



WASTE INDUSTRIES

3301 Benson Drive, Suite 601 Raleigh, NC 27609
Bus: (919) 325-3000 Fax: (919) 872-1471 www.wasteindustries.com

February 4, 2010

Mr. Gary Larrowe
County Administrator, Carroll County
605-I Pine Street
Hillsville, Virginia 24343

Dear Mr. Larrowe:

I would like to thank you and the Board of Supervisors for your consideration of extending our current Franchise Agreement and we are hopeful to continue our partnership and the excellent relationship that has been established with you and the Carroll County community.

In order to address concerns that were recently shared regarding commercial customers that are not covered under the Franchise Agreement Waste Industries would like to explain our procedure and program for those specific customers.

- On an annual basis Waste Industries will evaluate each commercial account and perform a weight audit with a scale truck to determine if any adjustments are required (either increase or decrease) based on the weights of the container as it ties directly to the tipping fee.
- Waste Industries will also evaluate the CPI index on an annual basis for each account for the change in percent for the last 12 months to determine if an adjustment is appropriate, along with evaluating any increases in operating costs such as an increase in wages, parts, supplies etc.
- If an adjustment is necessary the customer will be advised and an explanation will be available for any modification to the rates. Our target for notification will be 60 days prior to implementing any adjustment.
- We ordinarily perform this evaluation on an annual basis and the only exception to an annual evaluation would be if there is a change in the tipping fee or a change in any governmental ordinance or regulation (i.e. "trash tax") that would effectively increase the cost of providing service beyond the control of Waste Industries. If this were to occur a full explanation along with documentation would be available for any commercial customer.

I hope this will bring clarity to our approach and will provide understanding and assurance to commercial customers not covered under the existing Franchise Agreement.

Thank you for your time and consideration and I am available for any questions or clarification of this information.

Sincerely,

David A. Duke
Government/Municipal Contract Manager
Mid South Area, Waste Industries

(919) 325-3000 (Office)
(919) 291-6404 (Cell)

