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Lewiston, ID 83501
PERMIT NO. 172

Naslund Disposal
PO Box 418
Lewiston, ID 83501

Naslund Disposal

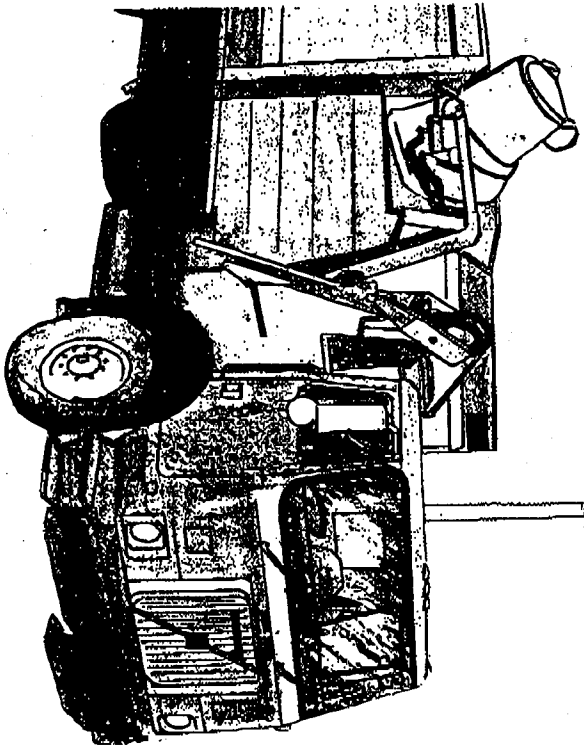
P.O. Box 418
Lewiston, ID 83501
509-758-5755

Residential Customers

You are going to Automated Refuse Collection beginning April 1, 99

Welcome to the 21st Century!

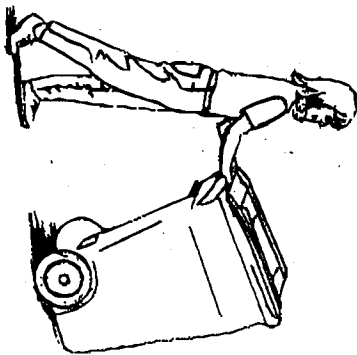
1. What is Automated Collection?



Automated Collection is a totally unique system of residential refuse collection. Each home is furnished with a special container which the householder rolls to the end of the driveway on collection day. The garbage truck, equipped with a lifting mechanism on the side, will pull up to the container. The operator never leaves the truck cab, but controls the entire loading operation from his right hand drive seat. The whole process takes only about 10 seconds. After collection, the resident rolls the durable, weather-resistant container back to either its indoor or outdoor storage place.

2. Why is Automated Collection better than traditional methods?

- The most important feature of automated systems is that it allows Naslund Disposal to collect garbage much more efficiently.
- It will help stabilize cost while improving service.



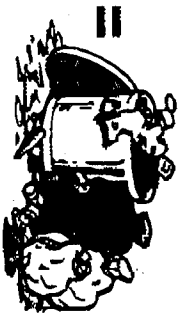
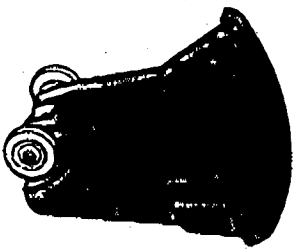
- Automation eliminates manual loading, thus reducing job related injuries.
- Naslund Disposal supplies extremely durable containers with close fitting lids. This eliminates expense on your part for personal cans. Litter, odor and fly problems are greatly reduced. It also eliminates animals from getting into garbage.
- The curbside containers are maneuverable and easy to roll. No more strained backs from "carrying out the garbage."

3. What will it cost me – the homeowner?

You will be notified by mail, February 14, 09 of new types of services offered and rates for these new cart services. Rates must be approved by the Washington Utilities and Transportation Commission.

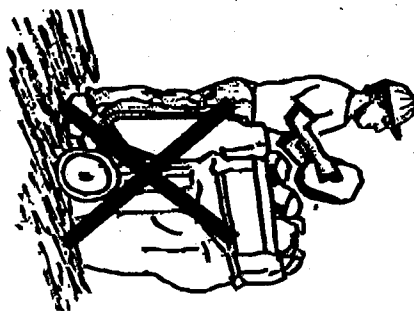
4. May I continue to use my old container?

Continue using your present container until you new cart is delivered. Households will be delivered carts, starting around the first of February thru the month. Billing for this service will not start until April 1, 2009. Cart sizes will be either 64 gallon or 96 gallon. Naslund Disposal will try to match the existing service with cart size. As soon as you receive your cart, start using it. Remember everything should fit in the cart.

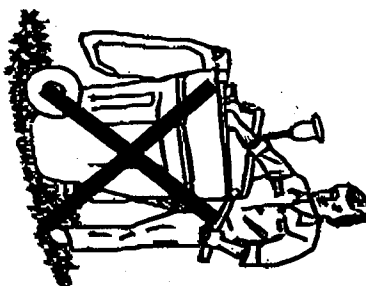


5. What kind of refuse can I put in the container?

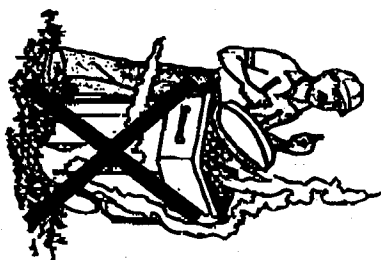
Typical household and miscellaneous trash of course. In the interest of container cleanliness, we encourage you to use plastic bags for wet garbage, leaves and grass clippings and to occasionally hose out your container. Be sure to continue recycling your recyclables.



No Rocks
Or Dirt



No Building
Debris

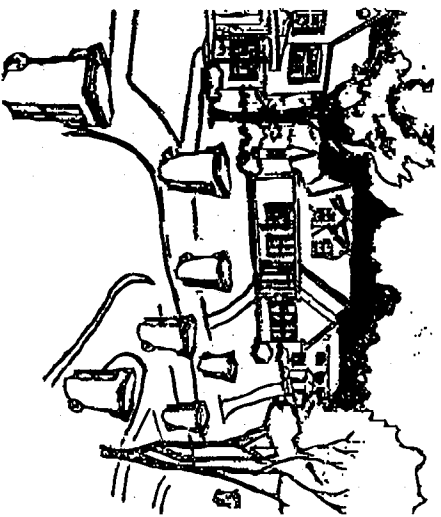


No
Flammables

Items that should NOT be placed in the new containers include: large quantities of dirt, sod or rock, large appliances or furniture, flammable materials such as oil, gas or paint, concrete, hot ashes, and debris from construction, remodeling or demolition.

The durable plastic material is impervious to odors and household chemicals. It does not corrode, or deteriorate and *It's RUSTPROOF!*

6. Will residents set out the containers in time for early morning collection?



Residents usually learn to work with the system in order to benefit from its advantages. Occasionally, customers call in "misses" where they have put their containers out too late. In order to deal with this problem, operators will be instructed to make a note of addresses where containers were not out for collection so customers can be informed and requirements enforced. Where collections occur early, customers soon learn to set the container out the night before. Residential service begins at 6:30 a.m. each day.

7. What about occasional extras?

Nearly place extras in bags 3 feet from the container. The driver will empty your container, re-load it and empty it again. There is an additional charge for this service. Each time the collection route driver leaves the truck to dump extras or to reposition the cart, the efficiencies of the automated system are reduced. Thus, there are significant charges for extras and driver assistance to reposition the cart. If you produce extras on a regular basis, we highly suggest that you request a second cart and recycle as much as possible. This is the least expensive way to dispose of extras. Or you may request a 96 gallon cart.

8. What about pack-out service?

If you are paying for pack-out service, simply place your new container where your cans are currently stored. The driver will bring our container to the truck and return it when emptied. This is an extra service and charged accordingly.

9. What will you do if a medical (or physical) condition prohibits my handling the container?

Upon receipt of certification by a licensed medical doctor that your health will not permit you to handle the container, steps will be taken to have your container moved to the curb on collection day by someone other than yourself AT NO CHARGE.

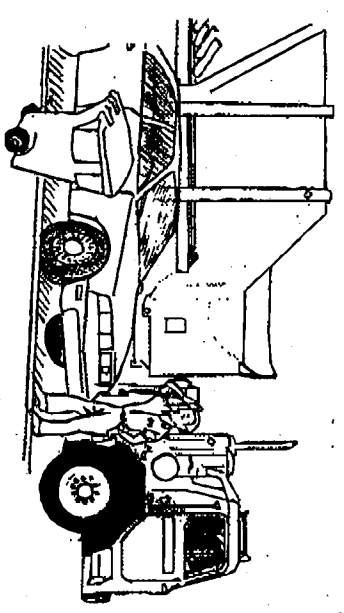
10. What about parking on collection days?

"So that the collection truck can easily approach the containers, we ask that you don't park at the curb within ten (10) feet of carts on collection day." This simple request has had remarkable effectiveness, even in areas that were considered to be sure problems.

11. Where do I place my toter for collection?

Please place your container face forward at the corner of your driveway within 2 feet of the curb. Your toter must not be placed within 3 feet of your mailbox. If you have multiple toter service, keep 3 feet between each toter. Extra fees will be charged for toters not placed properly at the curbside. Ally pick-up will continue. Place your cart where it is easily convenient for the truck and driver. If mistakes are made by you, we'll place the cart where we want it. We will try to accommodate all pick-ups, but with old ally's low overhangs and low wires, some allies might not fit the automated system. In these instances, carts will have to be placed out front.

12. What if vehicles block containers in the street?



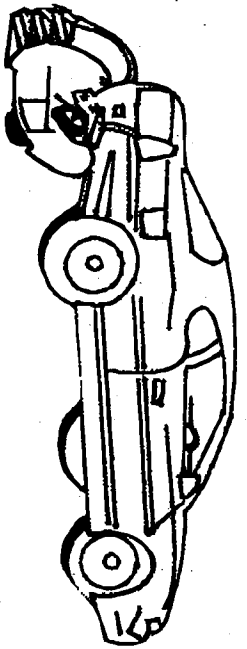
At the curb it is a simple matter to avoid parking conflicts by requiring containers to be placed at the corner of the driveway. Unless householders park in the front of the driveway, the container will be accessible. In those few locations where parking is an extreme problem, or where sidewalks are narrow, many cities ask residents to place containers in the gutter beside the curb, and to park autos so as to accommodate the new system.

13. How does the system work in inclement weather?

The containers are tested to withstand temperature extremes from -60° below zero F to 200° above zero F. Users in snowy areas like Minnesota, Wisconsin, Wyoming and Montana have shown that the system works well in adverse weather conditions. The wide wheels (2 1/2") ride well on snow and users comment that the container is surprisingly easy to roll out with snow on the ground. In winter it may be necessary to place your cart on the street side of the snowplowed berm. In cul-de-sacs it is important to place your cart so the collection vehicle can reach it.

14. Who replaces damaged containers?

Naslund Disposal expects householders or vandals who damage containers to replace them. Molded containers are extremely durable and can withstand



even the toughest abuse, however, containers which fail in normal use are replaced by us under the terms of the standard warranty policy.

15. What happens when a householder moves?

They leave their container for use by the next resident. In spite of its apparent convenience as a storage bin for household effects, very few containers "disappear" when residents move. The containers are a bit awkward in the trunk of a car or back of a pickup. At any rate, loss from theft or moving is easy to trace since our company name is permanently applied to each container.

16. What if my container is stolen or destroyed?

Each household will receive one cart when the new system begins. Although stolen carts are somewhat rare, it can happen. In this situation Naslund Disposal will replace the cart at no charge to the customer. We will, however, record the serial number of each cart and try to recover any stolen carts.

17. Most important things to remember.

- ✓ Start using your cart as soon as it is delivered
- ✓ Place the cart correctly at the curbside
- ✓ Be aware of significant charges or extras and driver assistance to reposition your cart.
- ✓ Leave the cart when you move.
- ✓ Each time the driver leaves the cab it reduces the efficiencies of the automated system, which in time will increase the rate that our customers pay.
- ✓ Days of service will remain the same for now, but in the future Naslund Disposal in anticipating curtail route days to change. Customers will be notified of changes in their services by mail.

Naslund Disposal

PO Box 418
Lewiston, ID 83501
509-758-5755

Dear Customer,

Congratulations and welcome to the world of automation.

We know that change does not come easily for anyone; especially when your garbage collection process has been the same for many years, however change for the better is always good. Automated garbage collection is by far the most efficient, technologically advanced, and cost effective system available today.

This brochure has been prepared to increase your understanding of the new automated system. It is important that you understand the changes in the new system. We hope this brochure answers many of your questions.

The implementation of this new system will save you, our customer, money over the long term. Thank you for your participation. If you have any questions about the new automated system that have not been answered. Please call our office at (509) 758-5755.

Sincerely,

A handwritten signature in cursive script that reads "Jim Naslund".

Jim Naslund
Owner
Naslund Disposal

Proposed pricing for new services on back.

Naslund Disposal Service. INC
P.O. Box 418 * Lewiston ID * 83501
509-758-5755 * 800-958-5755 * Fax 509-751-9806

Dear Valued Residential Customer:

February 1, 2009

This letter is to notify you of proposed rate increases for our residential services within the areas of Asotin County, if approved by the Washington Utilities and Transportation Commission (UTC). The last general rate increase was 24-months ago.

The proposed rate increase is needed because the Company has incurred increased costs, primarily labor, fuel and equipment costs. If approved, the proposed rates will become effective April 1, 2009. (State of Washington 3.6% sales tax is included in the current and proposed Residential Service rates per pick up listed below.

<u>Residential Service</u>	<u>Monthly Current rate</u>	<u>Monthly Proposed Rate</u>
Mini Can (20 gallons or less)	9.29	(not available)
1 Can	11.96	(not available)
2 Can	16.79	(not available)
3 Can	20.67	(not available)
64 Gallon Cart Picked up Once a Month	(new service)	11.06
64 Gallon Cart Picked up Bi-Weekly	(new service)	13.90
64 Gallon Cart Picked up Once a Week	(new service)	18.93
96 Gallon Cart Picked up Once a Week	20.92	21.96
Switch Out (change cart size, no charge on first switch)	(new service)	20.00
Extra's (any trash not in can/cart)	3.96	4.15
Pack-Out (additional charge)	7.27	7.64
Drive-Ins (additional charge, 125' road or driveway)	6.67	7.00

The proposed rate increased for our residential services range from 5% to 13%. If you have questions about the proposed rate increase you may contact the company at (509) 758-5755.

The UTC has the authority to set final rates that may vary from the company's request, depending on the results of its investigation. To comment on this filing, be added to the commission's mailing list, or ask questions about the ratemaking process, please use the contact information below. You may also comment in person at the commission's open meeting at 1300 S. Evergreen Park Dr. SW in Olympia at 9:30 a.m. on March 12, 2009, or by using the "Public Comment" feature at the commission's website, at <http://www.utc.wa.gov/comment>. The commission is scheduled to make a decision at its open meeting on March 26, 2009. If you are unable to attend the open meeting in person, you can participate or listen by telephone. Call 360-664-1234 for instructions the day before the open meeting. You may also comment by using the "Public Comment" feature at the commission's website, at <http://www.utc.wa.gov> or you may provide your comments in the following manner:

Mail: Post Office Box 47250, Olympia, WA 98504-7250
 E-mail: comments@utc.wa.gov
 Telephone: 1-888-333-WUTC (9882)

We look forward to continued service to you.
 Naslund Disposal Service Inc

Naslund Disposal Service. INC
P.O. Box 418 * Lewiston ID * 83501
509-758-5755 * 800-958-5755 * Fax 509-751-9806

Dear Valued Commercial Customer,

February 1, 2009

This letter is to notify you of proposed rate increases for our commercial services within the areas of Asotin County, if approved by the Washington Utilities and Transportation Commission (UTC). The last general rate increase was 24-months ago.

The proposed rate increase is needed because the Company has incurred increased costs, primarily labor, fuel and equipment costs. If approved, the proposed rates will become effective April 1, 2009. (State of Washington 3.6% sales tax is included in the current and proposed Commercial Service rates per pick up listed below)

<u>Commercial Service</u>	<u>Current Rate Per Pick Up</u>	<u>Current Monthly Rent</u>	<u>Proposed Rate Per Pick Up</u>	<u>Proposed Monthly Rent</u>
1 ½ yard container	12.27	7.81	12.88	8.20
2 yard container	15.10	10.06	15.86	10.55
3 yard container	17.97	16.74	18.88	17.59
4 yard container	26.17	21.21	27.47	22.27
 <u>Roll Off Service</u>				
20 yard container	65.00	55.00	75.00	55.00
Delivery		55.00		65.00
30 yard container	95.00	60.00	105.00	65.00
Delivery		60.00		70.00

The proposed rate increased for our commercial and roll off services range from 5% to 13% and not all services are listed above. If you have questions about the proposed rate increase you may contact the company at (509) 758-5755.

The UTC has the authority to set final rates that may vary from the company's request, depending on the results of its investigation. To comment on this filing, be added to the commission's mailing list, or ask questions about the ratemaking process, please use the contact information below. You may also comment in person at the commission's open meeting at 1300 S. Evergreen Park Dr. SW in Olympia at 9:30 a.m. on March 12, 2009, or by using the "Public Comment" feature at the commission's website, at <http://www.utc.wa.gov/comment>. The commission is scheduled to make a decision at its open meeting on March 26, 2009. If you are unable to attend the open meeting in person, you can participate or listen by telephone. Call 360-664-1234 for instructions the day before the open meeting. You may also comment by using the "Public Comment" feature at the commission's website, at <http://www.utc.wa.gov> or you may provide your comments in the following manner:

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We look forward to continued service to you.
 Naslund Disposal Service Inc

ATTENTION NASLUND DISPOSAL CUSTOMERS IN ASOTIN CO. & SURROUNDING AREA

Carroll-Naslund Disposal Service, Inc. JAMES H. NASLUND
P.O. Box 418 • Lewiston, ID 83501 President
(509) 758-5755

Dear Valued Residential Customer:

This letter is to notify you of proposed rate increases for our residential services within the areas of Asotin County, if approved by the Washington Utilities and Transportation Commission (UTC). The last general rate increase was 24-months ago.

The proposed rate increase is needed because the Company has incurred increased costs, primarily labor, fuel and equipment costs. **If approved, the proposed rates will become effective April 1, 2009.** (State of Washington 3.6% sales tax is included in the current and proposed Residential Service rates per pick up listed below.

RESIDENTIAL SERVICE

	Monthly Current Rate	Monthly Proposed Rate
Mini-Can (20 gallons or less).....	9.29	(not available)
1 Can.....	11.96	(not available)
2 Cans.....	16.79	(not available)
3 Cans.....	20.67	(not available)
64 Gallon Cart (picked up Once a Month) (new service).....	11.06	per Month
64 Gallon Cart (picked up Bi-Weekly)..... (new service).....	13.42	per Month
64 Gallon Cart (picked up Once a Week)..... (new service).....	18.93	per Month
96 Gallon Cart (picked up Once a Week).....	20.92	21.96 per Month
Switch Out (change cart size, no charge on first switch)(new service).....	20.00	per Month
Extras (any trash not in car/cart).....	3.96	4.15 per Month
Pack-Out (additional charge).....	7.27	7.64 per Month
Drive-Ins (additional charge, 125' road or driveway).....	6.67	7.00 per Month

COMMERCIAL SERVICE

	Current Rate Per Pick Up	Current Monthly Rate	Proposed Rate Per Pick Up	Proposed Monthly Rate
1 ½ yard container.....	12.27	7.81	12.88	8.20
2 yard container.....	15.10	10.06	15.86	10.55
3 yard container.....	17.97	16.74	18.88	17.59
4 yard container.....	26.17	21.21	27.47	22.27

The proposed rate increased for our residential services range from 5% to 13%. If you have questions about the proposed rate increase you may contact the company at (509) 758-5755.

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Naslund Disposal Service Inc.

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