



March 7, 2019

Dear Residents of Rancho Santa Margarita:

CR&R is pleased to be your waste and recycling services provider. We would like to take this opportunity to acknowledge recent service interruptions and delays in the pickup of your residential carts.

In support of clean air in your community, and in compliance with AQMD regulations regarding low emission alternative fuels, our collection trucks operate on Liquefied Natural Gas (LNG). Our South County service center and fueling station is located in a remote area off Ortega Highway east of San Juan Capistrano. Compressed Natural Gas (CNG) is not available in this area. CR&R's LNG fueling station is the only one of its kind in South Orange County.

Our LNG station has operated reliably for more than 10 years. However, for the very first time since CR&R's commencement of service to residents of Rancho Santa Margarita in 2004, our LNG Station became inoperable due to a motherboard failure on Thursday, January 24, 2019. Since the trucks were not able to fuel, residential routes throughout South Orange County were unable to be serviced. Understanding the severity of this issue, we did everything possible to bring the system back on line in a timely manner. On Friday evening January 25, 2019, the station was restored to operational; and all South County Friday routes were serviced on that Saturday.

A weather related service interruption was experienced by some of our RSM Thursday and Friday scheduled customers on February 14 – 15, 2019. This interruption was caused by heavy rains and flooding of San Juan Creek which resulted in the California Highway Patrol's closure of the Rancho Mission Viejo Bridge, preventing our trucks from reaching RSM and our other served South County Cities. Upon the bridge reopening, service was immediately provided to all delayed customers on Saturday, February 16, 2019.

On Thursday, February 21, 2019 the main fuel pump at the LNG Station failed resulting in service interruptions for our Friday scheduled customers. This repair was completed and trucks were fueled late in the evening on Saturday, February 23, 2019. All missed customers were serviced on Sunday, February 24, 2019.

CR&R remains dedicated to providing the residents of Rancho Santa Margarita the very best service possible. We sincerely apologize for these recent and unfortunate events that may have caused service delays for you. CR&R will continue to work with the City to notify residents of unforeseen service delays should an event occur in the future. Please contact our Customer Service Line at 877.728.0446 or visit our website at crrwasteservices.com should you have any questions or need to report future issues. We appreciate your understanding and thank you for the opportunity to be your waste and recycling provider.

Sincerely,

CR&R Environmental Services