of all tickets for timely service completion.

- If an issue requires immediate attention and/or escalation, an email is also sent to the attention of the operations management team.
- If a repeat issue occurs within two months, a ticket is also opened to alert the operations management team that a recurring problem exists. Waste Management has developed a quality control program that includes performance standards for ticket creation, closure, tracking, and service recovery. Local management is responsible and accountable for these performance standards.

In the event of an outage at our regional customer service center, Waste Management maintains other customer service centers throughout the United States that can support Apache Junction calls if needed. Our technology infrastructure allows calls to be rerouted among Waste Management call centers in other regions in the event of an emergency (e.g., power outage, natural disaster, etc.), creating system redundancy. The CSRs have access to our Knowledge Management Tool, "Green Pages," and can assist Apache Junction customers at all times with community-specific information.



Online Customer Service 24/7

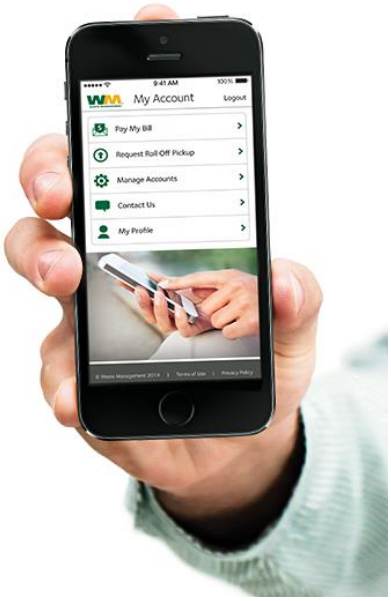
Our customers are on the go, yet usually "connected" in some way, courtesy of today's technology. We are with them too, offering 24/7 alternatives, with information only a click away.

Website. As mentioned in the Enhanced Resources Section, we provide a no cost, highly effective and easy-to-use website created specifically for Apache Junction that allows customers to easily manage their accounts online. The site includes an assortment of 24/7 self-service features. In addition, through wm.com, customers can:

- Request changes to existing service or add new services
- Access collection calendars, notifications, recycling information, holiday schedules, and estimated time of pickup
- Manage billing (e.g., balances, statements, payments)
- Interact with a CSR via live chat or email
- Learn about local promotions and events such as a spring cleanup event

Answering questions, finding service information, and utilizing local solid waste services should be easy. Waste Management's new, local solid waste website will guarantee Apache Junction have the information and tools they need, when they need them.

Live (Digital) Chat. A team of customer service professionals is dedicated to this service channel. Chat sessions are initiated through our website, in real time, 8 a.m. to 5 p.m., Monday through Friday.



Waste Management's Mobile App

Mobile App. Our mobile app provides easy and convenient access to account information for Waste Management-billed customers allowing

them to pay their bill, manage payments, enroll in automatic payments, sign up for paperless billing, request and manage roll offs, see their collection schedule, view estimated pickup times, and access their holiday schedule. Waste Management's mobile app is available for Apple and Android phones. Please note Waste Management's mobile app functionality varies based on contractual billing arrangements and some billing functions do not apply for community-billed customers.

Waste Management's online offerings provide customers 24/7 access. Please note Waste Management's mobile app functionality varies based on contractual billing arrangements and some billing functions do not apply if a residents bills their residents and businesses direct.

Social Media. As social media continues to increase its presence in our everyday lives, Waste Management is committed to providing the highest level of service through these channels. Our local Facebook page serves as an outlet for Waste Management to keep customers informed about services, the company, events and activities, and ways they can improve their environmental footprint. Visit (and "Like") us at: https://www.facebook.com/WasteManagement.

"After Hours" by Phone. Introduced in November 2016, our customer service number now features an Interactive Voice Response (IVR) system. Through IVR customers can find out basic account information and make account payments through an automated system during non-business hours.

Waste Management Technology Working for You

wm.com Capabilities		Residential		Commercial Customers	Industrial Customers
		Invoiced by WM	Invoiced by City		
Autopay	Automatic payments are quick, easy and recurring to help customers ensure on-time payment and avoid potential late fees or service disruptions.	✓	n/a	✓	✓
Paperless Billing	Customers can opt into receiving invoices online and are notified with an email when their invoice is available.	✓	n/a	✓	✓
Online Bill Pay	Online bill payment was designed for the customer on-the-go. It's available 24x7 and frees the customer from the hassle of calling or mailing in payments.	✓	n/a	✓	✓
wm.com Profile	Creating a wm.com profile enables customers to access billing, account, and self-service applications like scheduling a bulky or extra pickup.	✓	n/a	✓	✓
Edit Contact Information	Customers can easily update their personal contact information online 24x7.	✓	n/a	✓	✓
Empty and Return	Customers can schedule an empty and return or switch out of containers online. This service can be modified or cancelled as necessary, plus we provide a history of service requests to help with planning and budgeting.	n/a	n/a	n/a	✓
Pickup Schedule/ETA	Customers can view pickup schedule, next pickup date, and estimated time to arrive online to ensure that containers are ready, avoiding any customer inconvenience.	✓	n/a	✓	✓
Holiday Schedule	Holiday Schedules provide up-to-date information online and prepare customers for any potential service delays that occur during holiday seasons.	✓	✓	✓	✓
Bulky or Extra Pickup	Scheduling a bulk item or an extra pickup is quick and easy for customers with this simple online form.	✓	✓	✓	✓
Contact us	Customers get timely email responses when they submit their questions or report service-related issues online using our friendly Contact Us form.	✓	✓	✓	✓

Green Pages: A Customer-Focused Knowledge Management Tool

Waste Management uses a proprietary web-based Knowledge Management Tool (KMT) called Green Pages to track and maintain all information related to the services provided in our municipal contracts. Apache Junction will have customized pages within Green Pages that include local, contract-specific information such as available services, rates, collection schedules, maps, special events, and activities.

Since Green Pages is our go-to source for Apache Junction-specific information, we regularly review and update any necessary changes to enhance the quality and delivery of information to our customers. As new, local programs are developed, the Green Pages are updated in real-time, which is critical for communicating special event information and emergency or weather related messaging.

Since Green Pages is accessible to all our CSRs nationwide, it also enables us to enlist backup support from other regional customer service centers in an emergency. Our experienced CSRs from across the Country can instantly access Apache Junction's service related information, allowing Waste Management to provide consistent, accurate information during the most critical emergency situations.

Measuring Our Customer Service Performance

Waste Management strives to meet customer needs quickly and consistently by utilizing key performance metrics and detailed customer feedback to continuously improve call handling quality and customer satisfaction.

Key Performance Metrics

We monitor, measure, and coach key performance metrics to validate availability to service our customers when they have a need or problem to resolve. We benchmark world-class industry standards to set our goals:

- **Average Speed of Answer (ASA):** On average, we answer our customer calls in less than 45 seconds.
- **Call Abandon Rate (ABA):** Less than 5 percent of callers disconnect before their call is answered.
- **Average Call Handle Time (AHT):** On average, we've addressed our customers' needs in less than 5 minutes and 30 seconds. Our goal is to resolve every issue at the first point of contact and dedicate as much time as necessary to guarantee customer satisfaction.

NEW! **Customer Insights - The Voice of Our Customers Matters**

As part of our commitment to continuously keep our customers at the center of everything we do, we recently launched a new Voice of Our Customers (VOC) survey. The results from this survey provide our team with real-time, actionable feedback to improve service delivery.

Every month, we invite thousands of customers across the nation to complete the survey, either online or by phone. The survey takes approximately six minutes to complete. We receive about 12,000 survey responses per month.

The survey initially focuses on core questions related to the customer's overall relationship with Waste Management, then expands into targeted questions regarding the customer's service experience with our company. This new survey provides us with unprecedented insights into our customers'

service experience, needs, and priorities, which gives us the data we need to develop proactive solutions to not only meet but exceed their expectations every day.

Continuous Evaluation, Improvement, and Training

We don't stop with new hire training; Waste Management is committed to the continuous improvement and training of our customer service team. As our business progresses and the needs of our customers change, our leaders and CSRs receive continuing education about new and revised processes, coaching practices, and more.

Based on business needs, continuing education can be classroom or virtual training, web-based training, supervisor-led training or huddles, side-by-side call listening, peer mentoring, or coaching.

Independent Quality Monitoring

Waste Management employs an external company to monitor our customer service team performance. The analysts evaluate and assess representatives based on the same internal metrics used by our Customer Service Center management. We are able to capture additional, independent data points to help measure our performance.

The following exercises help measure and improve the customer experience throughout the life of the contract by taking real time data and experience to improve, coach, and train.

Accountability through Side-by-Side Monitoring. CSRs are monitored a minimum of four times per month. Side-by-side monitoring sessions provide immediate feedback on call handling. As part of that monitoring session, employees are evaluated on 72 talking points and scored on a scale of 1 to 4.

Customer Service Scorecard. Each CSR receives a monthly evaluation of individual performance with actions and opportunities to develop and improve upon. The Scorecard is composed of four qualifying sections:

- Quality Assurance
- Resource Management
- Productivity
- Qualitative Professional Development

Meetings and Action Plans. To maintain and improve our customer service standards, the customer experience team meets weekly to discuss any service issues, upcoming area initiatives or events, and to review any potential opportunity for improving the overall customer experience. The team develops an action plan for continuous improvement.

Talent Central is an online learning portal with resources for drivers, CSRs, and all other Waste Management employees. It houses a series of service delivery and improvement trainings specifically for drivers. These modules are used for ongoing training and are created to address issues as they are observed in the field.

9 | PROPOSAL DOCUMENTS

Recognition of Addenda

Waste Management acknowledges receipt and review of Addendum #1 dated June 26, 2019.

Waste Management acknowledges receipt and review of Addendum #2 dated July 1, 2019.

Exhibit Notes

The following exhibits have been thoroughly reviewed and excluded per RFP Project No. PW2019-41, Section 7. SUBMISSION OF PROPOSAL, Exhibits-Complete With Bid on page 3.

- Exhibit G, Statutory Payment Bond
- Exhibit H, Statutory Performance Bond
- Exhibit I, [DRAFT] City of Apache Junction Agreement
- Exhibit J, Bid Inquiry Form
- Exhibit P, Annual Recycling Amounts

Certificates of Insurance

As required, Exhibit D will be provided to the City if Waste Management is awarded the work. Our insurance information follows for your initial review,

Waste Management secures gold-standard insurance coverage to protect our partners. Going above and beyond, we provide environmental site liability coverage, which covers all active sites that are owned or operated by Waste Management. It offers third-party liability for bodily injury and property damage, and off-site clean-up coverage, coverage for both sudden and non-sudden pollution incidents, and transportation coverage including the loading and unloading of the vehicle. Apache Junction can rest easy with Waste Management as your service provider knowing that you are always protected by best-in-class insurance. Copies of our certificates of insurance are included on the following pages.

Insurance Modifications

While all Waste Management insurance policies meet the City's specifications, we take exception to the following minor verbiage in the RFP.

Page 33: "City reserves the right to request and to receive within ten (10) working days, certified copies of any or all of the herein required insurance policies and/or endorsements."

Waste Management does not provide copies of policies to counterparties.

Page 34: "If required by this Agreement, if Contractor sublets any part of the work, services or operations, Contractor shall purchase and maintain, at all times during prosecution of the work, services or operations under this Agreement, City and Contractor's Protective Liability insurance policy for bodily injury and property damage, including death, which may arise in the prosecution of the Contractor's work, service or operations under this Contract. Coverage shall be on an occurrence basis with a limit not less than $1,000,000 per occurrence, and the policy shall be issued by the same insurance company that issues Contractor's General Liability insurance.

Waste Management does not intend to use any subcontractors for this contract so respectfully requests this be stricken if we are awarded this work. We purchase GL and AL policies for our work being performed on behalf of this contract. If we utilize a sub-contractor, they will have their own insurance. Waste Management will not be purchasing extra insurance if subs are used. This needs to be struck or re-written this in mind.

Page 35: "If a policy does expire during the life of the Agreement, a renewal certificate must be sent to City thirty (30) calendar days prior to the expiration date."

Waste Management's renewal policies will not typically be finalized 30 days prior to renewal.

Page 35: "Insurance required herein shall not expire, be canceled, or materially changed without thirty (30) calendar days' prior written notice to City."

Waste Management specifies ten (10) days for non-payment of premium.

ACORD®

CERTIFICATE OF LIABILITY INSURANCE

1/1/2020

DATE (MM/DD/YYYY): 12/7/2018

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
3657 BRIARPARK DRIVE, SUITE 700
HOUSTON TX 77042
866-260-3538

CONTACT NAME:
PHONE (A/C, No, Ext):
FAX (A/C, No):
E-MAIL ADDRESS:

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : ACE American Insurance Company	22667
INSURER B : Indemnity Insurance Co of North America	43575
INSURER C : ACE Fire Underwriters Insurance Company	20702
INSURER D :	
INSURER E :	
INSURER F :	

INSURED
1300299
WASTE MANAGEMENT HOLDINGS, INC. & ALL AFFILIATED, RELATED & SUBSIDIARY COMPANIES INCLUDING:
WASTE MANAGEMENT, INC.
1001 FANNIN, SUITE 4000
HOUSTON TX 77002

COVERAGES **CERTIFICATE NUMBER:** 15034758 **REVISION NUMBER:** XXXXXXX

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.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE / X OCCUR X XCU INCLUDED X ISO FORM CG00010413 GEN'L AGGREGATE LIMIT APPLIES PER: POLICY / X PRO-JECT / X LOC OTHER:	Y	Y	HDO G71212993	1/1/2019	1/1/2020	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG $	$ 5,000,000 $ 5,000,000 $ XXXXXXX $ 5,000,000 $ 6,000,000 $ 6,000,000 $
A	AUTOMOBILE LIABILITY X ANY AUTO X OWNED AUTOS ONLY / SCHEDULED AUTOS X HIRED AUTOS ONLY / X NON-OWNED AUTOS ONLY X MCS-90	Y	Y	MMT H2527863A	1/1/2019	1/1/2020	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident) $	$ 1,000,000 $ XXXXXXX $ XXXXXXX $ XXXXXXX $ XXXXXXX
A	X UMBRELLA LIAB / X OCCUR EXCESS LIAB / CLAIMS-MADE DED / RETENTION $	Y	Y	XOO G27929242 004	1/1/2019	1/1/2020	EACH OCCURRENCE AGGREGATE $	$ 15,000,000 $ 15,000,000 $ XXXXXXX
B A C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? Y / N: N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N / A	Y	WLR C65435846 (AOS) WLR C65435809 (CA & MA) SCF C65435883 (WI)	1/1/2019 1/1/2019 1/1/2019	1/1/2020 1/1/2020 1/1/2020	X PER STATUTE / OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	 $ 3,000,000 $ 3,000,000 $ 3,000,000
A	EXCESS AUTO LIABILITY	Y	Y	XSA H25278598	1/1/2019	1/1/2020	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)
THIS CERTIFICATE SUPERSEDES ALL PREVIOUSLY ISSUED CERTIFICATES FOR THIS HOLDER, APPLICABLE TO THE CARRIERS LISTED AND THE POLICY TERM(S) REFERENCED.
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 (EXCEPT FOR WORKERS' COMP/EL) WHERE AND TO THE EXTENT REQUIRED BY WRITTEN CONTRACT.

CERTIFICATE HOLDER
15034758
"FOR INFORMATION PURPOSES ONLY"

CANCELLATION
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

© 1988-2015 ACORD CORPORATION. All rights reserved.

ACORD 25 (2016/03) **The ACORD name and logo are registered marks of ACORD**

ACORD®

CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY) 06/25/2019

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).

Holder Identifier :

PRODUCER
Aon Risk Services Southwest, Inc.
Dallas TX Office
5005 Lyndon B Johnson Freeway
Suite 1500
Dallas TX 75244 USA

CONTACT NAME:
PHONE (A/C. No. Ext): (866) 283-7122
FAX (A/C. No.): 800-363-0105
E-MAIL ADDRESS:

INSURER(S) AFFORDING COVERAGE		NAIC #
INSURER A:	Ironshore Specialty Insurance Company	25445
INSURER B:		
INSURER C:		
INSURER D:		
INSURER E:		
INSURER F:		

INSURED
Waste Management, Inc.
1001 Fannin
Suite 4000
Houston TX 77002-6711 USA

COVERAGES

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.

Limits shown are as requested

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
	COMMERCIAL GENERAL LIABILITY CLAIMS-MADE / OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: POLICY / PRO-JECT / LOC OTHER:						EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	
	AUTOMOBILE LIABILITY ANY AUTO OWNED AUTOS ONLY / SCHEDULED AUTOS HIRED AUTOS ONLY / NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	
A	UMBRELLA LIAB / OCCUR X EXCESS LIAB / X CLAIMS-MADE DED / RETENTION			002830703 Env Excess Liability	07/01/2019	07/01/2020	EACH OCCURRENCE AGGREGATE	$24,000,000 $24,000,000
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y / N If yes, describe under DESCRIPTION OF OPERATIONS below	N / A					PER STATUTE / OTH-ER E.L. EACH ACCIDENT E.L. DISEASE-EA EMPLOYEE E.L. DISEASE-POLICY LIMIT	
A	Env Site Liab			002830603 Claims-Made	07/01/2019	07/01/2020	Each Incident Limit Aggregate Limit SIR	$1,000,000 $2,000,000 $5,000,000

Certificate No :

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

"FOR INFORMATION PURPOSES ONLY"
The evidenced policies cover all sites that are owned or operated by Waste Management, Inc. and that are scheduled for coverage. The policies provide Pollution Legal Liability.

CERTIFICATE HOLDER

Waste Management, Inc.
1001 Fannin Street
Suite 4000
Houston TX 77002 USA

CANCELLATION

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

Aon Risk Services Southwest, Inc.

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ACORD 25 (2016/03)

The ACORD name and logo are registered marks of ACORD

Bidder's Licenses and Certifications

BUSINESS LICENSE

POST THIS LICENSE CONSPICUOUSLY AT THE PLACE OF BUSINESS

MAILING ADDRESS	OWNER/LEGAL ENTITY
WASTE MANAGEMENT OF ARIZONA INC 4040 S 80TH ST ATTN KIM BELARDE MESA, AZ 85212	DUANE C WOODS 3916 NE SURBER DRIVE SEATTLE, WA 98105

LICENSE: 33-961956
ISSUED: 8/23/2018
EXPIRES: 7/31/2019

SITE ADDRESS: 4040 S 80TH STREET

DESCRIPTION: All Other Miscellaneous Store Retailers

CLASSIFICATION: Retail

PERMITS: NONE

FEES PAID		
	Basic License Fee:	$75.00
	Permit Fees:	$0.00
	Other Fees:	$0.00
	Total Fees:	$75.00

By accepting this license, the owner/applicant acknowledges that the above information is correct, and agrees to comply with all State of Arizona and federal laws regulating activities covered by this license. No business can be conducted under this license in any location other than the site address designated herein.

This license cannot be transfered or reassigned. If you cease doing business or make any changes in your business address or phone, please notify the City licensing office immediately.

City of Apache Junction
300 E. Superstition Blvd.
Apache Junction, AZ 85119
Phone: (480) 474-5070

BUSINESS LICENSE

POST THIS LICENSE CONSPICUOUSLY AT THE PLACE OF BUSINESS

MAILING ADDRESS	OWNER/LEGAL ENTITY
WASTE MANAGEMENT OF ARIZONA INC 4040 S 80TH ST ATTN KIM BELARDE MESA, AZ 85212	MARK LOCKETT 6114 BLUEBONNET POND LANE KINGWOOD, TX 77345

LICENSE: 32-620673
ISSUED: 8/23/2018
EXPIRES: 7/31/2019

SITE ADDRESS: 1580 E ELMWOOD ST

DESCRIPTION: Other Consumer Goods Rental

CLASSIFICATION: Tangible Personal Property Rental

PERMITS: NONE

FEES PAID		
	Basic License Fee:	$75.00
	Permit Fees:	$0.00
	Other Fees:	$0.00
	Total Fees:	$75.00

By accepting this license, the owner/applicant acknowledges that the above information is correct, and agrees to comply with all State of Arizona and federal laws regulating activities covered by this license. No business can be conducted under this license in any location other than the site address designated herein.

This license cannot be transfered or reassigned. If you cease doing business or make any changes in your business address or phone, please notify the City licensing office immediately.

City of Apache Junction
300 E. Superstition Blvd.
Apache Junction, AZ 85119
Phone: (480) 474-5070

BUSINESS LICENSE

POST THIS LICENSE CONSPICUOUSLY AT THE PLACE OF BUSINESS

MAILING ADDRESS	OWNER/LEGAL ENTITY
WASTE MANAGEMENT OF PHOENIX 4040 S 80TH ST ATTN KIM BELARDE MESA, AZ 85212	LINDA J SMITH 1001 FANNIN SUITE #4000 HOUSTON, TX 77002

LICENSE: 07-002399
ISSUED: 8/23/2018
EXPIRES: 7/31/2019

SITE ADDRESS: 4040 S 80TH ST

DESCRIPTION: All Other Miscellaneous Store Retailers

CLASSIFICATION: Retail

PERMITS: NONE

FEES PAID		
	Basic License Fee:	$75.00
	Permit Fees:	$0.00
	Other Fees:	$0.00
	Total Fees:	$75.00

By accepting this license, the owner/applicant acknowledges that the above information is correct, and agrees to comply with all State of Arizona and federal laws regulating activities covered by this license. No business can be conducted under this license in any location other than the site address designated herein.

This license cannot be transfered or reassigned. If you cease doing business or make any changes in your business address or phone, please notify the City licensing office immediately.

City of Apache Junction
300 E. Superstition Blvd.
Apache Junction, AZ 85119
Phone: (480) 474-5070

ARIZONA DEPARTMENT OF REVENUE
LICENSE & REGISTRATION SECTION
1600 WEST MONROE
PHOENIX, ARIZONA 85007-2650

EFFECTIVE DATE
February 1, 1971

TRANSACTION PRIVILEGE TAX LICENSE

-NOT TRANSFERABLE-

The licensee listed below is licensed to conduct business upon the condition that taxes are paid to the Arizona Department of Revenue as required under provisions of A.R.S. Title 42, Chapter 5, Article 1.

07128641 ALL communications and reports MUST REFER to this LICENSE NO.

1000024076342

Issued To WASTE MANAGEMENT OF ARIZONA INCORPORATED
WASTE MANAGEMENT OF PHOENIX
1580 E ELWOOD ST

PHOENIX AZ 85040

Location: WASTE MANAGEMENT OF ARIZONA INCORPORATED
1580 E ELWOOD ST
PHOENIX AZ 85057

BUSINESS CLASS

030	Use Tax From Inventory
029	USE TAX
017	Retail
011	Restaurants and Bars
129	Use Tax Direct Payments
014	Personal Property Rental
006	Transporting
026	Use Tax-Utilities
037	Contracting-Owner Builder

PROGRAM CITIES

APACHE JUNCTION	GOODYEAR	SIERRA VISTA
BUCKEYE	GUADALUPE	SNOWFLAKE
CAMP VERDE	HOLBROOK	SURPRISE
CAREFREE	JEROME	TAYLOR
CAVE CREEK	KINGMAN	TOLLESON
CHINO VALLEY	LITCHFIELD PARK	TUSAYAN
CLARKDALE	MARANA	WILLIAMS
COOLIDGE	ORO VALLEY	WINSLOW
COTTONWOOD	PARADISE VALLEY	YOUNGTOWN
DEWEY-HUMBOLDT	PAYSON	
DOUGLAS	PIMA	
DUNCAN	PINETOP/LAKESIDE	
EL MIRAGE	PRESCOTT VALLEY	
ELOY	QUEEN CREEK	
FOUNTAIN HILLS	SAHUARITA	
GILA BEND	SEDONA	
GILBERT	SHOW LOW	

This License is issued to the business named above for the address shown. Licenses, by law, cannot be transferred from one person to another, nor can they be transferred from one location to another. Arizona law requires licensees to notify the Department of Revenue if there is a change in business name, trade name, location, mailing address, or ownership. In addition, when the business ceases to operate or the business location changes and a new license is issued, this license must be returned to the Arizona Department of Revenue.

According to R15-5-2201, license must be displayed in a conspicuous place.

Exhibit F, Surety Bid Bond

Exhibit F

SURETY BID BOND - PROJECT NO. PW2019-41
(Complete and return with Bid Proposal)

KNOW ALL MEN BY THESE PRESENT:

That we, Waste Management of Arizona, Inc., as Principal, (hereinafter called the Principal), and the Western Surety Company, a company/corporation holding a certificate of authority to transact surety business in the State of Arizona as issued by the Director of the Department of Insurance pursuant to Title 20, Chapter 2, Article 1 as Surety, (hereafter called the Surety), are held and firmly bound unto the City of Apache Junction as Obligee, in the sum of ten percent (10%) of the total amount of the bid of Principal, submitted by him to the City of Apache Junction for the work described below, for the payment of which sum, will and truly to be made, the said Principal and the said Surety, bind ourselves, our heirs, executors, administrators, successors and assigns, jointly and severally, firmly by these presents, and in conformance with A.R.S.

WHEREAS, the said Principal is herewith submitting its proposal for:

PROJECT # PW2019-41 SOLID WASTE, RECYCLING AND DISPOSAL SERVICES

NOW, THEREFORE, if the Obligee shall accept the proposal of the Principal and the Principal shall enter into a contract with the Obligee in accordance with the terms of the proposal and give the bonds and certificates of insurance as specified in the standard specifications with good and sufficient surety for the faithful performance of the contract and for the prompt payment of labor and materials furnished in the prosecution of the contract or in the event of the failure of the Principal to enter into the contract and give the bonds and certificates of insurance, if the Principal pays to the Obligee the difference not to exceed the penalty of the bond between the amount specified in the proposal and such larger amount for which the Obligee may in good faith contract with another party to perform the work covered by the proposal then this obligation is void. Otherwise it remains in full force and effect provided however, that this bond is executed pursuant to the provisions of Section 34-201, Arizona Revised Statutes, and all liabilities on this bond shall be determined in accordance with the provisions of the section to the extent as if it were copied at length herein.

Signed and sealed this 11th day of July A.D., 2019.

Waste Management of Arizona, Inc.
Principal

Title Lupe Tyler Attorney-in-Fact

Witness: Amanda George
Amanda George

Western Surety Company
Surety

Title Terri Morrison, Attorney-in-Fact

Witness: Andrea M. Penaloza
Andrea M. Penaloza

25

POWER OF ATTORNEY

KNOWN ALL MEN BY THESE PRESENTS that Waste Management, Inc. and each of its direct and indirect majority owned subsidiaries (the "WM Entities"), have constituted and appointed and do hereby appoint Deena Bridges, KD Conrad, Vanessa Dominguez, Melissa Fortier, Michael J. Herrod, Jennifer L. Jakaitis, Patricia A. Rambo, Lupe Tyler, Susan A. Welsh, Donna Williams, Terri L. Morrison, and Misty Wright of Aon Risk Services, Inc., each its true and lawful Attorney-in-fact to execute under such designation in its name, to affix the corporate seal approved by the WM Entities for such purpose, and to deliver for and on its behalf as surety thereon or otherwise, bonds of any of the following classes, to wit:

1. Surety bonds to the United States of America or any agency thereof, and lease and miscellaneous surety bonds required or permitted under the laws, ordinances or regulations of any State, City, Town, Village, Board or any other body or organization, public or private.

2. Bonds on behalf of WM Entities in connection with bids, proposals or contracts.

The foregoing powers granted by the WM Entities shall be subject to and conditional upon the written direction of a duly appointed officer of the applicable WM Entity (or any designee of any such officer) to execute and deliver any such bonds.

The signatures and attestations of such Attorneys-in-fact and the seal of the WM Entity may be affixed to any such bond, policy or to any certificate relating thereto by facsimile and any such bond, policy or certificate bearing such facsimile signatures or facsimile seal shall be valid and binding upon the applicable WM Entity when so affixed.

IN WITNESS WHEREOF, the WM Entities have caused these presents to be signed by the Vice President and Treasurer and its corporate seal to be hereto affixed. This power of attorney is in effect as of July 11, 2019.

Witness:

On behalf of Waste Management, Inc. and each of the other WM Entities

David Reed
Vice President and Treasurer

Western Surety Company

OWER OF ATTORNEY APPOINTING INDIVIDUAL ATTORNEY-IN-FACT

hese Presents, That WESTERN SURETY COMPANY, a South Dakota corporation, is a duly organized and existing corporation n the City of Sioux Falls, and State of South Dakota, and that it does by virtue of the signature and seal herein affixed hereby make,

Lisa A Ward, Michael J Herrod, Donna L Williams, Melissa L Fortier, Vanessa Misty Wright, Amanda George, Naomi Harris-Thompson, Terri L Morrison, Erin Individually

d lawful Attorney(s)-in-Fact with full power and authority hereby conferred to sign, seal and execute for and on its behalf bonds, ligatory instruments of similar nature

- In Unlimited Amounts -

lly and to the same extent as if such instruments were signed by a duly authorized officer of the corporation and all the acts of said uthority hereby given, are hereby ratified and confirmed.

This Power of Attorney is made and executed pursuant to and by authority of the By-Law printed on the reverse hereof, duly adopted, as indicated, by the shareholders of the corporation.

In Witness Whereof, WESTERN SURETY COMPANY has caused these presents to be signed by its Vice President and its corporate seal to be hereto affixed on this 7th day of June, 2019.

WESTERN SURETY COMPANY

Paul T. Bruflat, Vice President

State of South Dakota
County of Minnehaha } ss

On this 7th day of June, 2019, before me personally came Paul T. Bruflat, to me known, who, being by me duly sworn, did depose and say: that he resides in the City of Sioux Falls, State of South Dakota; that he is the Vice President of WESTERN SURETY COMPANY described in and which executed the above instrument; that he knows the seal of said corporation; that the seal affixed to the said instrument is such corporate seal; that it was so affixed pursuant to authority given by the Board of Directors of said corporation and that he signed his name thereto pursuant to like authority, and acknowledges same to be the act and deed of said corporation.

My commission expires
June 23, 2021

J. MOHR

J. Mohr, Notary Public

CERTIFICATE

I, L. Nelson, Assistant Secretary of WESTERN SURETY COMPANY do hereby certify that the Power of Attorney hereinabove set forth is still in force, and further certify that the By-Law of the corporation printed on the reverse hereof is still in force. In testimony whereof I have hereunto subscribed my name and affixed the seal of the said corporation this 11th day of July, 2019.

WESTERN SURETY COMPANY

L. Nelson, Assistant Secretary

Form F4280-7-2012

Go to www.cnasurety.com > Owner / Obligee Services > Validate Bond Coverage, if you want to verify bond authenticity.

CNA SURETY

July 11, 2019

CITY OF APACHE JUNCTION
300 East Superstition Boulevard
Apache Junction, AZ, 85119

Principal: WASTE MANAGEMENT OF ARIZONA, INC.
Bid Date: July 11, 2019
Description: PROJECT # PW2019-41 SOLID WASTE, RECYCLING AND DISPOSAL SERVICES

Dear Sir/Madam:

We, WESTERN SURETY COMPANY hereby agree that in the event an award is made to WASTE MANAGEMENT OF ARIZONA, 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,

WESTERN SURETY COMPANY

Terri L Morrison
Attorney-in-Fact

Western Surety Company

POWER OF ATTORNEY APPOINTING INDIVIDUAL ATTORNEY-IN-FACT

Know All Men By These Presents, That WESTERN SURETY COMPANY, a South Dakota corporation, is a duly organized and existing corporation having its principal office in the City of Sioux Falls, and State of South Dakota, and that it does by virtue of the signature and seal herein affixed hereby make, constitute and appoint

Lupe Tyler, Lisa A Ward, Michael J Herrod, Donna L Williams, Melissa L Fortier, Vanessa Dominguez, Misty Wright, Amanda George, Naomi Harris-Thompson, Terri L Morrison, Erin M Dennison, Individually

of Houston, TX, its true and lawful Attorney(s)-in-Fact with full power and authority hereby conferred to sign, seal and execute for and on its behalf bonds, undertakings and other obligatory instruments of similar nature

- In Unlimited Amounts -

and to bind it thereby as fully and to the same extent as if such instruments were signed by a duly authorized officer of the corporation and all the acts of said Attorney, pursuant to the authority hereby given, are hereby ratified and confirmed.

This Power of Attorney is made and executed pursuant to and by authority of the By-Law printed on the reverse hereof, duly adopted, as indicated, by the shareholders of the corporation.

In Witness Whereof, WESTERN SURETY COMPANY has caused these presents to be signed by its Vice President and its corporate seal to be hereto affixed on this 7th day of June, 2019.

WESTERN SURETY COMPANY

Paul T. Bruflat, Vice President

State of South Dakota
County of Minnehaha } ss

On this 7th day of June, 2019, before me personally came Paul T. Bruflat, to me known, who, being by me duly sworn, did depose and say: that he resides in the City of Sioux Falls, State of South Dakota; that he is the Vice President of WESTERN SURETY COMPANY described in and which executed the above instrument; that he knows the seal of said corporation; that the seal affixed to the said instrument is such corporate seal; that it was so affixed pursuant to authority given by the Board of Directors of said corporation and that he signed his name thereto pursuant to like authority, and acknowledges same to be the act and deed of said corporation.

My commission expires
June 23, 2021

J. MOHR NOTARY PUBLIC SOUTH DAKOTA

J. Mohr, Notary Public

CERTIFICATE

I, L. Nelson, Assistant Secretary of WESTERN SURETY COMPANY do hereby certify that the Power of Attorney hereinabove set forth is still in force, and further certify that the By-Law of the corporation printed on the reverse hereof is still in force. In testimony whereof I have hereunto subscribed my name and affixed the seal of the said corporation this 11th day of July, 2019.

WESTERN SURETY COMPANY

L. Nelson, Assistant Secretary

Form F4280-7-2012

Go to www.cnasurety.com > Owner / Obligee Services > Validate Bond Coverage, if you want to verify bond authenticity.

State Corporation Commission Documents

STATE OF ARIZONA

Office of the
CORPORATION COMMISSION

CERTIFICATE OF GOOD STANDING

I, the undersigned Executive Director of the Arizona Corporation Commission, do hereby certify that:

WASTE MANAGEMENT OF ARIZONA, INC.

ACC file number: F00108696

a foreign corporation, was authorized to transact business or conduct affairs in the State of Arizona on 11/12/1965;

That all annual reports owed to date by said corporation have been filed or delivered for filing, and all annual filing fees owed to date have been paid; and

That, according to the records of the Arizona Corporation Commission, said corporation is in good standing in the State of Arizona as of the date this Certificate is issued.

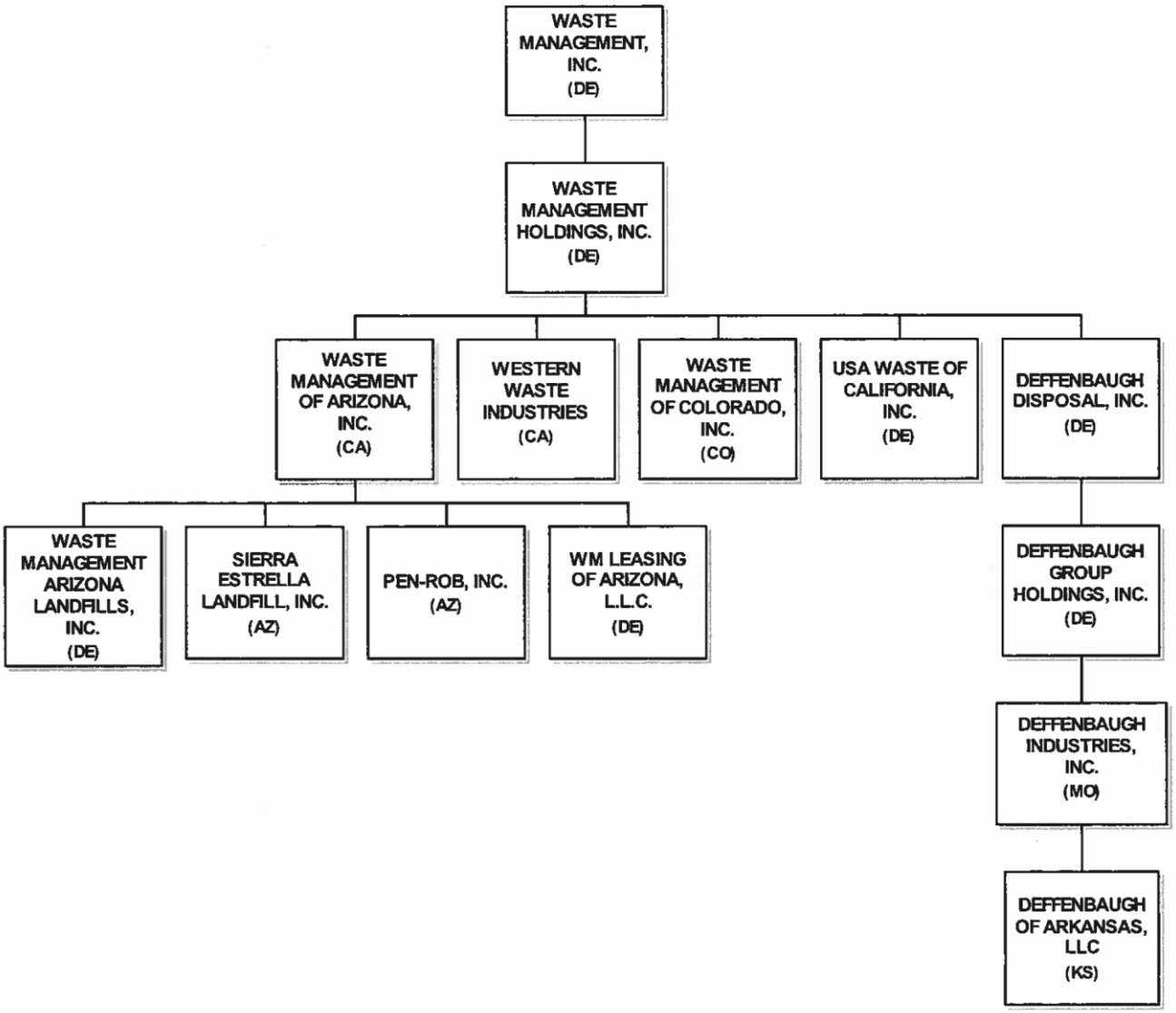
This Certificate relates only to the legal existence of the above named entity as of the date this Certificate is issued, and is not an endorsement, recommendation, or approval of the entity's condition, business activities, affairs, or practices.

IN WITNESS WHEREOF, I have hereunto set my hand, affixed the official seal of the Arizona Corporation Commission, and issued this Certificate on this date: **07/01/2019**

SEAL OF THE ARIZONA CORPORATION COMMISSION
DITAT DEUS
1912

Matthew Neubert, Executive Director

ARIZONA
(2019)



2018 Financial Statement

REPORT OF INDEPENDENT REGISTERED PUBLIC ACCOUNTING FIRM

The Board of Directors and Stockholders of Waste Management, Inc.

Opinion on Internal Control over Financial Reporting
We have audited Waste Management, Inc.'s internal control over financial reporting as of December 31, 2018, based on criteria established in Internal Control-Integrated Framework issued by the Committee of Sponsoring Organizations of the Treadway Commission (2013 framework) (the COSO criteria). In our opinion, Waste Management, Inc. (the Company) maintained, in all material respects, effective internal control over financial reporting as of December 31, 2018, based on the COSO criteria.

We also have audited, in accordance with the standards of the Public Company Accounting Oversight Board (United States) (PCAOB), the 2018 consolidated financial statements of the Company, and our report dated February 14, 2019 expressed an unqualified opinion thereon.

Basis for Opinion
The Company's management is responsible for maintaining effective internal control over financial reporting and for its assessment of the effectiveness of internal control over financial reporting included in the accompanying Management's Report on Internal Control Over Financial Reporting. Our responsibility is to express an opinion on the Company's internal control over financial reporting based on our audit. We are a public accounting firm registered with the PCAOB and are required to be independent with respect to the Company in accordance with the U.S. federal securities laws and the applicable rules and regulations of the Securities and Exchange Commission and the PCAOB.

We conducted our audit in accordance with the standards of the PCAOB. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether effective internal control over financial reporting was maintained in all material respects.

Our audit included obtaining an understanding of internal control over financial reporting, assessing the risk that a material weakness exists, testing and evaluating the design and operating effectiveness of internal control based on the assessed risk, and performing such other procedures as we considered necessary in the circumstances. We believe that our audit provides a reasonable basis for our opinion.

Definition and Limitations of Internal Control Over Financial Reporting
A company's internal control over financial reporting is a process designed to provide reasonable assurance regarding the reliability of financial reporting and the preparation of financial statements for external purposes in accordance with generally accepted accounting principles. A company's internal control over financial reporting includes those policies and procedures that (1) pertain to the maintenance of records that, in reasonable detail, accurately and fairly reflect the transactions and dispositions of the assets of the company; (2) provide reasonable assurance that transactions are recorded as necessary to permit preparation of financial statements in accordance with generally accepted accounting principles, and that receipts and expenditures of the company are being made only in accordance with authorizations of management and directors of the company; and (3) provide reasonable assurance regarding prevention or timely detection of unauthorized acquisition, use, or disposition of the company's assets that could have a material effect on the financial statements.

Because of its inherent limitations, internal control over financial reporting may not prevent or detect misstatements. Also, projections of any evaluation of effectiveness to future periods are subject to the risk that controls may become inadequate because of changes in conditions, or that the degree of compliance with the policies or procedures may deteriorate.

/s/ ERNST & YOUNG LLP

Houston, Texas
February 14, 2019

REPORT OF INDEPENDENT REGISTERED PUBLIC ACCOUNTING FIRM

The Board of Directors and Stockholders of Waste Management, Inc.

Opinion on the Financial Statements
We have audited the accompanying consolidated balance sheets of Waste Management, Inc. (the Company) as of December 31, 2018 and 2017, the related consolidated statements of operations, comprehensive income, cash flows, and changes in equity for each of the three years in the period ended December 31, 2018, and the related notes (collectively referred to as the "consolidated financial statements"). In our opinion, the consolidated financial statements present fairly, in all material respects, the financial position of the Company at December 31, 2018 and 2017, and the results of its operations and its cash flows for each of the three years in the period ended December 31, 2018, in conformity with U.S. generally accepted accounting principles.

We also have audited, in accordance with the standards of the Public Company Accounting Oversight Board (United States) (PCAOB), the Company's internal control over financial reporting as of December 31, 2018, based on criteria established in Internal Control-Integrated Framework issued by the Committee of Sponsoring Organizations of the Treadway Commission (2013 framework), and our report dated February 14, 2019 expressed an unqualified opinion thereon.

Basis for Opinion
These financial statements are the responsibility of the Company's management. Our responsibility is to express an opinion on the Company's financial statements based on our audits. We are a public accounting firm registered with the PCAOB and are required to be independent with respect to the Company in accordance with the U.S. federal securities laws and the applicable rules and regulations of the Securities and Exchange Commission and the PCAOB.

We conducted our audits in accordance with the standards of the PCAOB. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement, whether due to error or fraud. Our audits included performing procedures to assess the risks of material misstatement of the financial statements, whether due to error or fraud, and performing procedures that respond to those risks. Such procedures included examining, on a test basis, evidence regarding the amounts and disclosures in the financial statements. Our audits also included evaluating the accounting principles used and significant estimates made by management, as well as evaluating the overall presentation of the financial statements. We believe that our audits provide a reasonable basis for our opinion.

/s/ ERNST & YOUNG LLP

We have served as the Company's auditor since 2002.

Houston, Texas
February 14, 2019

WASTE MANAGEMENT, INC.

CONSOLIDATED BALANCE SHEETS
(In Millions, Except Share and Par Value Amounts)

	December 31, 2018	December 31, 2017
ASSETS		
Current assets:		
Cash and cash equivalents	$ 61	$ 22
Accounts receivable, net of allowance for doubtful accounts of $29 and $21, respectively	1,931	1,805
Other receivables	344	569
Parts and supplies	102	96
Other assets	207	202
Total current assets	2,645	2,694
Property and equipment, net of accumulated depreciation and amortization of $18,264 and $17,704, respectively	11,942	11,559
Goodwill	6,430	6,247
Other intangible assets, net	572	547
Restricted trust and escrow accounts	296	249
Investments in unconsolidated entities	406	269
Other assets	359	264
Total assets	$ 22,650	$ 21,829
LIABILITIES AND EQUITY		
Current liabilities:		
Accounts payable	$ 1,037	$ 1,040
Accrued liabilities	1,117	980
Deferred revenues	522	503
Current portion of long-term debt	432	739
Total current liabilities	3,108	3,262
Long-term debt, less current portion	9,594	8,752
Deferred income taxes	1,291	1,248
Landfill and environmental remediation liabilities	1,828	1,770
Other liabilities	553	755
Total liabilities	16,374	15,787
Commitments and contingencies		
Equity:		
Waste Management, Inc. stockholders' equity:		
Common stock, $0.01 par value; 1,500,000,000 shares authorized; 630,282,461 shares issued	6	6
Additional paid-in capital	4,993	4,933
Retained earnings	9,797	8,588
Accumulated other comprehensive income (loss)	(87)	8
Treasury stock at cost, 206,299,352 and 196,963,558 shares, respectively	(8,434)	(7,516)
Total Waste Management, Inc. stockholders' equity	6,275	6,019
Noncontrolling interests	1	23
Total equity	6,276	6,042
Total liabilities and equity	$ 22,650	$ 21,829

See Notes to Consolidated Financial Statements.

WASTE MANAGEMENT, INC.

CONSOLIDATED STATEMENTS OF OPERATIONS
(In Millions, Except per Share Amounts)

	Years Ended December 31,		
	2018	2017	2016
Operating revenues	$ 14,914	$ 14,485	$ 13,609
Costs and expenses:			
Operating	9,249	9,021	8,486
Selling, general and administrative	1,453	1,468	1,410
Depreciation and amortization	1,477	1,376	1,301
Restructuring	4	—	4
(Gain) loss from divestitures, asset impairments and unusual items, net	(58)	(16)	112
	12,125	11,849	11,313
Income from operations	2,789	2,636	2,296
Other income (expense):			
Interest expense, net	(374)	(363)	(376)
Equity in net losses of unconsolidated entities	(41)	(68)	(44)
Other, net	2	(14)	(54)
	(413)	(445)	(474)
Income before income taxes	2,376	2,191	1,822
Income tax expense	453	242	642
Consolidated net income	1,923	1,949	1,180
Less: Net loss attributable to noncontrolling interests	(2)	—	(2)
Net income attributable to Waste Management, Inc.	$ 1,925	$ 1,949	$ 1,182
Basic earnings per common share	$ 4.49	$ 4.44	$ 2.66
Diluted earnings per common share	$ 4.45	$ 4.41	$ 2.65
Cash dividends declared per common share	$ 1.86	$ 1.70	$ 1.64

CONSOLIDATED STATEMENTS OF COMPREHENSIVE INCOME
(In Millions)

	Years Ended December 31,		
	2018	2017	2016
Consolidated net income	$ 1,923	$ 1,949	$ 1,180
Other comprehensive income (loss), net of tax:			
Derivative instruments, net	8	7	12
Available-for-sale securities, net	5	2	5
Foreign currency translation adjustments	(105)	76	28
Post-retirement benefit obligation, net	2	3	2
Other comprehensive income (loss), net of tax	(90)	88	47
Comprehensive income	1,833	2,037	1,227
Less: Comprehensive loss attributable to noncontrolling interests	(2)	—	(2)
Comprehensive income attributable to Waste Management, Inc.	$ 1,835	$ 2,037	$ 1,229

See Notes to Consolidated Financial Statements.

WASTE MANAGEMENT, INC.

CONSOLIDATED STATEMENTS OF CASH FLOWS
(In Millions)

	Years Ended December 31,		
	2018	2017	2016
Cash flows from operating activities:			
Consolidated net income	$ 1,923	$ 1,949	$ 1,180
Adjustments to reconcile consolidated net income to net cash provided by operating activities:			
Depreciation and amortization	1,477	1,376	1,301
Deferred income tax expense (benefit)	25	(251)	73
Interest accretion on landfill liabilities	95	92	91
Provision for bad debts	54	43	42
Equity-based compensation expense	89	101	90
Net gain on disposal of assets	(47)	(20)	(24)
(Gain) loss from divestitures, asset impairments and other, net	(58)	49	114
Equity in net losses of unconsolidated entities, net of dividends	41	39	44
Change in operating assets and liabilities, net of effects of acquisitions and divestitures:			
Receivables	(16)	(271)	(78)
Other current assets	(16)	50	(12)
Other assets	(14)	(66)	75
Accounts payable and accrued liabilities	203	126	192
Deferred revenues and other liabilities	(186)	(37)	(85)
Net cash provided by operating activities	3,570	3,180	3,003
Cash flows from investing activities:			
Acquisitions of businesses, net of cash acquired	(460)	(198)	(608)
Capital expenditures	(1,694)	(1,509)	(1,339)
Proceeds from divestitures of businesses and other assets (net of cash divested)	208	99	43
Other, net	(223)	(12)	(25)
Net cash used in investing activities	(2,169)	(1,620)	(1,929)
Cash flows from financing activities:			
New borrowings	359	1,479	3,057
Debt repayments	(499)	(1,907)	(2,682)
Net commercial paper borrowings	453	513	—
Common stock repurchase program	(1,004)	(750)	(725)
Cash dividends	(802)	(750)	(726)
Exercise of common stock options	52	95	63
Tax payments associated with equity-based compensation transactions	(29)	(47)	(30)
Other, net	(38)	6	(41)
Net cash used in financing activities	(1,508)	(1,361)	(1,084)
Effect of exchange rate changes on cash, cash equivalents and restricted cash and cash equivalents	(3)	—	—
Increase (decrease) in cash, cash equivalents and restricted cash and cash equivalents	(110)	199	(10)
Cash, cash equivalents and restricted cash and cash equivalents at beginning of period	293	94	104
Cash, cash equivalents and restricted cash and cash equivalents at end of period	$ 183	$ 293	$ 94
Reconciliation of cash, cash equivalents and restricted cash and cash equivalents at end of period:			
Cash and cash equivalents	$ 61	$ 22	$ 32
Restricted cash and cash equivalents included in other current assets	49	70	—
Restricted cash and cash equivalents included in restricted trust and escrow accounts	73	201	62
Cash, cash equivalents and restricted cash and cash equivalents at end of period	$ 183	$ 293	$ 94

See Notes to Consolidated Financial Statements.

WASTE MANAGEMENT, INC.

CONSOLIDATED STATEMENTS OF CHANGES IN EQUITY
(In Millions, Except Shares in Thousands)

		Waste Management, Inc. Stockholders' Equity							
		Common Stock		Additional Paid-In Capital	Retained Earnings	Accumulated Other Comprehensive Income (Loss)	Treasury Stock		Noncontrolling Interests
	Total	Shares	Amounts				Shares	Amounts	
Balance, December 31, 2015	$ 5,367	630,282	$ 6	$ 4,827	$ 6,939	$ (127)	(183,105)	$ (6,300)	$ 22
Consolidated net income	1,180	—	—	—	1,182	—	—	—	(2)
Other comprehensive income (loss), net of tax	47	—	—	—	—	47	—	—	—
Cash dividends	(726)	—	—	—	(726)	—	—	—	—
Equity-based compensation transactions, net of tax	186	—	—	69	(7)	—	3,556	124	—
Common stock repurchase program	(725)	—	—	(45)	—	—	(11,241)	(680)	—
Other, net	(9)	—	—	(1)	—	—	(177)	(11)	3
Balance, December 31, 2016	$ 5,320	630,282	$ 6	$ 4,850	$ 7,388	$ (80)	(190,967)	$ (6,867)	$ 23
Consolidated net income	1,949	—	—	—	1,949	—	—	—	—
Other comprehensive income (loss), net of tax	88	—	—	—	—	88	—	—	—
Cash dividends	(750)	—	—	—	(750)	—	—	—	—
Equity-based compensation transactions, net	185	—	—	38	1	—	4,064	146	—
Common stock repurchase program	(750)	—	—	45	—	—	(10,058)	(795)	—
Other, net	—	—	—	—	—	—	(3)	—	—
Balance, December 31, 2017	$ 6,042	630,282	$ 6	$ 4,933	$ 8,588	$ 8	(196,964)	$ (7,516)	$ 23
Adoption of new accounting standards	80	—	—	—	85	(5)	—	—	—
Consolidated net income	1,923	—	—	—	1,925	—	—	—	(2)
Other comprehensive income (loss), net of tax	(90)	—	—	—	—	(90)	—	—	—
Cash dividends	(802)	—	—	—	(802)	—	—	—	—
Equity-based compensation transactions, net	151	—	—	60	1	—	2,345	90	—
Common stock repurchase program	(1,008)	—	—	—	—	—	(11,673)	(1,008)	—
Divestiture of noncontrolling interest	(19)	—	—	—	—	—	—	—	(19)
Other, net	(1)	—	—	—	—	—	(7)	—	(1)
Balance, December 31, 2018	$ 6,276	630,282	$ 6	$ 4,993	$ 9,797	$ (87)	(206,299)	$ (8,434)	$ 1

See Notes to Consolidated Financial Statements.

2017 Financial Statement

REPORT OF INDEPENDENT REGISTERED PUBLIC ACCOUNTING FIRM

The Board of Directors and Stockholders of Waste Management, Inc.

Opinion on the Financial Statements
We have audited the accompanying consolidated balance sheets of Waste Management, Inc. (the Company) as of December 31, 2017 and 2016, and the related consolidated statements of operations, comprehensive income, cash flows, and changes in equity for each of the three years in the period ended December 31, 2017, and the related notes (collectively referred to as the "consolidated financial statements"). In our opinion, the consolidated financial statements present fairly, in all material respects, the financial position of the Company at December 31, 2017 and 2016, and the results of its operations and its cash flows for each of the three years in the period ended December 31, 2017, in conformity with U.S. generally accepted accounting principles.

We also have audited, in accordance with the standards of the Public Company Accounting Oversight Board (United States) (PCAOB), the Company's internal control over financial reporting as of December 31, 2017, based on criteria established in Internal Control-Integrated Framework issued by the Committee of Sponsoring Organizations of the Treadway Commission (2013 framework), and our report dated February 15, 2018 expressed an unqualified opinion thereon.

Basis for Opinion
These financial statements are the responsibility of the Company's management. Our responsibility is to express an opinion on the Company's financial statements based on our audits. We are a public accounting firm registered with the PCAOB and are required to be independent with respect to the Company in accordance with the U.S. federal securities laws and the applicable rules and regulations of the Securities and Exchange Commission and the PCAOB.

We conducted our audits in accordance with the standards of the PCAOB. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement, whether due to error or fraud. Our audits included performing procedures to assess the risks of material misstatement of the financial statements, whether due to error or fraud, and performing procedures that respond to those risks. Such procedures included examining, on a test basis, evidence regarding the amounts and disclosures in the financial statements. Our audits also included evaluating the accounting principles used and significant estimates made by management, as well as evaluating the overall presentation of the financial statements. We believe that our audits provide a reasonable basis for our opinion.

/s/ ERNST & YOUNG LLP

We have served as the Company's auditor since 2002.

Houston, Texas
February 15, 2018

WASTE MANAGEMENT, INC.

CONSOLIDATED BALANCE SHEETS
(In Millions, Except Share and Par Value Amounts)

	December 31, 2017	December 31, 2016
ASSETS		
Current assets:		
Cash and cash equivalents	$ 22	$ 32
Accounts receivable, net of allowance for doubtful accounts of $21 and $24, respectively	1,805	1,700
Other receivables	569	432
Parts and supplies	96	90
Other assets	132	122
Total current assets	2,624	2,376
Property and equipment, net of accumulated depreciation and amortization of $17,704 and $17,152, respectively	11,559	10,950
Goodwill	6,247	6,215
Other intangible assets, net	547	591
Restricted trust and escrow accounts	319	105
Investments in unconsolidated entities	269	320
Other assets	264	302
Total assets	$ 21,829	$ 20,859
LIABILITIES AND EQUITY		
Current liabilities:		
Accounts payable	$ 1,040	$ 799
Accrued liabilities	980	1,085
Deferred revenues	503	493
Current portion of long-term debt	739	417
Total current liabilities	3,262	2,794
Long-term debt, less current portion	8,752	8,893
Deferred income taxes	1,248	1,482
Landfill and environmental remediation liabilities	1,770	1,675
Other liabilities	755	695
Total liabilities	15,787	15,539
Commitments and contingencies		
Equity:		
Waste Management, Inc. stockholders' equity:		
Common stock, $0.01 par value; 1,500,000,000 shares authorized; 630,282,461 shares issued	6	6
Additional paid-in capital	4,933	4,850
Retained earnings	8,588	7,388
Accumulated other comprehensive income (loss)	8	(80)
Treasury stock at cost, 196,963,558 and 190,966,584 shares, respectively	(7,516)	(6,867)
Total Waste Management, Inc. stockholders' equity	6,019	5,297
Noncontrolling interests	23	23
Total equity	6,042	5,320
Total liabilities and equity	$ 21,829	$ 20,859

See Notes to Consolidated Financial Statements.

WASTE MANAGEMENT, INC.

CONSOLIDATED STATEMENTS OF OPERATIONS
(In Millions, Except per Share Amounts)

	Years Ended December 31,		
	2017	2016	2015
Operating revenues	$ 14,485	$ 13,609	$ 12,961
Costs and expenses:			
Operating	9,021	8,486	8,231
Selling, general and administrative	1,468	1,410	1,343
Depreciation and amortization	1,376	1,301	1,245
Restructuring	—	4	15
(Income) expense from divestitures, asset impairments and unusual items, net	(16)	112	82
	11,849	11,313	10,916
Income from operations	2,636	2,296	2,045
Other income (expense):			
Interest expense, net	(363)	(376)	(385)
Loss on early extinguishment of debt	(6)	(4)	(555)
Equity in net losses of unconsolidated entities	(68)	(44)	(38)
Other, net	(8)	(50)	(7)
	(445)	(474)	(985)
Income before income taxes	2,191	1,822	1,060
Income tax expense	242	642	308
Consolidated net income	1,949	1,180	752
Less: Net income (loss) attributable to noncontrolling interests	—	(2)	(1)
Net income attributable to Waste Management, Inc.	$ 1,949	$ 1,182	$ 753
Basic earnings per common share	$ 4.44	$ 2.66	$ 1.66
Diluted earnings per common share	$ 4.41	$ 2.65	$ 1.65
Cash dividends declared per common share	$ 1.70	$ 1.64	$ 1.54

CONSOLIDATED STATEMENTS OF COMPREHENSIVE INCOME
(In Millions)

	Years Ended December 31,		
	2017	2016	2015
Consolidated net income	$ 1,949	$ 1,180	$ 752
Other comprehensive income (loss), net of tax:			
Derivative instruments, net	7	12	9
Available-for-sale securities, net	2	5	(2)
Foreign currency translation adjustments	76	28	(159)
Post-retirement benefit obligation, net	3	2	2
Other comprehensive income (loss), net of tax	88	47	(150)
Comprehensive income	2,037	1,227	602
Less: Comprehensive income (loss) attributable to noncontrolling interests	—	(2)	(1)
Comprehensive income attributable to Waste Management, Inc.	$ 2,037	$ 1,229	$ 603

See Notes to Consolidated Financial Statements.

WASTE MANAGEMENT, INC.

CONSOLIDATED STATEMENTS OF CASH FLOWS
(In Millions)

	Years Ended December 31,		
	2017	2016	2015
Cash flows from operating activities:			
Consolidated net income	$ 1,949	$ 1,180	$ 752
Adjustments to reconcile consolidated net income to net cash provided by operating activities:			
Depreciation and amortization	1,376	1,301	1,245
Deferred income tax expense (benefit)	(251)	73	30
Interest accretion on landfill liabilities	92	91	89
Interest accretion on and discount rate adjustments to environmental remediation liabilities and recovery assets	3	—	1
Provision for bad debts	43	42	36
Equity-based compensation expense	101	90	72
Net gain on disposal of assets	(20)	(24)	(18)
Expense from divestitures, asset impairments and other, net	43	110	87
Equity in net losses of unconsolidated entities, net of dividends	39	44	42
Loss on early extinguishment of debt	6	4	555
Change in operating assets and liabilities, net of effects of acquisitions and divestitures:			
Receivables	(271)	(78)	(178)
Other current assets	(20)	(12)	16
Other assets	4	78	(7)
Accounts payable and accrued liabilities	126	192	(97)
Deferred revenues and other liabilities	(40)	(85)	(97)
Net cash provided by operating activities	3,180	3,006	2,528
Cash flows from investing activities:			
Acquisitions of businesses, net of cash acquired	(200)	(611)	(554)
Capital expenditures	(1,509)	(1,339)	(1,233)
Proceeds from divestitures of businesses and other assets (net of cash divested)	99	43	145
Net receipts from restricted trust and escrow accounts	243	—	51
Other, net	(12)	(25)	(17)
Net cash used in investing activities	(1,379)	(1,932)	(1,608)
Cash flows from financing activities:			
New borrowings	1,027	3,057	2,337
Debt repayments	(1,907)	(2,682)	(2,764)
Net commercial paper borrowings	513	—	—
Premiums paid on early extinguishment of debt	(8)	(2)	(555)
Common stock repurchase program	(750)	(725)	(600)
Cash dividends	(750)	(726)	(695)
Exercise of common stock options	95	63	77
Tax payments associated with equity-based compensation transactions	(47)	(30)	(15)
Other, net	16	(36)	30
Net cash used in financing activities	(1,811)	(1,081)	(2,185)
Effect of exchange rate changes on cash and cash equivalents	—	—	(3)
Decrease in cash and cash equivalents	(10)	(7)	(1,268)
Cash and cash equivalents at beginning of year	32	39	1,307
Cash and cash equivalents at end of year	$ 22	$ 32	$ 39

See Notes to Consolidated Financial Statements.

WASTE MANAGEMENT, INC.

CONSOLIDATED STATEMENTS OF CHANGES IN EQUITY
(In Millions, Except Shares in Thousands)

		Waste Management, Inc. Stockholders' Equity							
		Common Stock		Additional Paid-In	Retained	Accumulated Other Comprehensive	Treasury Stock		Noncontrolling
	Total	Shares	Amounts	Capital	Earnings	Income (Loss)	Shares	Amounts	Interests
Balance, December 31, 2014	$ 5,889	630,282	$ 6	$ 4,585	$ 6,888	$ 23	(171,745)	$ (5,636)	$ 23
Consolidated net income	752	—	—	—	753	—	—	—	(1)
Other comprehensive income (loss), net of tax	(150)	—	—	—	—	(150)	—	—	—
Cash dividends	(695)	—	—	—	(695)	—	—	—	—
Equity-based compensation transactions, net of tax	171	—	—	62	(7)	—	3,457	116	—
Common stock repurchase program	(600)	—	—	180	—	—	(14,823)	(780)	—
Other, net	—	—	—	—	—	—	6	—	—
Balance, December 31, 2015	$ 5,367	630,282	$ 6	$ 4,827	$ 6,939	$ (127)	(183,105)	$ (6,300)	$ 22
Consolidated net income	1,180	—	—	—	1,182	—	—	—	(2)
Other comprehensive income (loss), net of tax	47	—	—	—	—	47	—	—	—
Cash dividends	(726)	—	—	—	(726)	—	—	—	—
Equity-based compensation transactions, net of tax	186	—	—	69	(7)	—	3,556	124	—
Common stock repurchase program	(725)	—	—	(45)	—	—	(11,241)	(680)	—
Other, net	(9)	—	—	(1)	—	—	(177)	(11)	3
Balance, December 31, 2016	$ 5,320	630,282	$ 6	$ 4,850	$ 7,388	$ (80)	(190,967)	$ (6,867)	$ 23
Consolidated net income	1,949	—	—	—	1,949	—	—	—	—
Other comprehensive income (loss), net of tax	88	—	—	—	—	88	—	—	—
Cash dividends	(750)	—	—	—	(750)	—	—	—	—
Equity-based compensation transactions, net	185	—	—	38	1	—	4,064	146	—
Common stock repurchase program	(750)	—	—	45	—	—	(10,058)	(795)	—
Other, net	—	—	—	—	—	—	(3)	—	—
Balance, December 31, 2017	$ 6,042	630,282	$ 6	$ 4,933	$ 8,588	$ 8	(196,964)	$ (7,516)	$ 23

See Notes to Consolidated Financial Statements.

Waste Management Facility Fact Sheets

Waste Management
Arizona Community Ecocenter

19401 W. Deer Valley Rd.
Surprise, AZ 85387

A NEW GENERATION OF RECYCLING

The Waste Management Arizona Community Ecocenter is unlike any other materials recovery facility in Arizona. Its impressive equipment, processing capability and recycling education center will make a truly unique addition to the City of Surprise.

- 65,000-square-foot facility
- Capable of processing 10,000 tons per month
- State-of-the-art sorting technology
- Capable of processing glass and all plastics (#1-7)
- Located at the Northwest Regional Landfill

The brand-new Education Center features live video feeds, visual murals and other interactive tools to show the public how Waste Management extracts value from the materials we collect.

SINGLE-STREAM TECHNOLOGY

TITECH OPTICAL SORTERS

These machines determine the reflectivity of each object, then calculate the speed and location on the conveyor belt before dispersing a perfectly timed jet of air to separate the object from the rest of the materials. There are four TiTechs in use that separate certain plastics, paper and other fiber materials.

POWERFUL ELECTROMAGNETS

Powerful magnets pull tin and other ferrous materials from the conveyor belts and drop them directly into storage bunkers.

EDDY CURRENTS

Eddy currents create a magnetic field that pulls aluminum off the conveyor belt like a magnet. The aluminum then travels through a tube before it passes through a final hand-sorting quality check.

ROTATING DISK

Large, rotating disks are used to separate cardboard, or OCC, from the other materials before it is baled and shipped.

WASTE MANAGEMENT

THINK GREEN.®

WASTE MANAGEMENT

BUTTERFIELD STATION LANDFILL

40404 South 99th Avenue
Mobile, AZ 85139
800 963 4776

HOURS OF OPERATION

Monday – Friday: 6:00am – 3:00pm
Closed Saturday and Sunday and
Major Holidays

Butterfield Station Landfill

Butterfield Station Landfill is a regional facility that provides safe and convenient disposal services for communities, businesses and industries serving the Phoenix metro area and surrounding cities. This facility is engineered with environmental protection systems that meet or exceed rigorous government regulations and is subject to highly regulated monitoring and reporting requirements. Systems include engineered liners and covers, leachate collection and removal, and landfill gas collection and control.

Containment Design

Butterfield Station utilizes a five-layer composite liner system that includes a geosynthetic clay liner (GCL), a 60-mil textured high-density polyethylene (HDPE) membrane with a two-foot protective soil cover to ensure that waste and wastewater (leachate) are contained and isolated from soil and groundwater.

Leachate Collection & Treatment

Butterfield Station uses solar evaporation technology to manage leachate at this site.

Groundwater Monitoring

Groundwater is monitored at five wells, both upgradient and downgradient of the waste disposal footprint. The groundwater monitoring network is sampled and analyzed semi-annually in accordance with the procedures of the facility's groundwater sampling and analysis plan.

Landfill Gas Management

Butterfield Station collects and manages landfill gas through a flare system, which reduces emissions and minimizes odor.

Security

Site security is ensured by controlled, limited access to the facility including perimeter fencing. During non-business hours the gate is locked and monitored by electronic surveillance.

YEAR OPENED

1990

PROJECTED LIFE REMAINING

Butterfield has the capacity to continuing servicing the community with a safe disposal option for over 100 years

FACILITY ACREAGE

1,280 acres

PERMITTED FOOTPRINT

691.4 acres

REMAINING PERMITTED CAPACITY

187,024,565 cubic yards

TONS PROCESSED ANNUALLY

1,200,000 tons

OWNERSHIP

Waste Management of Arizona, Inc.

PERMIT TYPE & PERMIT #

ADEQ Aquifer Protection Permit #102028

ADEQ Municipal Solid Waste Landfill MFPA #07032700.20

Arizona Special Waste Facility ID #300006

AZPDES Multi Sector General Permit Authorization Number #AZMSG-62377

Maricopa County Air Quality Department Title V Permit #V98003

U.S. Dept. of Agriculture Permit to Receive Soil #P330-11-00423

REGULATORY AGENCIES

Arizona Department of Environmental Quality
Maricopa County

THINK GREEN.

WASTE MANAGEMENT

Acceptable Material

Asbestos – Friable/Non-Friable

Auto Shredder Residue

Biosolids

Construction & Demolition (C&D) Debris

Drum Management – Liquids/Solids

Industrial & Special Waste – Liquids/Solids

Municipal Solid Waste (MSW)

CERCLA Waste (non-hazardous)

Yard Waste

Unacceptable Material

Explosive Materials

Hazardous Waste

Medical Waste

PCBs equal to or > 50 ppm or otherwise prohibited under TSCA from Subtitle D landfill disposal

Radioactive Waste

Universal Waste

Used Oil

Additional Services Provided

Liquids-Solidification

Rail Spur

Risk Mitigation

Waste Management provides the highest level of services, backed with state-of-the-art site design and management systems, to minimize risks and reduce liabilities.

Community Partnerships and Involvement

Waste Management is proud to be an active supporter of community events and programs that make Maricopa County and its surrounding areas a strong and healthy place to live, work and play.

CONTACT

Technical Support
TSC Phoenix
800 963 4776
TSCPhoenix@wm.com

TSC Denver
800 963 4776
TSCDenver@wm.com

COMMUNITY RELATIONS

Direct inquiries to
FourCornersCommunity@wm.com

COMMUNITIES SERVED

Maricopa County and surrounding areas

THINK GREEN.

10 | CONCLUSION

A Capable, Responsive, and Responsible Partner

Thank you for giving Waste Management the opportunity to respond to the City of Apache Junction. We have demonstrated that we are:

- a capable partner by illustrating our company strength, our experience and qualifications, our detailed plans for our method of approach, public education and outreach, and billing and customer service.
- a responsive partner for the City by submitting a timely response that complies with all tenets of your Request For Proposal.
- a responsible partner for Apache Junction that will not only provide service for the full length of your contract term, but also has provided reasonable pricing, relevant local references, and evidence of our financial stability and ethical business practices.

Making the choice to transition to a single hauler is an important decision for the City of Apache Junction that will have a lasting impact on the health and well-being of the community; but who you choose to partner with will have a decided impact on your overall success. That partner should be qualified to provide not only today's services, but also be poised for the future requirements of the City. The breadth of Waste Management's service offerings, and the capacity that we currently have in Apache Junction, yield quantifiable benefits.

We are strongly committed to continuing our investment in the City of Apache Junction by becoming your exclusive provider now and for the future. We will continue to work to understand your priorities, the way you work, and what makes Apache Junction such a great place to live, and we will tailor our services to meet your operational needs and evolving expectations.

We are committed to developing a strong partnership by providing high-quality service delivery. We are a reliable partner in our agreements with neighboring schools, municipalities, and communities throughout Arizona. We have the resources to make needed adjustments, when necessary, to provide satisfaction throughout the term of the agreement. Waste Management offers uninterrupted stability backed by innovation, value, and price, and will continue to be an active partner in helping you attain your goals and objectives.

Lastly, partnering with Waste Management will provide service delivery for Apache Junction operations. The contract implementation will be handled by professionals with unmatched industry experience. Our best-in-class operations give Waste Management the unique ability to provide a holistic approach to managing the City of Apache Junction's waste collection in collaboration with your team.

We welcome the opportunity to discuss our proposal and the important role Waste Management can play in achieving your goals. Thank you for the opportunity to submit this proposal and for considering Waste Management for this important partnership.

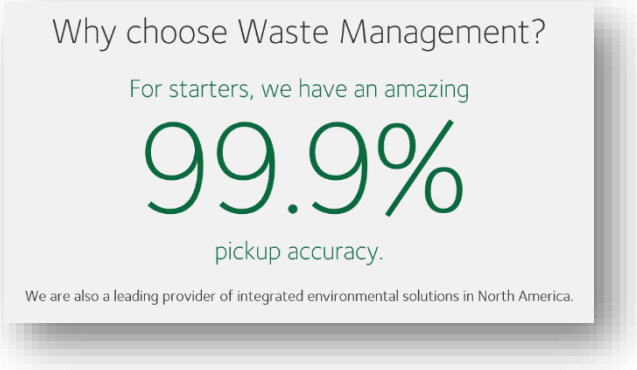
Waste Management is stable.

Waste Management puts safety first.

Waste Management adapts.

Waste Management puts our technology to use to your advantage.

Waste Management will provide the customer service you expect.



Waste Management is dedicated to being the best environmental solutions partner for City of Apache Junction now and in the future!

Checklist of Required Documents

CHECKLIST OF REQUIRED DOCUMENTS TO BE SUBMITTED BY BIDDERS

Bidders shall indicate by initialing below that each of the following have been included in the response:

_✓_ One signed original, five complete duplicate copies and one electronic USB drive of proposal submittal

_✓_ All items listed in Special Provisions & Specifications, Section 5, Section 6 and Section 7

_✓_ Exhibit A, Cost Proposal

_✓_ Exhibit B, Similar Service History

_✓_ Exhibit C, Exceptions/Additions/Corrections (If applicable)

_✓_ One signed and complete original of Exhibit E, Understanding and Agreement

_✓_ Exhibit F, Surety Bid Bond

_✓_ Exhibit K, Vehicle and Equipment Listing

_✓_ Exhibit L, Collection Route Schedule and Maps

_✓_ Exhibit M, Recyclable Items

_✓_ Exhibit N, Public Outreach and Education

_✓_ Exhibit O, Bulk Trash Items

_✓_ Copies of State Licenses, Local Licenses and permits necessary for operation of business

_✓_ State Corporation Commission documents (must include information on all holdings)

Date: July 9, 2019

Signature of Bidder

Waste Management of Arizona, Inc.
Printed Name of Bidder

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