

## Exhibit 3

### Contamination Notification and Surcharge Protocol

Utilizing the Emeryville Public Education Budget as outlined in this agreement, WMAC will work with CITY staff to develop outreach communication. Avenues of outreach include new start service brochures, web site updates, social media, emails, bill inserts, postcards, letters, auto-dials, bus ads, and other media.

### Communication and Outreach plan

#### Three Months Before Go Live Date

- Introduction letter (example provided below) will be sent out to all customers explaining the new contract requirements regarding contamination. The letter will feature a discussion on the importance of recycling right. It will also include insert of what goes where brochure and/or link.
- WM will update its local website with warning/charge program
- City will update its website



Waste Management  
172 98th Avenue  
Oakland, CA 94612

June XX, 2019

Dear Valued Customer:

Waste Management and the Oro Loma Sanitary District are working to improve the community participation as well as eliminate litter caused by overfilled containers. As part of this effort, new contamination and overage surcharges were implemented to help offset costs associated with contaminated and excess materials.

Customers with bin service will be assessed the following surcharges:

	Trash	Recycling	Organics
Contamination (Charges Applied After Two Warnings)	N/A	XX	XX
Overage	XX	XX	XX

Importers of recyclables and state composting regulators have become more restrictive – to as 0.5 percent contamination. Given these standards, each of us must be careful to avoid so can spoil an entire truck load of recyclable or organic materials.

Similarly, overfilled containers present a challenge to Waste Management, the Oro Loma Sanitary District, and its customers. Overfilled containers can increase the cost of transporting materials. Also, wind contributes to storm water pollution. Throughout many communities, a common source of litter, containers with lids that are not closed.

With the introduction of WM SmartTruck technology, the Sanitary District and Waste Management are able to consistently document contamination and overages, properly charge for the incident, educate customers to eliminate these recurring and challenging problems. The SmartTruck camera technology with GPS mapping to document every service stop. In addition to document issues such as contamination and overage, WM SmartTruck can document missing container required repair, signage or painting, and much more. Additionally, we can communicate the you via email, text or phone based on the communications preference you provide at [www.wm.com](http://www.wm.com). (See envelope for instructions on how to update your preference.)

We believe this new technology provides a valuable service to our customers and community. Our drivers to stay safe in their cabs, focused on serving you. Our goal is to help you maximize and help the City of Woodland meet its recycling goals, while the material we collect is processed from landfills to meet California's environmental regulations. If you have any recycling questions, please contact us at [www.wm.com](http://www.wm.com). On the reverse side you will find WM SmartTruck Frequently Asked Questions.

Working together we can keep Woodland green and clean.

Sincerely,

  
Matt Feyer, Director of Operations  
Waste Management Northern California Nevada

#### WM SMARTTRUCK FREQUENTLY ASKED QUESTIONS

**WHAT IS A WM SMARTTRUCK?**  
WM SmartTruck refers to our collection vehicles, which are equipped with proprietary technology designed to improve customer service. A WM SmartTruck can validate service for every customer by using GPS mapping and dedicated cameras to photograph or video every bin or cart serviced.

**HOW DOES WM SMARTTRUCK BENEFIT A COMMUNITY?**  
WM SmartTruck enables cities, residents, and businesses to partner with Waste Management to increase their knowledge of waste diversion and recycling participation. The SmartTruck validates service levels, and documents environmental conditions and overfilled and contaminated containers. Communities can use this data to develop programs to increase diversion and improve recycling participation.

**IS THIS THE FIRST TIME CAMERAS HAVE BEEN USED ON A WM COLLECTION TRUCK?**  
No. Waste Management has used cameras on trucks for almost 10 years. Cameras mounted on WM trucks improved safety by assisting our drivers with rear and side-view perspectives, and documented driving incidents. Our drivers have also used handheld cameras to document overages and contamination. Now, WM SmartTruck will automatically document images, contamination and more, allowing our drivers to focus on their primary job. WM SmartTruck captures images (still and video) of customers, waste and recycling materials, and events related to service. Images provide a reference point to help all parties understand a service, safety, or sustainability opportunity. Trained service consultants review images to identify incidents to help educate customers, improve service provider accountability, and illustrate to the communities how we serve our residents and businesses are recycling.

**WHAT ABOUT PRIVACY?**  
The purpose of the photographs or videos is to educate and inform us about what is going on at the customer service stop. We can improve collection services, diversion and recycling. If there is a service issue, images are shared with the service address customer of record. Images may also be shared with the local jurisdiction to illustrate service issues or success stories in the community. WM will not share the images or customer information with third parties for marketing or data mining.

**HOW DOES WM SMARTTRUCK IMPROVE CUSTOMER SERVICE?**  
The technology frees the driver to have a singular responsibility: excellent collection service. Drivers will no longer have to leave their trucks to photograph container overages or contamination. The SmartTruck also adds another layer of service quality for customers by automatically recording issues such as a damaged container, missed service or blocked container. The images will trigger reports for container repairs, service audits, customer outreach and more.

**WHAT HAPPENS WHEN SMARTTRUCK DETECTS A SERVICE ISSUE?**  
A dedicated team of service consultants reviews the images from each route daily. They look for a variety of conditions including overfilled containers, contamination, damaged containers, graffiti, recorded service levels and more. Depending on the issue, a repair ticket is created, a customer notification may be generated and/or a charge is applied as permitted by the service contract.

**WHAT QUALITY CONTROL IS IN PLACE TO ENSURE ACCURACY?**  
Our service consultants are trained to carefully identify service issues. We have standard protocols for assessing every situation. A specialized auditor reviews the image for the absence of a particular issue such as a damaged container, excess material, contamination or stopped service. A report is generated and sent to the local operations staff for corrective action or customer communication.

**HOW IS A CUSTOMER NOTIFIED?**  
Oro Loma Sanitary District customers receive XXX letters for required and organic contamination prior to being charged. A letter is also sent to notify a customer of an overage charge. In the future, customers will be notified through their preferred channel of communication (email, text or phone) to select your channel of communication, visit [www.wm.com/mypreferences](http://www.wm.com/mypreferences). WM is testing an electronic notification system that will generate notices based on SmartTruck findings. Examples include new service alerts, service level validation, overages, contamination, and container repairs.

**WHAT HAPPENS WHEN A CUSTOMER DISPUTES AN ISSUE IDENTIFIED BY WM SMARTTRUCK?**  
We will work with the customer to resolve any concerns and disputes. The starting point is access to an image that can be viewed by both parties. Our professional call center team is focused on providing solutions. For example, in a dense town house community, each car may need to be clearly marked with the unit number to avoid confusion. Our representatives will help identify this opportunity and work with local operators to implement a solution.

**Contaminated Recycling Load**



**WM**  
WASTE MANAGEMENT

FRONT

BACK

Image is an example for illustrative purposes.

#### Two Months Before Go Live Date

- Social Media / Facebook ads begin
- Reminder postcards

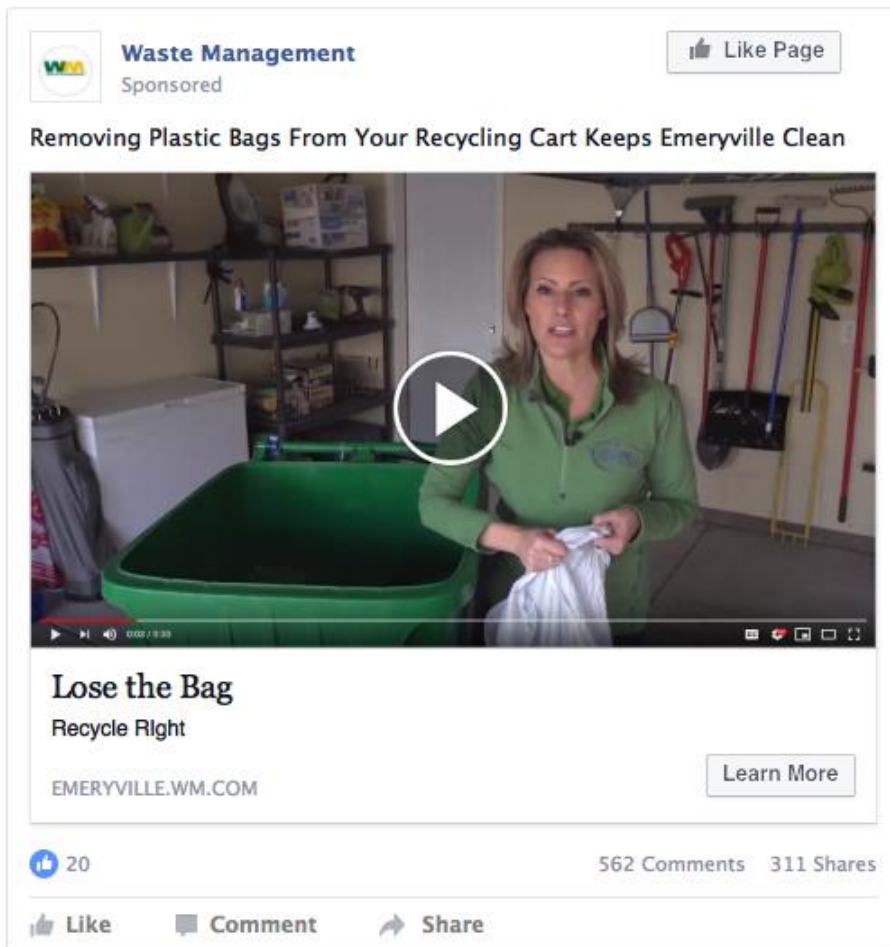


Image is an example for illustrative purposes.

## One Month Before Go Live Date

- Start WM SmartTruck<sup>SM</sup> technology warning notifications (example provided below). Notices are sent to customers with audited instances of contamination as a lead up to Warning/Charge program. It is designed to educate them how to avoid a future charge.
- Send one-time “good job” communication



Waste Management of Alameda County Inc.  
172 98<sup>th</sup> Avenue  
Oakland, CA 94603

Unique ID# 252525252  
John Doe Sandwiches  
10 Main Street  
Emeryville, CA 94602

Date: 1/5/20  
Account: 656256  
Incident: 15252

Dear <\*Service Name\*>

During a recent service call to <\*Service Address\*> we noticed your recycling container was contaminated with more than 10% of unacceptable material. Garbage can ruin an otherwise good load of recyclable material. The enclosed photo shows what we found on <\*Incident Date\*>.

Emeryville customers are subject to a "contamination surcharge" as provided below:

- 1<sup>st</sup> and 2<sup>nd</sup> Incident: Warning
- 3<sup>rd</sup> Incident: \$25 for Carts; \$75 for Bins
- 4<sup>th</sup> and following Incidents: \$50 for Carts; \$100 for Bins

To avoid a contamination surcharge, please place only recyclable material in the recycling container. Remember to keep all materials loose and recycle only empty bottles and cans and dry paper and cardboard. Proper use of your container is essential to meeting the recycling goals of our community. Please follow these simple guidelines:

- Put material in correct containers
- Do not overfill containers - lids must close to keep paper dry
- Secure adequate container sizes - never mix trash with recyclables
- For a list of acceptable items, visit: [RORR.com/resources/for-business](http://RORR.com/resources/for-business)

If you need service assistance, please call 800-321-8226. Working together, we can keep our community green.

To receive future service notifications, including holiday reminders, weather alerts, and more via email or text, use your Customer ID #<\*Customer Key\*> to update your contact information at [wm.com/mypreferences](http://wm.com/mypreferences).

Sincerely,  
Waste Management of Alameda County Inc.  
510-613-8700



Image is an example for illustrative purposes.

## Email

- Notices required by Section 6.03.2 of the Agreement may be sent by email. Emails will be sent to any customer that have valid email addresses on their accounts. Email messages will include a link to a video that shows the contamination (example provided below). The emails are sent after the incident is reviewed and registered.



**THINK GREEN.®**

### Your Recycling Had Garbage in It!

Dear Valued Customer,

While servicing your Recycling container, we noticed garbage in it (visible in the video link below). Garbage can ruin an otherwise good load of recyclable materials. Below are some recycling tips to help you keep your container free from contaminants.

Remember to keep all materials loose (bagged material is treated as garbage) and recycle only empty cans and bottles and clean paper and cardboard. Continued contamination of your recycling container could adversely impact your services.

Proper use of your containers is essential to meeting the recycling goals of our community. Please follow these simple guidelines:

- Put materials in the correct containers (see lists below)
- Do not overfill containers – lids must close
- Secure adequate container sizes – never mix trash with recyclables

If you need service assistance, please call LOCAL CALL CENTER #. Working together, we can keep our community green.

[VIEW VIDEO](#)

### Service Details

Customer ID:

Service Address:

Service Date:

Incident #:

#### Accepted Recycling Items



Recycle all empty bottles, cans, paper and cardboard. Keep foods and liquids out of recycling. Keep loose plastic bags and bagged recyclables out of recycling.

Image is an example for illustrative purposes.

## One Week Before Go Live Date

- Postcard goes out reminding customers how to stay clear of additional charges
- City may use materials to link to City tweets or other communications

**IMPORTANT NOTICE**

Stay Clear of  
Additional Charges



**WASTE MANAGEMENT**  
172 98th Avenue  
Oakland, CA 94603

Set Your Service Notification Preferences  
Using Your Customer ID# Below.  
*Go to WM.com - MyAccount/ManageMyPreferences*

**CUSTOMER ID#** <Customer Unique>  
<Service Name>  
<Service House#> <Service Street Name>  
<Service City>, <Service State> <Service Zip>

To avoid additional charges, keep your recycling  
containers clear of contamination and ensure all  
container lids are closed.  
*See reverse side for more information.*

Example postcard front for illustrative purposes.


**AVOID AN OVERAGE CHARGE**

Materials must fit inside a container  
with the lid shut for regular service.

Eliminating excess materials in containers helps:

- Minimize Service Delays
- Reduce Equipment Failure
- Decrease Litter
- Eliminate Safety Risks
- Prevent Animal Hazards
- Reduce Truck Fires


**Overage Charge: \$25**  
**Charges Begin Month Day After Two Warnings**





If you regularly have excess materials, we're here  
to help you put a lid on overages.  
Call Customer Service at 510-613-8710 to help  
you right-size your service.


**AVOID CONTAMINATION CHARGES - RECYCLE RIGHT**

Only place allowable materials in your recycling and  
green waste/organics containers.  
*Only materials free of contaminants are recyclable.*


  
**RECYCLING**


  
Recycle only empty plastic bottles/  
containers, glass jars/bottles, and  
clean paper and cardboard.


  
No plastic bags.  
Place recyclables directly  
into your container.


  
Keep food and  
liquids out of the  
recycling.

**Contamination Charge: \$25 | Begins Month Day After Two Warnings**

  
**ORGANICS**

  
Collect only yard trimmings,  
food and food-soiled paper.

  
Only clear or  
compostable bags  
accepted.

  
No plastic, glass, metal,  
treated wood, hazardous  
or pet waste.

**Contamination Charge: \$25 | Begins Month Day After Two Warnings**

Visit [oroloma.wm.com](http://oroloma.wm.com) for recycling tips and more information.

**WASTE MANAGEMENT**

Example postcard back for illustrative purposes.

## Go Live

- Program starts
- Start charging after 2 warnings


## Schedule of Notifications and Fees

	Carts	Commercial/MFD Bins
Incident 1 and 2	Warning	Warning
Incident 3	\$25	\$75
Incident 4+	\$50	\$100


- Customers who have gone 1 year since most recent contamination fee will reset to the lowest incident fee (example cart customer would be back at a \$25 charge).

## Ongoing communications

- Bill Inserts
- SmartTruck<sup>SM</sup> notifications mailed/emailed
- Any New Accounts that start service after the original launch will receive information on how to avoid contamination in new service brochures and 2 warnings before charging




### ARE YOU CLEAR ABOUT RECYCLING CONTAMINATION AND OVERAGES?



Keep your recycling container clear of contamination. Ensure all materials fit inside your container with the lids closed to avoid additional service charges.

#### KEEP A LID ON OVERAGE CHARGES




**Eliminating overages helps you:**

- Avoid unbudgeted costs
- Prevent safety issues for your employees or customers
- Decrease pests and other animal risks
- Reduce odors and other concerns
- Keep your waste and recycling areas clean and tidy


If you regularly have excess materials, we're here to help you put the lid on overages. Please check your service agreement and contact your Waste Management representative to right-size your service.

#### FOLLOW THE RECYCLE RIGHT® GUIDELINES

If your business subscribes to recycling service, please place only allowable materials in your recycling containers.



Recycle empty bottles, cans, paper and cardboard.



Keep food and liquid out of the recycling.  
Empty recyclables directly into your recycling container - NO bagged recyclables.

Only materials free of contaminants are recyclable.

**RECYCLE OFTEN. RECYCLE RIGHT.**

For more information, visit: [RecycleOftenRecycleRight.com](http://RecycleOftenRecycleRight.com)  
#Recycling101

Example Bill insert for illustrative purposes.

## Quality Control

- Our service consultants are trained to carefully identify service issues.
- We have standard protocols for assessing multiple situations.
- A specialized auditor reviews the image for the existence of a particular issue such as a damaged container, excess material, contamination or skipped service.
- A report is generated and sent to the local operations staff for corrective action or customer communication.



## Contamination Quality Control

- What contamination quality control is in place to ensure accuracy?
  - Drop-down menu of contaminant choices & visual aid designed to produce consistency among auditors. Identified contaminant is stated in notification letter. Below are examples of current drop-down menus we utilize:

## Drop-down Menu Commercial Contamination Identification – Recycling

## COMMERCIAL CONTAMINATION IDENTIFICATION

When reviewing video for contamination, select up to 3 items visible in the video, from the drop-down list of possible contaminants. Below is an image of each contaminant along with any special instructions regarding use.

### RECYCLING

Clothing/ Textiles		Pallets/ Wood	
Electronics		Plastic Bagged Materials	
Film Plastics		Plastic Bags	
Foam Packaging/ Cups		Soil/Rocks	
Food		Tank/ Canister Propane	
Gloves		Tanglers	
HHW (Household Hazardous Waste)		Yard Waste	
Metal Objects			

## Drop-down Menu Commercial Contamination Identification – Green Waste / Organics

### COMMERCIAL CONTAMINATION IDENTIFICATION



When reviewing video for contamination, select up to 3 items visible in the video, from the drop-down list of possible contaminants. Below is an image of each contaminant along with any special instructions regarding use.

### GREEN WASTE / ORGANICS

<b>Clothing/ Textiles</b>		<b>Metal Objects</b>	
<b>Electronics</b>		<b>Plastic Bags/ Opaque</b>	
<b>Film Plastics</b>		<b>Plastic Bottles/ Bucket/Item</b>	
<b>Foam Packaging/ Cups</b>		<b>Soil/Rocks</b>	
<b>Glass Bottles</b>		<b>Tank/ Canister Propane</b>	
<b>Gloves</b>		<b>Tanglers</b>	
<b>HHW (Household Hazardous Waste)</b>			



## Drop-down Menu Residential Contamination Identification – Recycling

### RESIDENTIAL CONTAMINATION IDENTIFICATION



When reviewing video for contamination, select up to 3 items visible in the video, from the drop-down list of possible contaminants. Below is an image of each contaminant along with any special instructions regarding use.

#### RECYCLING

Clothing/ Textiles		Pallets/ Wood	
Electronics		Plastic Bagged Materials	
Film Plastics		Plastic Bags	
Foam Packaging/ Cups		Plastic Bucket/Item	
Food		Soil/Rocks	
Gloves		Tank/ Canister Propane	
HHW (Household Hazardous Waste)		Tanglers	
Metal Objects		Yard Waste	

## Drop-down Menu Residential Contamination Identification – Green Waste / Organics

### RESIDENTIAL CONTAMINATION IDENTIFICATION



When reviewing video for contamination, select up to 3 items visible in the video, from the drop-down list of possible contaminants. Below is an image of each contaminant along with any special instructions regarding use.

### GREEN WASTE / ORGANICS

<b>Clothing/ Textiles</b>		<b>Metal Objects</b>	
<b>Electronics</b>		<b>Plastic Bags/ Opaque</b>	
<b>Film Plastics</b>		<b>Plastic Bags</b>	
<b>Foam Packaging/ Cups</b>		<b>Plastic Bottles/ Bucket/Item</b>	
<b>Glass Bottles</b>		<b>Soil/Rocks</b>	
<b>Gloves</b>		<b>Tank/ Canister Propane</b>	
<b>HHW (Household Hazardous Waste)</b>		<b>Tanglers</b>	

## **Customer Right to Appeal / Dispute Process:**

- If the customer believes there is a mistake, they can contact WM via the number on the letter or invoice.
- Customer Experience representatives will review the video or image and email a link to the customer
- Credits will be issued for the following reasons
  - Blurry images
  - No visible contamination
  - Did not meet the audit guidelines
  - Not customers bin in the picture – customer will be exempt from further incident charges until the bin is appropriately linked to the correct address.