

COLONIAL CHARLES

Proposal for Trash Collection Services
10/29/2025

SUBMITTED BY

Waste Management of Maryland, Inc.

**Always Working For A
Sustainable Tomorrow**

CONTACT

Ryan Skees

Capitol Area HOA Manager

capitolhoa@wm.com

(540) 830-6191

WM

WM



Oct 29, 2025 – Colonial Charles

Attn: Board of Directors

Dear Colonial Charles,

Waste Management of Maryland, Inc. (WM) is pleased to present this proposal to Colonial Charles for trash collection services. Many of your neighboring communities have relied upon WM's service and our comprehensive service solutions will meet your community's waste and recycling needs while lowering your carbon footprint.

By contracting with WM, the HOA will reap the benefits of working with the industry's leading environmental services provider. We are strongly committed to a foundation of financial strength, operating excellence, and professionalism. We are proud of the work we do, our dedicated staff, and the customers we serve.

WM makes doing business easy for property managers, board members, and residents. Our customer service team is top-notch, and our driver safety training programs lead the industry. We also have the best insurance indemnification protection in the industry. All of this adds up to higher customer satisfaction, fewer complaints, and less worry and hassle for everyone.

The offerings we provide to our customers clearly differentiate our company from our competitors and demonstrate the value, service, and sustainability solutions we will provide to your HOA if awarded this contract. As summarized in this response, we offer:

- A dedicated HOA Account Management Team to implement and execute collection services that align with all of your unique requirements and expectations.
- Customer service options by web, mobile, phone, and email to meet the demands of various needs of your community, including 24/7 solutions
- State-of-the-art technology that increases economic, environmental, and safety efficiencies
- Local operations resources – including a local operations team, trucks, and equipment – with an extensive national research and development network to drive efficiencies

WM extends our appreciation for allowing us to provide the enclosed proposal. We look forward to your feedback, and if you have any questions or need clarification regarding our proposal or the information provided, please do not hesitate to contact me.

Sincerely,

Ryan Skees, Capitol Area HOA Manager

capitolhoa@wm.com | (540) 830-6191

WHO WE ARE AND WHAT WE DO

As North America's leading provider of comprehensive environmental services, WM serves millions of residential, commercial, industrial, and municipal customers throughout the U.S. and Canada by collecting, transporting, and finding new uses for the waste they generate. We also collaborate with our customers to help them achieve their sustainability goals through managing and reducing waste and operating more sustainably.

A RELIABLE, STABLE PARTNER IN SUSTAINABILITY

World-Class Customer Service: At WM, providing world-class customer service is our top priority. We recognize that your residents want to save time and expect 24/7 customer service with easily accessible solutions, which is why we have made significant technology investments to meet our digitally conscious customers on their platforms – email, social media, live chat, and mobile apps. With our tested processes and innovative new technologies, we bring a level of service reliability and customer satisfaction that is truly unmatched.

Leading Training and Safety Programs: Once hired, our drivers undergo intensive immersion training at our state-of-the-art training centers. Over two weeks, drivers gain experience through classroom training and simulated driving courses that reflect real-life obstacles. At the end of training, each driver receives a comprehensive evaluation that confirms their understanding of and commitment to WM's culture of safety. And to provide the safest and most secure service for your community, our employees undergo comprehensive background checks and drug testing.

An Unmatched Service Network Backed by Extensive Local Resources: We serve nearly 20 million municipal, federal, commercial, industrial, and residential customers across North America through a network of 507 collection operations and 255 active solid waste landfill disposal sites. At the local level, WM offers management, operational, and reserve resources, including a local office with local support, a single point of contact for your account, and a local fleet of trucks and equipment.

A Partner in Sustainability: Environmental stewardship is the core of our business - our promise to customers, our competitive advantage, and our obligation to the locations in which we operate. In a business as highly regulated as ours, protecting the environment, maintaining compliance, and innovating to improve operations requires an unwavering focus, expertise, and internal checks and balances.

THE WM DIFFERENCE

OPERATIONS

Your Route to Innovation: Automated Collection

Just as WM has transformed the way waste is managed, we have dramatically altered the way we collect and transport it. An outdated, manual, and tedious collection process has been replaced by a far safer, less time-intensive, and much more efficient collection process. Today, automated collection is leading the way and pushing the waste services industry forward because it is:

Safer: For our drivers, automated collection eliminates manual lifting and exposure to possible hazards such as sharp objects, exposure to pathogens in waste, and traffic accidents. Additionally, the steering wheel is on the right side of the cab so if the driver must get out of the truck for any reason, they are stepping out to the curb and not the road.



Faster: With improved collection efficiency, automated collection truck drivers can pick up more carts in a day, reducing operational and labor costs and helping to keep service rates competitive. The technology also allows for the truck to function at idle speeds, which reduces fuel consumption and noise.

Convenient: Customers are embracing the many conveniences and benefits of wheeled carts versus bags and cans. The carts are easy to roll, have larger capacities than most resident-provided containers, and are maintained by WM, eliminating the need for residents to worry about replacing cans as they age.

Aesthetically Appealing: Our automated collection carts improve the look of neighborhoods by providing a uniform look and cleaner streets, as waste carts eliminate the need to pile trash bags at the curb. The automated carts are also more resistant to tipping by animals than customer-owned containers, which reduces blown litter and strewn garbage. The articulating arm on the truck allows residents to place more items inside their cart as opposed to large piles by the street.

Innovating Collection with the Automated Collection

If your HOA moves forward with automated collection, WM will use the automated side loader to collect your community's waste. Operated by a single driver from inside the truck, the automated side loader utilizes a mechanical arm with a claw to pick up a cart from the curb. When grasping onto the cart, the claw makes a secure grip around the widest part of the cart body. After gripping the cart, the mechanical arm lifts the cart up, dumping waste into the top front of the truck. Waste is then forced through an aperture into the main body and compacted toward the rear of the truck. The driver is able to then reset the cart in its original curbside position.

Cleaner Collection Days with Automated Collection Carts

An automated collection system comes with many benefits. Often the most popular benefit among customers is the transition from can or bag collection to the use of a lidded, two-wheeled collection cart.

WM-provided carts are compatible with both our semi and fully automated collection system, and their quality and workmanship are backed by a minimum 10-year warranty. We have successfully utilized wheeled carts in communities throughout North America and consistently receive positive feedback from individual customers and community leaders.



96-gallon trash and recycling carts, with yellow lids designating recycling carts

WM Smart TruckSM Technology: Smart Solutions to Drive Behavior

WM is always working for a sustainable tomorrow. The latest in these efforts is our WM Smart TruckSM program, which pairs innovative technology with strategic, targeted education to influence waste-related behaviors, making residential collection in your HOA smarter, safer, and more efficient.

At its essence, WM Smart TruckSM consists of cameras mounted on our collection vehicles that create a record of collection events and the contents of collected containers. Data captured - including vehicle location and photo and video documentation of service - then drives a targeted education strategy to reduce recycling contamination and container overages while also improving the customer experience through service verification notification.

WM Smart TruckSM technology on your streets means a cleaner, greener, safer community with more power in every pickup.



Our proprietary Smart TruckSM technology captures video and photo of every collection.

Industry-Leading Onboard Technology for Your HOA

Our fleet of trucks for your HOA is equipped with our onboard computing system (OCS), which enhances communication between our operations and customer service teams. OCS replaced paper route books with electronic route sheets that are updated in real time. Collection drivers see all stops and service tickets on their touch screens, which can be updated remotely and in actual time by our route managers and dispatchers. Drivers use their OCS to log completion of each service performed.

OCS is also a key tool for noting and communicating route exceptions such as blocked containers, extras, and contamination. Each exception has a designated code. Drivers log the appropriate code at the time of collection and have the option to add supplementary notes. If OCS becomes unavailable, our drivers use a traditional paper route sheet to perform scheduled collections and manually enter routing exceptions.

Extra Eyes on Your Roads

DriveCam®, one of the safety innovations onboard our trucks, goes beyond traditional dashcams by pairing machine vision with artificial intelligence to identify risks as they occur on the road and respond to the driver with real-time coaching.

DriveCam is mounted on the windshield of the interior cab with cab-facing and road-facing cameras. When an unsafe condition is detected, such as critical following distance, lane departure, or imminent collision, the device visually and audibly alerts our drivers, providing an opportunity for self-correction.

CUSTOMER SERVICE

A Dedicated Account Team for Our Valued HOA Customers

Appreciating our customers' unique needs allows us to customize services and program offerings. WM's dedicated HOA account management team will work with you to implement and execute collection services that align with all of your unique requirements and expectations. Your service team brings a diversity of backgrounds, skillsets, and job responsibilities. However, we all connect back to a common denominator, you - our customer. Your WM service team will include:

Public Sector Services

- Ryan Skees, Public Sector Sales Representative

Operations

- Christian Ridenour, District Manager
- Angelo Giuffrida, Operations Manager

Game-Changing Customer Service Tools

In today's digital age, customers' service expectations are changing. Customers want a direct and seamless experience - anytime, anywhere, and on multiple platforms and touchpoints. WM has aligned with those expectations by transforming how we do business to deliver an unrivaled customer experience. Our new technologies on the new My WM Mobile App as well as [WM.com](https://www.wm.com) provide our customers with the ability to better manage their accounts, improve communications, and enhance their customer experience.

Live Chat via WM Mobile App/ WM.com

A team of customer service professionals is dedicated to this service channel on the WM Mobile App as well as WM.com. Chat sessions are initiated in real time between the hours of 7:30 a.m. and 5 p.m. local time Monday through Friday.

Website for Our Customers

WM provides a highly effective and easy-to-use website created specifically for our customers that allows residents to easily manage their accounts online. The site includes an assortment of 24/7 self-service features. Through WM.com, customers can:

- Request changes to existing service or add new services
- Access collection calendars, notifications, recycling information, holiday schedules, and estimated time of pickup
- Manage billing (e.g., balances, statements, payments)
- Interact with a CSR via live chat or email
- Learn about local promotions and events such as a spring cleanup event

A Single Dedicated Point of Contact

For the convenience of property management & the board of directors, a single point of contact is dedicated to managing your account. This prevents phone-tree interactions or miscommunication amongst departments. Available via phone or email. (More information available on next page.)



Ryan Skees

HOA Representative
capitolhoa@wm.com

Ways to Contact our Team

capitolhoa@wm.com

"WM differentiates itself by offering HOA communities access to a dedicated point of contact, self-service options on www.wm.com and mobile app, and by consistently going above and beyond to keep their customers at the forefront of their business."



Specialization: Homeowners Associations (HOA)

HOAs and property management companies face complex logistics and need knowledgeable specialists to expertly handle waste management. Our dedicated HOA Representatives provide tailored environmental solutions, maximizing the program's value, delivering effective trash or recycling programs for homeowners and tenants, and maintaining positive community aesthetics. Customers know they can count on WM for reliable service and superior value. Specifically, our WM team aims to:

Streamline Services

HOAs have enough to manage without worrying about waste services. With a dedicated WM HOA Representative, they don't have to. We ensure seamless setup, on-time service, and quick issue resolution. Customers trust us to proactively address concerns, so they can focus on their priorities—not their environmental services.

Provide Local, Quality Service

WM is North America's leading waste services provider and a proud local employer in the Capitol. We help HOAs and property managers with expert service, on-time delivery, and efficient container management. Our dedicated HOA Representatives ensure clear communication and quick solutions, delivering the high-quality service your community deserves.

WHAT TO EXPECT

PROFESSIONAL EXPERIENCE

As environmental service experts, our dedicated HOA Representatives quickly navigate challenges to deliver results. Customers benefit from their deep expertise and receive efficient, value-driven solutions through a single point of contact to optimize their waste disposal and recycling needs.

TAILORED SERVICE

Our HOA Representatives carefully assess each customer's disposal and recycling needs, tailoring services to their goals and ensuring they always have the best solutions. This commitment fosters strong, lasting relationships.

INTEGRITY

Our HOA Representatives build trust through integrity and dedication, always prioritizing customers' best interests. Customers rely on WM for straightforward, transparent communications and the highest service standards.

Self-Service on WM.com / Mobile App

By entering an address onto our website or mobile app, residents will be able to request container swaps/repairs, view service ETA, & report missed pickups.

US - English

Click -->

Schedule & ETA

Make a Payment

Drop Off Locations

Log In

WM

Residential

Commercial

Sustainability & Recycling

About Us

Support

Pickup Schedule & ETA

Pickup Schedule & ETA

SEARCH AGAIN

VIEW OTHER SERVICES

Enter Address

Service Address

Address

1154 Forest Oaks Dr, B...

Verify

Select Service

1154 Forest Oaks Dr, Butler, PA 16001, US

Select service, if applicable
(Trash/Recycling)

Next Pickup

TODAY

Pickups have been completed in your area.

Report Missed Pickup

Report missed pickup

Residential service(s) has been rescheduled

View any service delays in the area

Your trash service for Monday, November 11, 2024 has been rescheduled for Tuesday, November 12, 2024 in the following areas: Butler, Ellwood City.

Commercial/Residential service(s) have been rescheduled

Your trash service for Tuesday, November 12, 2024 has been rescheduled for Wednesday, November 13, 2024 in the following areas: Erie.

View pickup schedule & holiday delays

Pickup Schedule

EVERY TUESDAY

Due to weather, holiday or other unexpected circumstances, the pickup schedules may change. Check back for the most current information available.

Holiday Schedule

There are no observed holidays in the near future. Please check back one week prior to the next holiday for any potential service changes. You can receive notifications about schedule changes by text, email or phone - whichever you prefer! Please visit our Communication Preferences Page to enroll.

WHY SIGN UP?

Easily manage payments and invoices for one or multiple accounts

View estimated service times on collection days

Save and manage payment methods

Enroll in AutoPay and Paperless Billing

Manage communication preferences

SIGN UP NOW

Already have an account?

Return to Dashboard

Self-Service on WM.com / Mobile App (Cont'd)

US - English ▾

Schedule & ETAMake a PaymentDrop Off LocationsLog In ▾

WM

ResidentialCommercialSustainability & RecyclingAbout UsSupport

Q



Stericycle, a leader in medical waste services, is now part of WM.

Together, we're creating communities that are safe, healthy and thriving.

[About the Acquisition](#)

Find Waste Management Services

1154 Forest Oaks Dr, Butler, PA, USA

For home or business?
For Home ▾

Get Started



Residential Waste Pickup

WM's curbside trash and recycling pickup is the top choice for waste management at home.

[Get Residential Waste Service](#)



Bulk Waste Pickup

Trust WM for safe, efficient disposal of bulk (multiple) or bulky (large) waste items.

[Request Bulk Waste Pickup](#)



Container Service

If your WM container is damaged or missing, we'll get you fixed up with repair or replacement.

[Repair or Replace Container](#)

◁

○ ●

▷

[All Residential Services](#)

PROPOSED SERVICE SOLUTIONS

WM has proposed the full-service solutions below with the intention of meeting your HOA's critical environmental service needs, while providing more value to your community in unexpected ways.

SERVICE OFFERING OVERVIEW

Residents will be asked to set out their solid waste, recycling, and yard waste carts by 6:00 a.m. on collection day. Our service goal is to provide service within a reasonable amount of time that best supports safe and dependable service for the residents of the community. Collection time may extend until 7 p.m. from time to time due to equipment issues, delays at landfills, and/or any type of force majeure incident. WM is committed to efficient and timely service upon which you can depend.

- **Waste collection:** Waste materials should be contained within carts, with lids fully closed.
- **Yard waste collection:** WM collects bundled branches, bagged leaves, and grass. Yard waste may be collected inside a 96-gallon waste cart. For the safety and protection of our employees and equipment, we require that branches and tree trimmings be no greater than three inches (3") in diameter and be cut, tied and bundled in four-foot (4') lengths weighing no more than forty to fifty pounds (40-50 lbs.)
- **Bagster, bulky waste collection:** Individually scheduled & prepared bulky waste collection, available on <https://thebagster.com/>. This is a great supplement for residents who need a large amount of waste removed. (Renovations, moving, garage cleanup.) Discount code also available on pg. 10.

Upcoming Home Project or Bulk Item Removal?

We've Got You Covered.

Introducing Our Bagster® Dumpster In A Bag® Service



BUY.



Buy the Bagster® bag at your local home improvement store. It's compact until you're ready to use it.

FILL.



The Bagster bag is simple to set up and easy to fill with up to 3,300 lbs of debris. Dimensions: 8 ft x 4 ft x 2 ft 6 in

GONE.



Schedule and pay for collection from WM — and it's GONE!

Perfect for all types of projects: Home Renovations | Moving Prep | Home & Garage Cleanup | Bulk Items

SAVE \$20
On One Bagster® Bag Collection*

Promo code: 150-HOABAG12

Expiration Date: 12/31/2025



To learn more, visit thebagster.com

* Discount valid for the collection of one (1) Bagster® bag. Discount applied to highest priced Bagster® bag of an order. One coupon per person, household, or company per order. Coupon code must be given at the time of scheduling Bagster® bag collection to receive discount. Coupon not valid where prohibited by law or with other offers. Collection service not available everywhere; visit thebagster.com to find available service areas. For collection, yellow lifting straps must be able to connect above the bag. Expires 12/31/2025. Collection not available in some areas. Certain restrictions apply. See details at thebagster.com. The Bagster® bag is provided by WM Bagco, LLC in the United States. Collection services provided by a local operating subsidiary of WM Bagco, LLC in the United States or a contracted third party, licensed where required by law. Bagster®, Dumpster In A Bag®, BUY. FILL.

PRICING – INCLUDES 96GAL CONTAINERS

Equipment & Service Summary				
Material Stream	Cart Size	Collection Frequency	Total Unit Count ¹	Monthly Rate ^{2,3} (per Unit)
Waste Materials	96gal	1x Weekly	240	\$17.58
Recyclables				
Schedule of Supplemental Charges ³				
Valet/Walk-up Service (per month)		N/A	Container Exchange (per cart)	\$70.00
Overage (per incident)		\$5.00	Cart Removal (per cart)	\$75.00
Contamination (per incident)		N/A	Additional Cart (per cart)	\$10.00
Hard to Service (per unit)		N/A	Administrative Fee ⁴	\$8.50
Delivery Charge (per cart)		\$70.00		
Special Program Instruction/Comments				
*Rate firm 12mo, 10% price increase caps Yr 2 & 3				
*Container delivery to each home free at start of contract.				
*Removal charge waived upon termination during initial 36mo.				

*Containers will be maintained, repaired, and replaced for free, due to regular wear and tear.

¹ Total unit count subject to change monthly based on new unit builds.

² The above listed monthly rates are for recurring regularly scheduled services only. Charges for all additional services will be at rates specified in the Schedule of Supplemental Charges.

³ The monthly rate and supplemental fees do not include, and are subject to, an Energy Surcharge. Information about the Energy Surcharge can be found at www.wm.com/billhelp. State & Local taxes, and/or fees and a Recycle Material Offset, if applicable, will also be added to the Charges.

⁴ An Administrative Fee will be assessed per invoice and can be removed by enrolling in paperless statements and automated payments.

This Agreement does not provide for a fixed price during the Contract Term. Unless specifically provided otherwise herein, Customer should expect WM to increase Charges as allowed by Section 8(b) and to seek other price increases subject to Customer's consent under Section 8(c) of this Agreement. Consent to price increases may be given orally, in writing, or by notice and Customer's payment of, or failure to object to, the price increase.

COST OF LIVING PRICE ADJUSTMENTS & CONSENSUAL PRICE INCREASES

8. (a) **CHARGES; ADDITIONAL SERVICES; CHANGES.** The initial charges, fees and other amounts payable by Association ("Charges") for Services and/or equipment furnished by WM are set forth on the Service Summary. WM also reserves the right to charge Association additional Charges for additional Services provided by WM to Association, whether requested or incurred by Association, including, but not limited to, container relocation or removal; gate, enclosure or roll out services; account resume or reactivation services; extra pickups or trip charges; Contamination Charge; Overage Charge and overflows; and equipment repair and maintenance (see www.wm.com/billhelp for a list of "Additional Services", which may be updated from time to time), all at such standard prices or rates that WM is charging its Associations in the service area at such time. Changes in the frequency of collection, collection schedule, number, capacity and/or type of equipment, the terms and conditions of this Agreement, and any changes to the Charges payable under this Agreement (including any Consensual Price Increase or Negotiated Price Adjustment), may be agreed to orally, in writing or by other actions and practices of the parties, including, without limitation, electronic or online acceptance or payment of the invoice reflecting such changes, and written notice to Association of any such changes and Association's failure to object to such changes, which shall be deemed to be Association's affirmative consent to such changes.

(b) **PERMITTED PRICE INCREASES.** WM reserves the right, and Association acknowledges that it should expect WM to increase or add Charges payable by Association hereunder during the Contract Term: (i) for any changes or modifications to, or differences between, the actual equipment and Services provided by WM to Association and those specified on the Service Summary; (ii) for any changes or difference in the composition, amount or weight of the Waste Materials collected by WM from Association's service location(s) from what is specified on the Service Summary (including for container overages or overflows); (iii) for any increase in or other modification made by WM to the Fuel Surcharge, Regulatory Cost Recovery Charge, Recyclable Materials Offset, Environmental Charge, and/or any other Charges included or referenced in the Service Summary (which Charges are calculated and/or determined on enterprise-wide basis, including WM and all Affiliates); (iv) to cover any increases in disposal, processing, and/or transportation costs, including fuel surcharges; (v) to cover increased costs due to uncontrollable circumstances, including, without limitation, changes (occurring from and after three (3) months prior to the Effective Date) in local, state, federal or foreign laws or regulations (or the enforcement, interpretation or application thereof), including the imposition of or increase in taxes, fees or surcharges, or acts of God such as floods, fires, hurricanes and natural disasters; and (vi) for increases in the Consumer Price Index ("CPI") for Water, Sewer and Trash Collection Services published by U.S. Bureau of Labor Statistics, or with written notice to Association, any other national, regional or local CPI, with such increases in CPI being measured from the Effective Date, or as applicable, Association's last CPI based price increase date ("PI Date"). Increases to Charges specified in this Section 8(b) may be applied singularly or cumulatively and may include an amount for WM's operating or profit margin. Association acknowledges and agrees that any increased Charges under this Section 8 (including any Consensual Price Increases or Negotiated Price Adjustments) are not represented to be solely an offset or pass through of WM's costs.

(c) **CONSENSUAL PRICE INCREASES.** Without limiting the foregoing, WM also reserves the right to seek, and Association acknowledges that it should expect WM to seek, increases in the Charges payable by Association hereunder for reasons not specifically permitted in Section 8(b) (a "Consensual Price Increase"). If Association does not accept the Consensual Price Increase, Association's sole right and remedy shall be to terminate this Agreement by written notice to WM no later than thirty (30) days after WM notifies Association of such Consensual Price Increase. Association's failure to terminate this Agreement (within the 30-

day period) shall be construed as Association's acknowledgement that the continuation of the Services by WM hereunder is good, valuable and sufficient consideration for the Consensual Price Increase. Notwithstanding the foregoing, the parties may, but are not obligated to, agree to a different increase or adjustment to Association's Charges (a "Negotiated Price Adjustment") as a result of a Consensual Price Increase. Absent a Negotiated Price Adjustment, the Consensual Price Increase shall be binding and enforceable against Association under this Agreement unless Association terminates this Agreement (within the 30-day period) as described above. Association's agreement to a Consensual Price Increase or Negotiated Price Adjustment may be evidenced pursuant to Section 8(a) and the parties agree that this Agreement with such modified Charges will continue in full force and effect.

FREQUENTLY ASKED QUESTIONS

Q: What is the Administrative Charge?

A: The Administrative Charge covers the cost of generating paper invoices and processing paper invoice payments. By eliminating paper invoices with return envelopes, we reduce waste and drive down costs associated with preparing and mailing paper invoices. Customers can avoid this charge by signing up for automatic, pre-authorized payment and paperless billing through "My Account" on wm.com.

Q: How do supplemental charges work?

A: Supplemental charges apply when additional services are requested. For example, the Delivery Charge, a customer requests an additional cart for their home. WM would charge a one-time delivery charge to cover the administrative and operational costs of delivering the container.

ADDITIONAL AS-NEEDED SERVICES

WM offers hazardous material collection through our LampTracker program, available on www.wmlamptracker.com, purchased & scheduled by residents. (Sharps, batteries, light bulbs, etc.)

The screenshot shows the WM LampTracker website. At the top is the WM logo and the text "LampTracker". To the right are links for "ACCOUNT LOG IN" and "SIGN UP". Below this is a navigation bar with links: HOME | PRODUCTS | RECYCLING INFORMATION | REGULATIONS | ABOUT LAMPTRACKER. On the right side of the navigation bar are input fields for "USERNAME" and "PASSWORD" with a login button. The main content area features a large image of two people in hard hats reviewing a document, with the heading "Government Regulations" and text stating that fluorescent lamps and other universal wastes fall under federal and state regulation. To the right of this image is a section titled "Properly Recycle Materials in 3 Easy Steps." with three numbered steps: 1. ORDER (with a computer icon), 2. PACK (with a box icon), and 3. SHIP (with a truck icon). Below these steps are two service boxes: "BULK PICKUP RECYCLING SERVICE" (with a truck icon) and "MAILBACK RECYCLING SERVICE" (with a container icon). At the bottom of the page are five service tiles: "ELECTRONICS RECYCLING" (with a monitor icon), "SHARPS SAFE DISPOSAL BY MAIL" (with a syringe icon), "GET YOUR RECYCLING CERTIFICATE" (with a recycling symbol icon), "REQUEST RETURN SHIPPING" (with a truck icon), and "START YOUR ORDER TODAY" (with a shopping cart icon).



One Pickup. Big Impact.

Did you know most households don't fill their trash carts more than once a week?

That's why once-a-week trash collection is a smart, community-friendly choice.

With once-a-week trash collection, you help:

- Reduce traffic in your neighborhood, which helps protect and extend the life of your streets.
- Lower overall costs for your community by avoiding unnecessary pickups.

Need More Space?

If your household generates more waste than average, we offer additional containers—so you receive the service you need. Contact us today at wm.com/support to request an extra container.



WM Affiliate("WM")
625 Cherrington Pkwy,
Moon Twp., PA 15108
800-963-4776

WM Agreement #
 Resident Acct #
 Acct. Name
 Salesperson

Colonial Charles
Ryan Skees

Community Service Agreement

Community Information

Customer Name: **Colonial Charles** Contact Name: **Jackie Green**
 Community Total Unit Count: **240** Telephone #: **301-643-2965**
 Street Address: **3235 Shadow Park Ln** Email: **president@colonialcharles.org**
 City State Zip: **Waldorf MD 20603** Billing Method: **WM bills Association**
 County:

Term Information

Effective Date: **6/1/2026**

Initial Term is **36 months** from the Effective Date. After the Initial Term, this Agreement shall automatically renew thereafter for additional successive terms of **1 months** (each, a "Renewal Term"), unless terminated as set forth in Section 7 of the Terms and Conditions.

Equipment & Service Summary

Material Stream	Cart Size	Collection Frequency	Total Unit Count ¹	Monthly Rate ^{2&3} (per Unit)
Waste Materials Recyclables	96gal	1x Weekly	246	\$17.58

Schedule of Supplemental Charges ³

Valet/Walk-up Service (per month)	N/A	Container Exchange (per cart)	\$70.00
Overage (per incident)	\$5.00	Cart Removal (per cart)	\$75.00
Contamination (per incident)	N/A	Additional Cart (per cart)	\$10.00
Hard to Service (per unit)	N/A	Administrative Fee ⁴	\$8.50
Delivery Charge (per cart)	\$70.00		

Special Program Instruction/Comments

*Rate firm 12mo, 10% price increase caps Yr 2 & 3

*Container delivery to each home free at start of contract.

*Removal charge waived upon termination during initial 36mo.

¹ Total unit count subject to change monthly based on new unit builds.

² The above listed monthly rates are for recurring regularly scheduled services only. Charges for all additional services will be at rates specified in the Schedule of Supplemental Charges.

³ **The monthly rate and supplemental fees do not include, and are subject to, an Energy Surcharge.** Information about the Energy Surcharge can be found at www.wm.com/billhelp. State & Local taxes, and/or fees and a Recycle Material Offset, if applicable, will also be added to the Charges.

⁴ An Administrative Fee will be assessed per invoice and can be removed by enrolling in paperless statements and automated payments.

This Agreement does not provide for a fixed price during the Contract Term. Unless specifically provided otherwise herein, Customer should expect WM to increase Charges as allowed by Section 8(b) and to seek other price increases subject to Customer's consent under Section 8(c) of this Agreement. Consent to price increases may be given orally, in writing, or by notice and Customer's payment of, or failure to object to, the price increase.

This Community Service Agreement ("Agreement") is made as of the Effective Date shown above by and between the Waste Management Affiliate identified immediately below ("WM") and Customer named below. The individuals signing on behalf of WM and Customer each acknowledge that he/she/they has read and understands the following terms and conditions, which are hereby incorporated into this Agreement, and that he/she/they has the authority to sign on behalf of WM and Customer, respectively.

Jackie Green

Customer Signature

Printed Name

Title

Date

WM Signature

Printed Name

Title

Date

Terms and Conditions

1. DEFINITIONS.

- a. **"Contamination"** refers to materials placed in a Recyclables container other than Recyclables.
- b. **"Contamination Charge"** means an amount charged to Customer with reimbursement to WM, to compensate WM costs for separating non-Recyclables placed in Recyclable's cart, or for arranging special, unscheduled collections due to placement of non-Recyclables in Recyclables containers.
- c. **"Resident"** means a residential premise located within the geographical area encompassing all of the residences which are subject to any of the rules of Customer as of the Effective Date of this Agreement and any additional geographical area(s) encompassing any additional residences that become subject to any of the rules of Customer.
- d. **"Excluded Materials"** means any waste tires, radioactive, volatile, corrosive, flammable, explosive, biomedical, infectious, bio-hazardous, regulated medical or hazardous waste, toxic substance or material, as defined by, characterized or listed under applicable federal, state, or local laws or regulations, or chemical or other properties that are deleterious or capable of causing material damage to any part of WM's property, its personnel or the public or materially impair the strength or the durability of the WM's structures or equipment, or any materials containing information (in hard copy or electronic format, or otherwise) which information is protected or regulated under any local, state or federal privacy or data security laws, including, but not limited to the Health Insurance Portability and Accountability Act of 1996, as amended, or other regulations or ordinances, or any special waste or other waste or material that is prohibited from being received, managed or disposed of at a transfer, storage, recycling or disposal facility used hereunder by federal, state or local law, regulation, ordinance, permit or other legal requirement.
- e. **"Overage"** means (i) Waste Materials and/or Recyclables exceeding its container's intended capacity such that the lid is lifted (or would be lifted if lowered) or (ii) Waste Materials and/or Recyclables placed on top of or in the immediate vicinity of the Container, in bags or otherwise.
- f. **"Overage Charge"** means an amount charged to Customer to compensate for expense incurred by WM arising from Overages, and to provide a financial incentive to Residents to subscribe to the level of service that will allow all materials to fit within the container.
- g. **"Recyclables"** are defined in Section 16.
- h. **"Waste Materials"** means all non-hazardous solid waste and Recyclables (as defined in Section 16) generated by Resident(s) at Customer's Service Address(es) attributed to the normal activities of a single-family residence but excludes Excluded Materials.

2. SERVICES. Customer grants to WM the exclusive right to provide the "Services" (defined below). WM, through itself and its Affiliates, shall furnish equipment and services to collect and dispose of and/or recycle all Waste Materials generated by Residents, deposited, accumulated, or otherwise coming to exist at Customer's Service Address(es), subject to the terms and provisions contained herein (the "Services"). Customer agrees that this is an exclusive Agreement in that all Residents shall be required by Customer to utilize the Services of WM. Customer represents and warrants that the materials to be collected under this Agreement shall be only "Waste Materials" as defined herein. Title to Waste Materials is transferred to WM upon WM's receipt or collection unless otherwise provided in this Agreement or applicable law. Title to Excluded Materials shall remain with the generator and shall not transfer to WM. Customer is liable for Excluded Materials. All Waste Materials must be curbside by 6:00 A.M. on the scheduled collection today. All Waste Materials must fit inside the cart(s).

3. CONTRACT TERM. The Initial Term and any subsequent Renewal Term of this Agreement (collectively, the "Contract Term") is set forth on the Service Summary. Unless otherwise specified on the Service Summary, at the end of the Initial Term and any subsequent Renewal Term, the Contract Term shall automatically renew for an additional Renewal Term at the then current Service levels and applicable Charges, unless (a) for a Renewal Term of twelve (12) months or more, either party gives to the other party written notice of termination at least ninety (90) days, but not more than one hundred eighty (180) days, prior to the termination of the then-existing term, and (b) for a Renewal Term of less than twelve (12) months, either party gives to the other party written notice of termination at least thirty (30) days prior to the termination of the then-existing term.

4. SERVICE GUARANTEE. If WM fails to perform Services in accordance with the attached service summary (the "Service Summary"), and WM does not remedy such failure within ten (10) days of its receipt of a written demand from Customer, Customer may immediately terminate this Agreement without penalty.

5. REPRESENTATIONS BY CUSTOMER. Customer represents and warrants to WM that (A) Customer has the authority under the applicable Covenant, Conditions & Restrictions and/or bylaws and declarations (CC&Rs) to enter into this Agreement either on behalf of or for the benefit of all of the Residents; (B) Customer has the authority to obligate all of the Residents to utilize WM exclusively for the Services; and, (C) this Agreement has been approved by Customer's board of directors.

6. CUSTOMER OBLIGATIONS. Customer agrees to perform all obligations required of Customer pursuant to the terms and conditions of this Agreement, including, but not limited, the following:

- a. Customer shall timely update WM in the event the total number of units (i.e., the total house count eligible to receive WM's services) increases from the Unit Count set forth in the Service Summary. WM will use the updated Unit Count total in its next invoice to Customer. WM has no responsibility for any incorrect Unit Counts provided by Customer, but has the right, in its discretion, to verify the Residential Unit count information provided by Customer. Customer agrees that if Customer's community is fully constructed, the Unit Count will be fixed for the Contract Term and Customer will not be entitled to any credits or Unit Count deductions if there are any temporary or permanent vacancies.
- b. Customer assumes full responsibility for informing current and future residents of this Agreement.
- c. Customer shall timely inform WM of complaints made by Residents and shall work with WM in good faith to resolve any Resident service issues.
- d. Customer shall educate Residents to encourage, promote and obtain proper Waste Materials and Recyclables set-out, collection, and disposal as required by this Agreement.
- e. Customer shall provide safe and unobstructed access to the equipment referenced in Section 10 on the scheduled collection day. If the equipment is inaccessible, Customer agrees to pay additional charges for any service modifications caused by or resulting from Customer's failure to provide access.
- f. Customer shall not deposit or permit the deposit of collection of any Excluded Materials.
- g. Customer shall pay WM the Charges for the Services, including additional Charges for additional Services provided by WM as described in Section 8(a).

7. TERMINATION RIGHTS. Notwithstanding the foregoing, this Agreement can be terminated prior to the end of the Initial Term, or a Renewal Term, as follows:

- a. by Customer (with no obligation to pay liquidated damages as provided in Section 11), (i) if WM fails to satisfy the Service Guarantee provided in Section 4 or (ii) pursuant to Section 8(c) if WM increases the Charges payable by Customer hereunder with a Consensual Price Increase;
- b. by Customer with thirty (30) days prior written notice to WM, subject to Customer's obligation to pay liquidated damages as provided in Section 11 no later than thirty (30) days after written notice of termination;
- c. by WM, (i) if as a result of Customer's breach of Section 9 or of Customer's failure to pay, WM suspends Services for more than fifteen (15) days, or (ii) if Customer fails to cure any other breach of its obligations under this Agreement within five (5) business days of its receipt of written demand from WM to cure such breach;
- d. by WM, with at least fifteen (15) days prior written notice to Customer, any time after Customer retains, designates or appoints a broker or agent to act for Customer, or manage its Services, under this Agreement; and,
- e. by WM, with at least thirty (30) days prior written notice to Customer, for any reason if WM determines that such termination in its best interest.

In order to move containers in a safe, secure and orderly fashion, WM shall have up to fourteen (14) days to remove any containers and equipment from Customer's service location(s) after the effective date of the termination of this Agreement.

8. (a) CHARGES; ADDITIONAL SERVICES; CHANGES. The initial charges, fees and other amounts payable by Customer ("Charges") for Services and/or equipment furnished by WM are set forth on the Service Summary. WM also reserves the right to charge Customer additional Charges for additional Services provided by WM to Customer, whether requested or incurred by Customer, including, but not limited to, container relocation or removal; gate, enclosure or roll out services; account resume or reactivation services; extra pickups or trip charges; Contamination Charge; Overage Charge and overflows; and equipment repair and maintenance (see www.wm.com/billhelp for a list of "Additional Services", which may be updated from time to time), all at such standard prices or rates that WM is charging its Customers in the service area at such time. Changes in the frequency of collection, collection schedule, number, capacity and/or type of equipment, the terms and conditions of this Agreement, and any changes to the Charges payable under this Agreement (including any Consensual Price Increase or Negotiated Price Adjustment), may be agreed to orally, in writing or by other actions and practices of the parties, including, without limitation, electronic or online acceptance or payment of the invoice reflecting such changes, and written notice to Customer of any such changes and Customer's failure to object to such changes, which shall be deemed to be Customer's affirmative consent to such changes.

(b) PERMITTED PRICE INCREASES. WM reserves the right, and Customer acknowledges that it should expect WM to increase or add Charges payable by Customer hereunder during the Contract Term: (i) for any changes or modifications to, or differences between, the actual equipment and Services provided by WM to Customer and those specified on the Service Summary; (ii) for any changes or difference in the composition, amount or weight of the Waste Materials collected by WM from Customer's service location(s) from what is specified on the Service Summary (including for container overages or overflows); (iii) for any increase in or other modification made by WM to the Fuel Surcharge, Regulatory Cost Recovery Charge, Recyclable Materials Offset, Environmental Charge, and/or any other Charges included or referenced in the Service Summary (which Charges are calculated and/or determined on enterprise-wide basis, including WM and all Affiliates); (iv) to cover any increases in disposal, processing, and/or transportation costs, including fuel surcharges; (v) to cover increased costs due to uncontrollable circumstances, including, without limitation, changes (occurring from and after three (3) months prior to the Effective Date) in local, state, federal or foreign laws or regulations (or the enforcement, interpretation or application thereof), including the imposition of or increase in taxes, fees or surcharges, or acts of God such as floods, fires, hurricanes and natural disasters; and (vi) for increases in the Consumer Price Index ("CPI") for Water, Sewer and Trash Collection Services published by U.S. Bureau of Labor Statistics, or with written notice to Customer, any other national, regional or local CPI, with such increases in CPI being measured from the Effective Date, or as applicable, Customer's last CPI based price increase date ("PI Date"). Increases to Charges specified in this Section 8(b) may be applied singularly or cumulatively and may include an amount for WM's operating or profit margin. Customer acknowledges and agrees that any increased Charges under this Section 8 (including any Consensual Price Increases or Negotiated Price Adjustments) are not represented to be solely an offset or pass through of WM's costs.

(c) CONSENSUAL PRICE INCREASES. Without limiting the foregoing, WM also reserves the right to seek, and Customer acknowledges that it should expect WM to seek, increases in the Charges payable by Customer hereunder for reasons not specifically permitted in Section 8(b) (a "Consensual Price Increase"). If Customer does not accept the Consensual Price Increase, Customer's sole right and remedy shall be to

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terminate this Agreement by written notice to WM no later than thirty (30) days after WM notifies Customer of such Consensual Price Increase. Customer's failure to terminate this Agreement (within the 30-day period) shall be construed as Customer's acknowledgement that the continuation of the Services by WM hereunder is good, valuable and sufficient consideration for the Consensual Price Increase. Notwithstanding the foregoing, the parties may, but are not obligated to, agree to a different increase or adjustment to Customer's Charges (a "Negotiated Price Adjustment") as a result of a Consensual Price Increase. Absent a Negotiated Price Adjustment, the Consensual Price Increase shall be binding and enforceable against Customer under this Agreement unless Customer terminates this Agreement (within the 30-day period) as described above. Customer's agreement to a Consensual Price Increase or Negotiated Price Adjustment may be evidenced pursuant to Section 8(a) and the parties agree that this Agreement with such modified Charges will continue in full force and effect.

9. INVOICES; PAYMENT TERMS. WM shall send all invoices for Charges incurred by Customer and any required notices to Customer under this Agreement to Customer's billing address specified in the Service Summary, unless Customer elects to be billed or receive notices electronically or by e-mail. WM shall invoice Customer based on the Unit Count, regardless of how many Units utilize the Services. Customer shall pay all invoiced Charges within thirty (30) days of the invoice date. Any Customer invoice balance not paid within thirty (30) days of the date of invoice is subject to a late charge, and any Customer check returned for insufficient funds is subject to a non-sufficient funds charge, both to the maximum extent allowed by applicable law. Customer acknowledges that any late charge charged by WM is not to be considered as interest on debt or a finance charge, and is a reasonable charge for the anticipated loss and cost to WM for late payment. If payment is not made when due, WM retains the right to suspend Services, in whole or in part, until the past due balance is paid in full. In addition to full payment of outstanding balances, Customer shall be required to pay a reactivation charge to resume suspended Services. If Services are suspended for more than fifteen (15) days, WM may immediately terminate this Agreement, in whole or in part, for default and recover any equipment and all amounts owed hereunder, including liquidated damages under Section 11. Customers that pay their invoices using credit cards, debit cards and digital wallets may be subject to a convenience fee charge by the payment system provider (\$1.99 USD / \$2.75 CAD per transaction for residential service; \$9.99 USD / \$13.75 CAD per transaction for commercial service; fee amount subject to change.) The convenience fee amount will be disclosed to Customers during the bill payment process and they will have the opportunity to consent to the convenience fee, or to pay their invoices by direct electronic debit from a bank account (e.g., Automated Clearing House or ACH network in the U.S. / Pre-Authorized Debit or PAD in Canada) for which no convenience fee will be applied.

10. EQUIPMENT, ACCESS. All equipment furnished by WM shall remain its property; however, Customer shall have care, custody and control of the equipment and shall be liable for all loss or damage to the equipment and for its contents while at Customer's service location(s). Customer shall not overload, move or alter the equipment or allow a third party to do so, and shall use it only for its intended purpose. At the termination of this Agreement, WM's equipment shall be in the condition in which it was provided, normal wear and tear excepted. WM may suspend Services or terminate this Agreement in the event Customer violates any of the requirements of this provision. Customer shall pay, if charged by WM, any additional Charges, determined by WM in its sole discretion, for overloading, moving or altering the equipment or allowing a third party to do so, and for any service modifications caused by or resulting from Customer's failure to provide access. Customer warrants that Customer's property is sufficient to bear the weight of WM's equipment and vehicles and agrees that WM shall not be responsible for any damage to Customer's pavement or any other surface resulting from the equipment or Services.

11. LIQUIDATED DAMAGES. In the event Customer terminates this Agreement prior to the expiration of the Initial or Renewal Term for any reason other than as set forth in Section 7(a), or in the event WM terminates this Agreement for Customer's default pursuant to Section 7(c), Customer shall pay the following liquidated damages in addition to WM's legal fees, if any: (a) if the remaining Contract Term (including any applicable Renewal Term) under this Agreement is six (6) or more months, Customer shall pay the average of its six (6) monthly Charges immediately prior to default or termination (or, if the Effective Date is within six (6) months of WM's last invoice date, the average of all monthly Charges) multiplied by six (6); or (b) if the remaining Contract Term is less than six months, Customer shall pay the average of its six (6) most recent monthly Charges multiplied by the number of months remaining in the Contract Term. Customer acknowledges that the actual damage to WM in the event of Customer's early termination or breach of contract is impractical or extremely difficult to fix or prove, the foregoing liquidated damages amount is reasonable and commensurate with the anticipated loss to WM resulting therefrom, and such liquidated damages payment is an agreed upon charge for Customer's early termination or breach of contract and is not imposed as a penalty. Customer shall also pay liquidated damages of \$100 for every Customer waste tire that is found at any disposal facility used by WM. In addition to and not in limitation of the foregoing, WM shall be entitled to recover all losses, damages and costs, including attorneys' fees and costs, resulting from Customer's breach of any other provision of this Agreement in addition to all other remedies available at law or in equity.

12. INDEMNITY. WM agrees to indemnify, defend and save Customer and its Affiliates harmless from and against any and all liability which Customer or its Affiliates may suffer, incur or pay as a result of any bodily injuries (including death), property damage or violation of law, to the extent caused by any negligent act or omission or willful misconduct of WM or its employees, which occurs (a) during the collection or transportation of Customer's Waste Materials, or (b) as a result of the disposal of Customer's Waste Materials in a facility owned by WM or an Affiliate, provided that WM's indemnification obligations will not apply to occurrences involving Excluded Materials. Customer agrees to indemnify, defend and save WM and its Affiliates harmless from and against any and all liability which WM and its Affiliates may suffer, incur or pay as a result of any bodily injuries (including death), property damage or violation of law to the extent caused by Customer's breach of this Agreement or by any negligent act or omission or willful misconduct of any of the Residents or Customer or its employees, agents or contractors or any Resident or Customer's use, operation or possession of any equipment furnished by WM. Neither party shall be liable to the other for consequential, incidental or punitive damages arising out of the performance or breach of this Agreement.

13. RIGHT TO PROVIDE COMPETING OFFERS. If Customer receives an offer from (or makes any offer to) a third party relating to such third party's provision to Customer of the same or similar Services to those provided hereunder, Customer shall give WM prompt written notice of any such offer and a 15-day period to respond to such third party offer prior to Customer agreeing to such third-party offer. The Parties agree that Section 13 does not obligate WM to respond to or match any such offer and that Customer's termination of this Agreement after receiving a competing offer will be pursuant to Section 7(b).

14. DISPUTE RESOLUTION-ARBITRATION AGREEMENT AND CLASS ACTION WAIVER. BINDING ARBITRATION: Except for those claims expressly excluded below (EXCLUDED CLAIMS), Customer and WM agree that any and all existing or future controversy or claim between them arising out of or related to this Agreement or any prior agreements between the parties, whether based in contract, law or equity or alleging any other legal theory, or arising prior to, in connection with, or after the termination of this Agreement or any other agreements, shall be resolved by mandatory binding arbitration (see www.wm.com for details on arbitration procedures). **CLASS ACTION WAIVER:** Customer and WM agree that under no circumstances, whether in arbitration or otherwise, may Customer bring any claim against WM, or allow any claim that Customer may have against WM to be asserted, as part of a class action, on a consolidated or representative basis or otherwise aggregated with claims brought by, or on behalf of, any other entity or person, including other Customers of WM. **EXCLUDED CLAIMS:** The following are not subject to mandatory binding arbitration: (a) either party's claims against the other in connection with bodily injury or real property damage and for environmental indemnification; and (b) WM's claims against Customer for collection or payment of Charges, damages (liquidated or otherwise) or any other amounts due or payable to WM by Customer under this Agreement or any prior agreements between the parties, but Customer and WM may mutually agree to arbitrate any Excluded Claims.

15. MISCELLANEOUS. (a) Except for the obligation to make payments hereunder for Services already performed, neither party shall be in default for its failure to perform or delay in performance caused by events or significant threats of events beyond its reasonable control, whether or not foreseeable, including, but not limited to, strikes, labor trouble, riots, imposition of laws or governmental orders, fires, acts of war or terrorism, acts of God, and the inability to obtain equipment, and the affected party shall be excused from performance during the occurrence of such events. (b) This Agreement shall be binding on and shall inure to the benefit of the parties hereto and their respective successors and assigns. (c) The terms, conditions and disclosures set forth on www.wm.com related to billing, charges, dispute resolution and for those Customers that sign up for electronic billing and payment, WM e2Pay or Autopay, are incorporated by reference and made a part hereof (as such terms, conditions and disclosures may be changed or modified from time to time, effective from such change or modification). In addition to, and not in limitation of, the foregoing, the terms and provisions of this Agreement may be amended and modified as agreed to by the parties as provided in Section 8(a). Subject to the foregoing, this Agreement represents the entire agreement between the parties and supersedes any and all other agreements for the same Services at the same Customer locations covered by this Agreement, whether written or oral, that may exist between the parties. (d) This Agreement shall be construed in accordance with the law of the state in which the Services are provided. (e) All written notification to WM required by this Agreement shall be effective upon receipt and delivered by Certified Mail, Return Receipt Requested, courier or by hand to WM's address on the first page of the Service Summary, provided that WM may provide written notice to Customer of a different address for written notice to WM. (f) If any provision of this Agreement is declared invalid or unenforceable, then such provision shall be severed from and shall not affect the remainder of this Agreement; however, the parties shall amend this Agreement to give effect, to the maximum extent allowed, to the intent and meaning of the severed provision. (g) In the event WM successfully enforces its rights against Customer hereunder, Customer shall be required to pay WM's attorneys' fees and court costs. (h) Notwithstanding the termination of this Agreement, Sections 10, 11, 12, 13, 14 and 15 and Customer's obligation to make payments for all Charges and other amounts due or payable hereunder through the termination date shall survive the termination of this Agreement. (i) It is expressly agreed that the parties shall be independent contractors and that the relationship between the parties shall not constitute a partnership, joint venture, agency, or employer-employee relationship. (j) The term "Affiliate" means with respect to any specified party, any corporation, limited liability company, partnership or other legal entity, directly or indirectly, controlled by, controlling or under common control with such specified party, with "control" meaning, directly or indirectly, the power to direct or cause the direction of the management and policies of such legal entity, whether through the ownership of voting securities, by contract or otherwise. (k) "business day" means Monday through Friday, excluding bank holidays. (l) If this Agreement is entered into before control of Customer is transferred from the developer to the residents, this Agreement shall be binding on Customer after the transfer of such control.

16. RECYCLABLES.

(a) "Recyclables" means the following materials, but only if they are dry, loose (i.e., not bagged), unshredded and empty: aluminum cans, PET bottles with the symbol #1 (with screw tops only), mail, magazines, glossy inserts and pamphlets, newspaper, HDPE plastic bottles and containers with the symbol #2 (milk jugs, detergent containers, and shampoo bottles, etc.), uncoated paperboard (e.g., cereal boxes; food and snack boxes), PP plastic bottles and containers with symbol # 5 (e.g., yogurt containers, syrup bottles), uncoated printing, writing and office paper, steel and tin cans, uncoated old corrugated containers/cardboard (e.g., moving boxes, pizza boxes), and any color glass food and beverage containers.

(b) The following materials are not Recyclables: plastic bags and bagged materials (even if containing recyclables), microwavable trays, porcelain and ceramics, mirrors, window or auto glass, light bulbs, coated cardboard, soiled paper, including paper plates and cups, plastics not listed above including but not limited to those with symbols #3, #4, #6, #7 and unnumbered plastics, including utensils, expanded polystyrene, coat hangers, glass and metal cookware/bakeware, household appliances and electronics, hoses, cords, wires, yard waste, construction debris, and wood, flexible plastic or film packaging and multi-laminated materials, needles, syringes, iv bags or other medical supplies, food waste and liquids, containers containing such items, textiles, cloth, or any fabric (e.g., bedding, pillows, sheets), Excluded Materials or containers which contained Excluded Materials, napkins, paper towels, tissue, paper plates, and paper cups, any Recyclables less than 4" in size in any dimension, propane tanks, fuel canisters, batteries and any other material that does not fall within the definition of Recyclables.

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Customer Initials

Certificate Of Completion

Envelope Id: 65A3E650-913A-404B-8DB4-C33D612D35C1

Status: Sent

Subject: Complete with Docusign: Colonial Charles - WM Service Agreement - 06012026.pdf

Source Envelope:

Document Pages: 3

Signatures: 0

Envelope Originator:

Certificate Pages: 1

Initials: 0

Ryan Skees

AutoNav: Enabled

P.O. Box 4745

Envelopeld Stamping: Enabled

Portland , OR 97208-4745

Time Zone: (UTC-08:00) Pacific Time (US & Canada)

rskees@wm.com

IP Address: 156.101.1.6

Record Tracking

Status: Original

Holder: Ryan Skees

Location: DocuSign

11/4/2025 9:43:41 AM

rskees@wm.com

Signer Events

Signature

Timestamp

Jackie Green

Sent: 11/4/2025 9:48:19 AM

President@colonialcharles.org

Resent: 11/11/2025 10:38:37 AM

Security Level: Email, Account Authentication
(None)

Viewed: 11/24/2025 10:59:45 AM

Electronic Record and Signature Disclosure:

Not Offered via Docusign

Ryan Skees

rskees@wm.com

Security Level: Email, Account Authentication
(None)

Electronic Record and Signature Disclosure:

Not Offered via Docusign

In Process

In Person Signer Events

Signature

Timestamp

Editor Delivery Events

Status

Timestamp

Agent Delivery Events

Status

Timestamp

Intermediary Delivery Events

Status

Timestamp

Certified Delivery Events

Status

Timestamp

Carbon Copy Events

Status

Timestamp

Witness Events

Signature

Timestamp

Notary Events

Signature

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Envelope Summary Events

Status

Timestamps

Envelope Sent

Hashed/Encrypted

11/4/2025 9:48:19 AM

Envelope Updated

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11/4/2025 9:59:22 AM

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Payment Events

Status

Timestamps