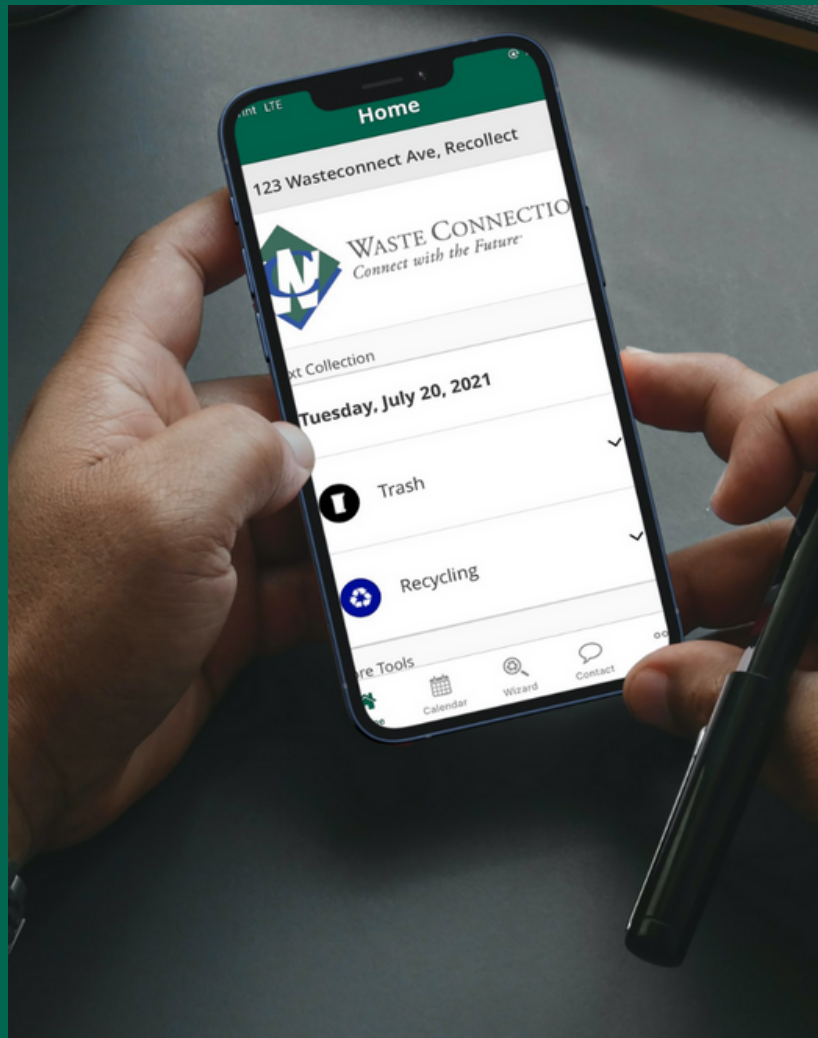


# EASTERN KY 2023: Customer Experience Rollouts and Announcements



WASTE CONNECTIONS  
*Connect with the Future®*

**NEW:** Waste Connections of Eastern KY is now offering a free mobile app: **WasteConnect**



Customers can now see their pickup schedules, receive service alerts, pay their bill, report a broken container, and more directly from their mobile device.

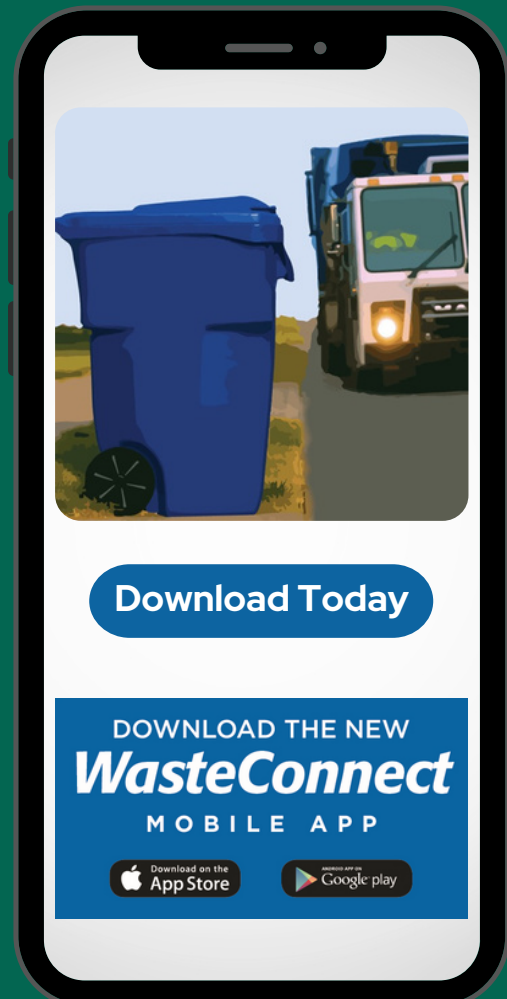


WASTE CONNECTIONS  
*Connect with the Future®*

## Our Free Mobile App: Now Available!

- View your pickup schedule
- Receive instant service alerts
- Look up how to properly dispose of confusing items
- Pay your bill
- ... and more!

DOWNLOAD TODAY





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# Contact Us Online

Our online Contact Us forms make it simple and convenient to request additional services or contact our customer care department - all our customers have to do is enter their contact information and what they need assistance with, and we'll take care of the rest. Plus, no tangible materials or waste gets generated during the process. It's all part of our overall commitment to help protect the environment.

WASTE CONNECTIONS

Customer Service

866-428-4208

CUSTOMER SERVICE

Select a Customer Service option below.

BULK ITEM PICKUP

START SERVICE

BROKEN/LOST CONTAINER

TRANSFER SERVICE

MISSED PICKUP

APPRECIATE MY DRIVER

I AM MOVING

SERVICE UPGRADE

CANCEL SERVICE

DELIVERY ISSUE

GENERAL INQUIRY

REQUEST QUOTE

SEASON/VACATION HOLD

PAY MY BILL



## NEED HELP?

- Schedule a bulky item pickup
- Request additional services
- Report a broken or lost container
- Transfer your service to a new address
- Schedule seasonal vacation holds
- Pay your bill
- And more!

**Scan the QR code, fill out the form,  
and we'll be happy to assist you!**

**\*Visit [www.wasteconnections.com/eastern-kentucky](http://www.wasteconnections.com/eastern-kentucky)**



WASTE CONNECTIONS  
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# Introducing our convenient online storefront for subscription customers:

At Waste Connections of Eastern KY, we understand that holidays can generate a lot of waste, and it's important to make sure that as much of that waste as possible is recycled instead of being sent to the landfill. Should we receive the honor of being your waste and recycling provider, we would be proud to offer a convenient online storefront where customers can select the right service package for their needs, schedule a delivery, and prepay for the service - all from the comfort of your own home.

We're committed to making waste and recycling collection as easy and convenient for everyone, and we would love to provide our services to you and your loved ones!



## Trash Only - 96 Gallon Cart

We provide a 96 gallon cart that is serviced weekly. You can trust our service to be reliable and that we dispose of your waste properly.

### What's Included

- Cart provided with service
- Weekly trash service
- Billed every three months - taxes & fees included



## Trash & Recycling - 96 Gallon Carts

We provide a 96 gallon trash cart that is serviced weekly and a 96 gallon recycle cart that is serviced every other week. You can trust our service to be reliable and that we dispose of your waste properly.

### What's Included

- Carts provided with service
- Weekly trash service
- Every other week recycle service
- Billed every three months - taxes & fees included

# OUR NEW ONLINE STOREFRONT



## 1) SELECT YOUR PREFERRED SERVICE PACKAGE:

These service packages can be geofenced on the backend to show the correct pricing for each specific area.

## 2) EXAMPLES OF SERVICE PACKAGES:

- 95 GALLON TRASH ONLY
- 95 GALLON TRASH + RECYCLE
- TEMPORARY ROLL-OFF DUMPSTER RENTAL
- ETC.



## 3) YOU CAN THEN:

Agree to our Terms and Conditions, provide your address and contact information, and prepay with your credit card - 100% online! No phone calls necessary.

## 4) FROM THERE, YOU WILL RECEIVE A CONFIRMATION EMAIL:

This email will provide you with helpful info - like your account number and estimated delivery date!



## 5) MEANWHILE, THE ORDER GOES INTO OUR ONLINE CSR DASHBOARD

Our CSRs will get alerted to the new order via an automated email, open up the Dashboard, and complete the necessary work order(s).

## 6) CSRS CAN THEN EMAIL THE YOU DIRECTLY FROM THEIR DASHBOARD

They can let you know any additional details that weren't included in the automated confirmation email - such as pickup schedule, for example.



## 7) ONCE YOUR ORDER IS SET UP IN OUR ROUTING SYSTEM, YOU OFFICIALLY ARE A NEW CUSTOMER!

And a cumbersome, time-consuming phone call was avoided in the process.

Just one more way we are connecting with the future!







WASTE CONNECTIONS  
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WE WANT TO SERVE OUR CUSTOMERS... EVEN WHEN  
WE'RE NOT IN THE OFFICE.

**Our after-hours call answering system aims  
to answer questions and solve customer  
problems - even when no agents are there.**



At Waste Connections of Eastern KY, we are always looking for ways to improve the customer experience. That's why we're excited to introduce our new after-hours Voicebot. Powered by AI, our Voicebot is able to answer a number of customer questions and resolve issues, such as taking payments, relaying pickup schedule information, letting customers know about any upcoming holiday schedule changes, and giving the proper disposal method instructions for any given item. She is so accurate that we estimate she reduces the need for customer service representatives to perform next-day customer callbacks by around 70%.

Just another way Waste Connections of Eastern KY is committed to delivering top-notch customer experiences to all of our neighbors.



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*Connect with the Future®*

## AND NOW INTRODUCING:

### The brand new **ACE (Automated Customer Engagement) Customer Service Dashboard**

As more and more customer-to-company contact moves online, it's becoming increasingly important to have a tool that can help keep track of all customer interactions in one place. That's where the ACE (Automated Customer Engagement) Dashboard comes in.

By capturing all digital touchpoints that our customers have with us - from the website to the mobile app - in one easy-to-use Dashboard, we can resolve issues much more efficiently and give our representatives the time they need to help with questions and concerns that require a more dynamic solution. In short, the ACE Dashboard is a powerful internal tool that will positively impact customer experience. And that's something we can all get behind.

