



June 1, 2011

**Dear Valued Customer,**

Waste Management is pleased to be your solid waste services collection provider. We value your business and welcome your feedback on our services.

Like all of us, the garbage industry is faced with many challenges today. Rising costs for disposal, labor, fuel, maintenance and office expenses have resulted in increased costs for us to provide collection services. All of the above-mentioned costs have risen considerably since our last general rate increase in May, 2008; more than three years ago. Accordingly, we have applied for an increase in rates, subject to the review and approval of the Washington Utilities and Transportation Commission (UTC). The UTC, upon completing its investigation, has the authority to set final rates that may be either lower or higher from the proposed rates shown on the back of this letter. If approved, the new rates would become effective July 1, 2011.

To comment on this filing, be added to the UTC's mailing list, or ask questions about the ratemaking process; please use the comment information below. You may also comment in person at the UTC's open meeting in Olympia at 9:30 a.m. on June 30, 2011, or by using the "Public Comment" feature at the UTC's web site at <http://www.utc.wa.gov/comments>. The UTC is scheduled to make a decision at its open meeting on June 30, 2011. If you are unable to attend an open meeting in person, the UTC 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](mailto:comments@utc.wa.gov)*

*Telephone: 1-888-333-9882*

*Fax: 1-360-586-1150*

Waste Management is committed to finding new and innovative ways to provide high quality solid waste services at cost effective rates. As the industry's leader, we will continue to work diligently to develop and implement the most efficient collection systems available.

For questions about your service, or if you have questions or need additional information about the proposal, please call us at 1-800-592-9995. Thank you for your continued business.

Tim Crosby  
Director of Operations, Waste Management of Skagit