



December 31, 2009

Dear Valued Customer,

Our goal at Waste Management is to provide you with the highest quality solid waste service. We value your business.

Like all of us, the garbage industry is faced with many challenges today. Rising costs for labor, ~~fuel~~ fuel, maintenance and other general operating 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, nearly four years ago. Accordingly, we have applied for an increase in rates, subject to the review and approval of the Washington Utilities and Transportation Commission (W.U.T.C.U.T.C.). The W.U.T.C.U.T.C. regulates the rates and services of Solid Waste companies operating in the unincorporated areas of Washington. The W.U.T.C.U.T.C., upon completing its investigation, could approve rates that may vary from the proposed rates shown on the back of this letter. If approved, the new rates would become effective February 1, 2010.

As always, we are dedicated to responsive customer service. Should you have any questions, please give us a call toll free at 1(877) 466-4668.

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 January 21, 2010.

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](mailto:comments@utc.wa.gov)

Telephone: 1-800-562-6150/888-333-9882

If you would like to comment on this proposal, you may do so anytime prior to final approval by the W.U.T.C. Comments may be submitted in writing or presented at the commission's public meeting on this rate proposal. If you have questions, or you would like to be added to the mailing list for this case, you may contact the W.U.T.C. in writing at P.O. Box 47250, Olympia, WA 98504-7250 or by calling toll free 1 (800) 562-6150 or by e-mailing [comments@wute.wa.gov](mailto:comments@wute.wa.gov) or faxing (360) 664-3604.

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

**Comment [D1]:** I'm assuming the company's complete address will be listed on the notice when it's printed?

**Comment [D2]:** May want to elaborate on these expenses?

**Comment [D3]:** Possibly add "toll-free" prior to at?

*recognized cost savings on to our customers. Thank you for your understanding and support. We appreciate your business and look forward to providing you with the best possible service.*

*~~As always, we are dedicated to responsive customer service. Should you have any questions, please give us a call at 1(800) 592-9995. Thank you for your understanding and support. We appreciate your business and look forward to providing you with the best possible service.~~*

*Respectfully,*

*Waste Management of – Sno-King*

**Comment [D4]:** Possibly add "toll-free" prior to at?

**Comment [D5]:** On the back-side of this notice in Notes: (a) Please add the word "company's" just prior to "phone number" in the last sentence.

**Comment [D6]:** On the back-side of this notice in the rates section for "Curbside Recycling", if this mandatory charge is not applicable to all customers receiving this notice, please differentiate between which customers this mandatory charge does apply. You may simply add this language directly below the term "Curbside Recycling"  
Examples: "This mandatory charge applies to only those customers residing within Spokane County." or "Spokane County mandated charge to Spokane County customers." Call me if you have questions...