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For Immediate Release:

BORDEN WASTE-AWAY SERVICE ACKNOWLEDGES DELAY FOR SOME AREA RESIDENTS IN RECEIVING NEW RECYCLING CARTS

***Company Attempting To Meet Unprecedented Demand for Carts; Applauds
Community's Positive Response to Recycling***

Elkhart, Ind. – Recognizing the frustration of St. Joseph County residents, Borden Waste-Away Service, Inc. continues to ramp up its efforts to supply recycling carts to its customers.

Under contract to provide recycling services to St. Joseph County, Borden Waste-Away replaced the previous contractor's smaller bins with a new 96-gallon cart. While Borden has continued to provide service in both the old 18-gallon bins and the new carts, not all residents received the new cart as scheduled which led to complaints and confusion the company is attempting to rectify.

"We understand the frustration of customers who have not yet received their new cart," said Ken Himes, Vice President of Borden Waste-Away Service, Inc. "We sincerely apologize for the inconvenience and delay they're experiencing during this transition."

Himes said his company is working closely with the manufacturer producing the new carts and continues to adjust for additional improvements to the program. "We are making every effort to correct the situation as fast as we can," he said.

According to Himes, customers who do not yet have a new cart should contact Borden Waste-Away at 1-800-683-6801, even if they've called before. "We're very appreciative of the opportunity to serve St. Joseph County, and we're committed to fulfilling every request so that all our customers have what they need."

He added that while the 96-gallon cart is standard, the program has been further improved by offering an alternative 35-gallon container for those who find it preferable due to physical limitations. Borden will also provide alternative methods of collection for those people generating a larger volume of recycling.

While the company regrets the delay in the delivery of new carts to all its customers, Himes appreciates the commitment to recycle that residents are making. "We are citizens and residents of this area as well, and recognize the importance of recycling and its beneficial impact on our community's environment and quality of life," said Himes.

Borden Waste-Away Service, Inc. is a residential and commercial waste transporter serving Northern Indiana and Southern Michigan. A subsidiary of Waste-Away Group, Borden has provided residential waste disposal service to homeowners and area municipalities for over 25 years. Headquartered in Elkhart, Ind., Waste-Away Group and its affiliated companies, Borden Waste-Away Service, Inc., Himco Waste-Away Service, Inc., Integra Certified Document Destruction LLC, and Recycling Works, Inc., provide modern waste handling solutions while maintaining a leading market share in its core business areas.

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