

2538 Island Dr. N.W.  
Olympia, WA 98502  
May 3, 2008

Washington Utilities and Transportation Commission  
P.O. Box 47250  
Olympia, WA 98504-7250

Dear Sirs:

We object to the proposed rate increase requested by Pacific Disposal and Butlers Cove Refuse because:

They will NOT accept our paying our bill to them through our bank's 'bill-payer' system.

Oh, yes, they have a system whereby we can pay them...their 'system' would require us to give Butler's Cove Refuse access to our bank account! In this day and age of computer glitches and identity uncertainties, the prudent person and ageing couples should not participate in practices that put them in jeopardy.

As their billing now stands, we have to write a check and pay to mail it to them, or we could drive to the opposite end of Thurston County and pay them in person, or we can pay their fee of \$3.50 for on line bill paying!  
Not very wise choices available. They could change this and allow bills to be paid the way most of the reliable firms have chosen to allow...through a bill payer system where I have control of my personal banking account NOT them.

Enclosed please find documentation of their deceptive system for payment.

Until they adapt, we object to ANY rate increase.

Sincerely,



Mr. and Mrs. Donald E. Hancock

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COMMUNICATIONS  
2008 MAY -5 AM 8:38  
STATE OF WASH  
UTIL. AND TRANSP  
COMMISSION