



September 14, 2009

Dear Glen Acres Homeowners:

As you may know, with the escalating costs of health insurance, businesses are continually looking at the effectiveness of their safety programs in an effort to safeguard employees from unnecessary risk of injury. Waste Management is no exception. Recently, our Seattle facility safety auditing team has been looking at numerous ways to ensure the safety and well being of our men and women. During our survey of your property, it was discovered that areas of your facility are utilizing receptacles that are sunk into “in-ground” stations and canisters that are stored in enclosures that require the service person to lift a lid and hyper extend their bodies in order to retrieve the can. Accordingly, in our efforts to eliminate this unnecessary risk, we will no longer offer this service effective November 1, 2009.

We realize that the elimination of the “Sunken can” service will require changes in the way we collect your containers. We want to accommodate your needs without having to compromise the safety conditions for our drivers. Therefore, after reviewing these issues with the safety team and the Field Safety Route Managers we are prepared to offer and recommend the following:

In tackling the issue of the in-ground stations I propose having a contractor build small wooden frames that would cover the tops of the sunken canisters allowing the in-ground stations to remain intact and allowing placement of the plastic containers at an elevated level. With respects to the receptacles stationed inside the top mounted lid enclosures I propose either change the top mounted version to horizontal mounted doors that slide open or completely dismantle the enclosures so that retrieval of the receptacles is easier.

You may continue to use your existing cans after the wooden frames above have been constructed, however we suggest that you extend to your clients for a nominal extra charge the use of 35-gallon plastic containers that we will provide. These containers are lightweight and equipped with casters allowing the containers to be maneuvered more easily.

The benefits of these minimal changes include:

- Replacement of old steel containers with lightweight plastic containers for a nominal charge.

- Ease of maneuverability of containers.
- Free cleaning or replacement of container should it become unsightly or damaged. (1x yr)
- Convenience for your residents as they will no longer be bending over to deposit waste into in-ground stations.
- Reduce the risk of back and hyper-extended injuries and improve the ergonomics and long term health and safety for our employees.

The circumstance described above has required us to apply to eliminate the “sunken can” service in our tariff with the Washington Utilities and Transportation Commission (U.T.C.). The U.T.C. regulates the rates and services of Solid Waste companies operating in the unincorporated areas of Washington. If approved this tariff revision would become effective November 1, 2009.

To comment on this filing, be added to the U.T.C.’s mailing list, or ask questions about the ratemaking process, please use the contact information below. You may also comment in person at the U.T.C.’s open meeting in Olympia at 9:30 a.m. on October 15 2009, or by using the “Public Comment” feature at the U.T.C.’s web site, at <http://www.utc.wa.gov/comment>. The U.T.C. is scheduled to make a decision at its open meeting on October 29, 2009.

If you are unable to attend an open meeting in person, the U.T.C. has a bridge line that enables you to participate or listen by telephone. Call (360) 664-1234 for instructions the day before the open meeting.

Washington Utilities and Transportation Commission
Post Office Box 47250, Olympia, WA 98504-7250
E-mail: comments@utc.wa.gov
Telephone: 1-888-333-9882

Waste Management values you as a customer and wants to work in partnership with you so that we can continue to provide you excellent service while maintaining a safe workplace environment for our employees’.

Thank you for your understanding and support.

Respectfully,

Greg Hale
District Manager