

# J. P. Mascaro & Sons

COMPLETE SOLID WASTE DISPOSAL SYSTEMS

2650 Audubon Road  
Audubon, PA 19403



PASQUALE N. MASCARO  
*President*

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July 8, 2020

WHITEMARSH TOWNSHIP  
RECEIVED

JUL 09 2020

OFFICE OF THE TWP MANAGER

Richard L. Mellor, Jr.  
Manager  
**Whitemarsh Township**  
616 Germantown Pike  
Lafayette Hill, PA 19444

Dear Mr. Mellor:

As the President of J. P. Mascaro & Sons, I want to apologize for any inconvenience or frustration you have experienced from calls you may have received regarding our company's recent work in your community.

My company and I have worked hard to maintain "normal" collection operations during this unprecedented COVID-19 pandemic crisis, and we have taken the health aspects of COVID-19 very seriously. Unfortunately, I underestimated the "viciousness" of the virus and its impact on our business and industry. Our company was built on the simple motto of my father – **"If It's Service, It's Us!"** – and we take that motto seriously.

Despite an enormous commitment of time, energy and money, the realities of the virus challenge me and **all** of our people every day. Our company possesses the best infrastructure in the industry, we have a seasoned and committed management team, and we employ the latest and best collection equipment, but our personnel have been negatively impacted by the "new normal" caused by the virus. We are diligently making the necessary moves to return to stability, despite the challenges of the current times. Unfortunately, we project 30 to 45 days will be necessary to make the adjustments based on the "new normal" thrust upon us by COVID-19.

I have put together a company communication letter on how the virus has impacted us, which will be posted on our company website and Facebook page. We are providing your municipality with a number of copies of this letter and some other information should any of your residents want paper copies forwarded to them. Also, it might be helpful if our material were posted on your website. Lastly, if any resident would like to discuss these issues directly with our company, they should feel free to contact us.

July 8, 2020

Page 2

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The bottom line is that I am sorry that municipal employees and elected officials may have had to take "unfortunate" calls relating to service by our company. However, it is important that you be aware that we are expending significant resources to deal with the challenging situation caused by the COVID-19 pandemic, just as I am sure you are working diligently to deal with the challenges COVID-19 has brought to your municipal operations.

I would appreciate it if you would share this letter with your elected officials, and I thank you for allowing me to express my thoughts.

Sincerely,

A handwritten signature in black ink, appearing to read "Pasquale N. Mascaro". The signature is fluid and cursive, with the first name being the most prominent.

Pasquale N. Mascaro

PNM/cab