



February 4, 2022

Dear Valued Customer:

We hope that this letter finds you and your family safe and healthy.

CR&R Incorporated (CR&R) would like to take this opportunity to provide an update regarding the recent transition in waste and recycling services provided by our company.

We understand the last month has been challenging. While we were ready for the learning curve that comes with servicing a new community, we have been and continue to be seriously impacted by the Omicron COVID-19 variant. Whether it is our own drivers becoming infected or their potential exposure through family and friends, CR&R has not experienced this level of resource strain since the beginning of the pandemic. From the New Year, CR&R has been operating with roughly half of its normal staff. Driver shortages, combined with substitute drivers learning new routes, has contributed to a very difficult hauler transition for Laguna Woods residents.

We hear and understand the frustrations regarding missed collections, service delays, and long wait times to speak with our customer service staff. We understand the desire for a successful organic recycling program. We strongly believe that the coming weeks will provide relief as more CR&R staff recover and return to work. Our goal is for residents to have a positive experience with CR&R and to be proud of the successful waste and recycling services in Laguna Woods. We are confident in our ability to meet this goal in the coming weeks.

As we work to recover from the current challenges, we encourage residents to continue reporting any missed collections to our CR&R team at [LagunaWoods-Recycles@CRRMail.com](mailto:LagunaWoods-Recycles@CRRMail.com). This email is continuously monitored and is the fastest method of relaying service disruptions to our operations team. Alternatively, you can call customer service at (949) 625-6735, Monday through Friday, from 8:00 a.m. to 5:00 p.m., and Saturday, from 8:00 a.m. to 12:00 p.m.

CR&R has always strived to serve our customers and today is no different. We are diligently working to find meaningful solutions to the challenges created by the current pandemic environment. We are grateful for the opportunity to provide waste and recycling services in Laguna Woods, and we thank you for your continued understanding and patience.

Sincerely,

CR&R Incorporated

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