



ESTABLISHED 1975

March 11, 2025

Casella has been made aware of a recent incident in which one of our drivers was seen on video collecting both trash and recyclables using the same truck. While there are many routes throughout our operations where a single truck can do this by using what is known as a split-body, that was not the case in this instance, unfortunately.

After conducting a thorough review of all camera footage from the entire route and interviewing our drivers, we have determined that the incident occurred because one driver was trying to help another who had fallen behind on his route and is an isolated incident. This conduct impacted a relatively low number of stops, but we understand the larger impact it has on confidence in recycling. We have evaluated the amount of material that was collected in this manner and will be issuing a financial rebate to the town.

We apologize that this incident occurred, and we understand that our customers having confidence in their recycling programs is critical and the trust you put into us as your service provider is not taken lightly. Your work as residents of Stratham has resulted in some of the very best recycling rates and lowest contamination rates in the state of New Hampshire, resulting in the town receiving a [Casella Sustainability Leadership Award in 2022](#) and we applaud your continued efforts. Please know that we have corrected this issue and taken the necessary actions to ensure that this does not happen with again.

For more information, please visit www.casella.com/recyclebetter