



**RED OAK  
SANITATION  
678-455-7819**

September 18, 2017

### **Tropical Storm Irma**

Dear Valued Red Oak Customers,

We are truly hopeful that you, your family and your friends weathered tropical storm Irma safely and with no damage. We know, unfortunately, that many of our customers and many of our coworkers were not so lucky; and some are still dealing with the aftermath of the first tropical storm to hit the metro Atlanta area.

As many of you know, Irma was quite an event; knocking out our power, servers, phones and internet, thus, our ability to communicate with our customers. We posted on Facebook and our website that we would begin servicing again on Tuesday in the wake of the storm, and try to maintain the holiday schedule, being only one day behind regular service. Unfortunately, this was not the case, as several members of our Red Oak family sustained loss and damage that prohibited them from being able to make it to work. Our team is scattered across an eight county area, and all felt the effects of Irma.

Because of this, our crews were not fully staffed last week. This caused us to concentrate on trash and in many cases, leave recycling for this week. As many of you may have experienced, our crews were in your communities well after dark, even though they started servicing customers at 7 a.m. each morning. For the first time in Red Oak's history, we had crews operating on Sunday. These crews have been working very hard; however, there are only so many hours they could work and with the landfill hours, only so much they could do.

On behalf of the entire Red Oak family, we truly apologize for any inconvenience this has caused you. We hope that you understand and will remain patient and supportive, as many of you have. The crews are out working and we will be getting caught up over the next several days. We know that many of you will have more trash than on a normal day, but we understand, as the last week has been anything but normal in our lives.

We are truly grateful for each and every one of you, our customers. We sincerely apologize for the delay and we thank you for your cooperation and understanding.

Warm regards,  
The Entire Red Oak Family



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