



A Better Waste Company™

June 4, 2021

Dear Matawan residents,

At RTS, we are honored to be your waste and recycling service provider. We pride ourselves on providing timely and consistent service in your community week after week. So, we understand how frustrating it can be when our service does not meet your expectations. After the Memorial Day holiday, our service was delayed longer than we anticipated due to holiday-related backlogs. Our team worked hard to recover your waste and recycling as quickly as possible, and by end of day Thursday had the entire town's trash and recycling collected.

With that said, we are taking this opportunity to review what we could have done better and are already planning well in advance for holidays through the remainder of the year and beyond. In addition to improving collection routes and timing, we also are making changes to ensure more timely and detailed communication with Matawan Borough officials, our team on the ground, and you, the residents.

We really value your feedback, and should you ever have questions or concerns about your trash or recycling service, as always, we invite you to contact our dedicated customer care team through email matawan@rts.com or by calling 1-833-787-4636.

Thank you for the opportunity to serve your community. We value our partnership and look forward to continuing our work together!

Best regards,

The RTS Team

