



ACES WASTE SERVICES

6500 Buena Vista Road, Lone, CA 95640

209-274-2237 * Info@ACESWaste.com * www.ACESWaste.com

March 23, 2020

To: All ACES Waste Customers

IMPORTANT INFORMATION FROM ACES DURING THE COVID-19 STAY-AT-HOME ORDER

ACES Waste Services is considered an essential business under the state Stay-at-Home order. We will continue to provide Amador County with critical sanitation services, with some modifications to protect our employees and the public in accordance with state and local health advisories.

- **Orange Bag Service for recycling pick-up will be suspended and Orange Bags will not be distributed** beginning Monday, March 30, 2020, due to the manual handling necessary during pick-up and at the Transfer Station. This is in accordance with state and local health advisories. Orange Bag customers may drop their recycling at either Transfer Station free of charge. Recycling that customers drop off can be mechanically handled and is therefore acceptable.
- Your ACES Recycle Carts, Trash and Yard Waste **curbside pick-up service will continue as usual**, since they can be handled with our automated trucks. However, drivers will not pick up any "extra" items that are placed outside of an ACES container since they require manual handling. All items must be contained in an ACES cart or bin.
- **ACES Transfer Stations in Pine Grove and Buena Vista are open.** Operators will not be able to help unload. Transfer Station hours at Buena Vista (Lone) are: Mon-Sun, 9 – 5; at Pine Grove: Tues – Sat, 9 -12 & 1-4). Restrooms are closed to the public.
- We are asking the public to **maintain social distance and limit in-person interactions** with ACES Transfer Station staff and truck drivers as they continue to work throughout our service area.
- **The ACES Business Office is currently closed to the public** until further notice for the protection of the public and our employees. ACES will adhere to "social distancing" requirements for staff and customers. Please call 209-274-2237 for service requests or questions during office hours: M – F, 9 -12 & 1 – 4, or email us at info@ACESWaste.com.
- Customers are encouraged to pay their bills by mail, online at www.ACESWaste.com, and over the phone at 209-274-2237. If on-site payment is necessary, lockboxes are located for payment drop-off at both the Buena Vista and Pine Grove locations. Please call us if you have questions or concerns about your service.

This health outbreak is not expected to disrupt waste collection to our customers. We at ACES appreciate the extraordinary efforts of our employees and customers as we work together to keep our community healthy and safe.

Thank you and stay well!

ACES Waste Services