



September 30, 2009

Paul Morsen
Executive Director
CCCSWA
1111 Civic Drive Suite 275
Walnut Creek CA 94596

RE: Customer Service Center

Dear Paul,

In an effort to provide continuous improvement to our customer service experience, Waste Management similar to many other customer service focused companies, has implemented a strategy to consolidate several call centers throughout the US and Canada into state-of-the-art Regional Call Centers.

The WMAC Oakland, Ca call center that currently handles customer requests from within the Central Contra Costa Solid Waste Authority (CCCSWA) agreement will now be handled by Waste Management call center located in Oak Harbor, WA, beginning Dec 1st 2009.

Existing local phone numbers for residential, commercial and roll-off services will remain the same. We will continue to provide a local Customer Service Office located in Walnut Creek with experienced Service Representatives who will be able to address walk-in customer requests and take payments.

The decision to consolidate all of our call centers into Oak Harbor was not an easy one. Our centers today produce outstanding results and consistently present our customers with a team of talented and effective employees. We believe that the Oak Harbor Call Center will help Waste Management achieve several important things for our community:

- Allow us to more effectively respond to a high volume of calls during peak periods and to provide consistent and reliable service to all of our customers serviced in Contra Costa County.

- Provide more timely and consistent training to our Customer Service Representatives so they are more quickly engaged in driving world class customer service to our community.

Please know that we are working very closely with each and every employee in our call centers to make this transition seamless. In the meantime, if you have any questions, please don't hesitate to contact me.

Sincerely,



Kathleen Minser
Government Affairs Manager
CA Bay Market Area