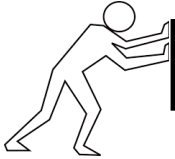


# Trash Talk

AUGUST 2017

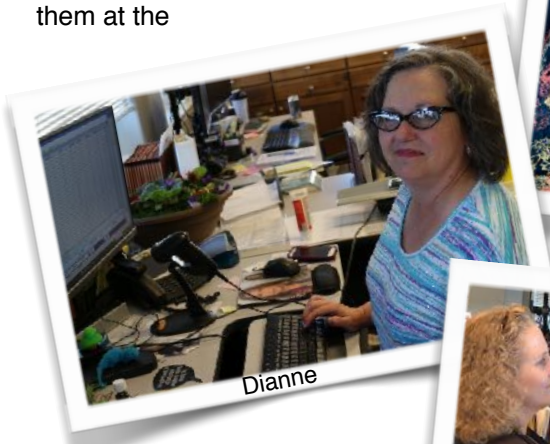


## People Power



*Our customer service gurus at Thompson's Sanitary want to give you the best service possible*

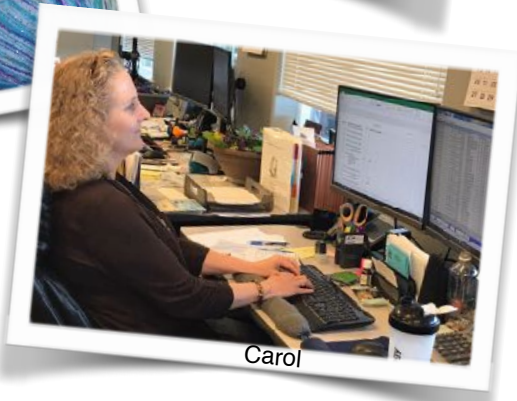
When customers ring Thompson's Sanitary, the voices heard on the line are our amazing customer service staff made up of Lisa, Dianne, and Carol. All residents of Newport and active members of our community, it's very possible you've run into them at the



Dianne



Lisa



Carol

grocery store, post office, or volunteering at a local event. Many companies are opting to answer phone lines with automatic recordings and a menu of digits to help solve a service issue. At Thompson's, we still believe in our **people power** to assist customers and give them the best service possible, because not every situation fits into a single digit choice. If you email us via [info@thompsonsanitary.com](mailto:info@thompsonsanitary.com), there are no automatic replies. They're original responses tailored to the customer's unique concerns and questions. TSS staff genuinely want to help customers solve their problem in a fast, efficient manner with a friendly can-do attitude. It is our hope customers find value in this approach to customer service and contact us to answer waste questions and assist in service needs.

## In the Know

### Free HHW Waste Event - Aug 12

#### Dispose of your Household Hazardous Waste for Free



The Lincoln County Solid Waste District and Lincoln

County Haulers provides a free annual Household Hazardous Waste disposal event to all Lincoln County residents.

**When:** August 12, 10am-2pm

**Where:** North Lincoln Sanitary Service, 1726 HWY 101, Lincoln City, Oregon

#### List of items accepted include:

- **Poisons** - pesticides, herbicides, fungicides, and other poisons.
- **Heavy Metals** - mercury and products containing elemental mercury
- **Corrosives** - acids, bases, and reactives

## Service on Aug 21

### Regular Service on the day of the Solar Eclipse, Mon Aug 21

TSS will be attempting regular service on Aug 21. Please have your carts out by 6:00am, or the night before. If for some reason your cart isn't serviced that day, please leave it out for service.

## Labor Day Service

### Regular Service Labor Day, Monday, September 4

There will be regular route service and Agate Beach Transfer Station will be open, but TSS offices will be closed.

# The SOLAR ECLIPSE

*On Aug 21, expect regular service*



**On Monday, August 21, the day of the Solar Eclipse, Thompson's Sanitary Service will be attempting regular service that day.**

**Please have your carts out by 6:00am, or the night before. If for some reason your cart isn't serviced that day, please leave it out for service.**

## 7th grade students follow Newport's Waste Stream

Sponsored by the Lincoln County Solid Waste District and Thompson's Sanitary Service, the entire class of Newport Middle School seventh graders followed the path of Newport's waste stream this last school year by being bussed to the facilities where TSS hauls all of

Newport's waste. Garten Materials Recovery Facility in Salem was the first stop on the tour and



where all of Newport's Comingled recycling is taken.

Students saw how recyclables were sorted for shipment to individual recycling markets and many commented on the sheer volume of what Garten processes. The second stop was Pacific Region Compost and Valley Landfills, north of Corvallis, to observe where Mixed Compostables are processed into compost, as well as where non-recyclables are buried into an engineered multi-layered landfill system. All in all, an important process to learn in making future sustainable living choices to help our planet.

I'm glad you let us tour your facility. You showed me how much work it takes to recycle, and how good it is! To be honest I was lazy about recycling and would often put wrong things in bins. Now I'm more diligent!

A student thank-you note to Garten MRF