



El Dorado Disposal  
A Waste Connections Group

To: Jill Ritzman, Cameron Park CSD

From: Jeff England, El Dorado Disposal/Waste Connections

Re: EDD COVID-19 Preparedness

El Dorado Disposal wishes to assure our community partners that we are taking proactive measures to protect our employees and the public while continuing to provide safe, excellent service. Best practices regarding illness prevention following CDC guidelines are being shared daily with all drivers, customer service representatives, mechanical, MRF employees and support staff. Our intention is to run all routes as scheduled, maintain regular customer service office hours and keep our Buy Back Centers open. We are however, contingency planning in the event of employee absences and adjusting some operating procedures.

- In the event of multiple drivers being out, trash routes will be prioritized followed by recycle and green-waste routes.
- Critical customers such as Marshall Hospital and senior centers will be identified and prioritized.
- We will work with our commercial customers to adjust service relative to their situations.
- We will follow our same procedure for snow days regarding any missed routes. Notification to the appropriate jurisdiction and customers will occur, and every effort will be made to provide interrupted service as soon as possible, or the following regular service day.
- Customers may contact our Customer Service Department Monday-Friday, 8:00 a.m.-5:00 p.m. at 530 626-4141, or email us at: [customerservice4030@wcnx.org](mailto:customerservice4030@wcnx.org).
- Customers will be encouraged to pay or address issues by phone, mail, on-line or utilize the secure drop-box located at the EDD Main Office rather than come into our Main Office.
- Find updates on our website, [www.eldoradodisposal.com](http://www.eldoradodisposal.com) and Facebook at El Dorado Disposal.
- Stream-lining procedures at the MRF gatehouse to minimize interactions are under current review.

Please reach out with any questions, concerns or shares you may have.

Thank you,

Jeff England, Site Manager, El Dorado Disposal

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CC: Sue Vandelinder