



El Dorado Disposal
Customer Service
530-626-4141

March 19, 2020

EL DORADO DISPOSAL COVID-19 RESPONSE AND PREPAREDNESS

All routes running as scheduled unless otherwise notified

PLACERVILLE, Calif, March 19, 2020 – El Dorado Disposal’s number one value is the safety of our employees, customers, and community in El Dorado County that we serve. In light of the global COVID-19 outbreak, we wish to assure our community that we are taking proactive measures to protect our employees and the public while continuing to provide safe, excellent solid waste collection service during this unique time.

Currently all routes are running as normal and our Material Recovery Facility and Buy Back Centers are open. Please continue to put your trash, recycling, and green waste carts out for your regularly scheduled service day. Any significant change to our operations will be communicated through our website, Facebook/Instagram, and call blasts.

Our Customer Service Office is maintaining regular call center hours, but as of March 19, 2020 our Office is closed to the public. We ask our customers to follow social distancing recommendations and to pay or address issues by phone, mail, online, or utilize our secure drop-box outside our Office. Customers may contact our Customer Service Office Monday-Friday 8:00am-5:00pm at 530-626-4141 or email us at customerservice4030@wcnx.org.

We recognize that this situation has tremendous unknowns and could cause unanticipated service delays, service interruptions, or unusually high call volumes. El Dorado Disposal is developing a contingency plan if our operations are compromised. We are monitoring the changing situation closely, following guidance from the CDC, WHO, and local & state public health officials and adjusting our operations accordingly.

El Dorado Disposal recognizes that solid waste collection and processing is an essential public service and we are working to ensure our operations run as effectively as possible to keep our commitment to our community. Thank you for your trust and patience in El Dorado Disposal.