

Harlan

SPRAGUE
DAWLEY

March 8, 2005

David Pellitteri
Pellitteri Waste Systems
PO Box 259426
7035 Raywood Road
Madison, WI 53725-9426

Dear David,

I just wanted to let you know that the transition to Pellitteri last week couldn't have been smoother. Ryan did an excellent job and covered absolutely every detail. I know he did his homework and probably made several trips to each location, in addition to many calls. But it certainly paid off for the end users and me--I didn't receive one phone call or even a question about the placement of dumpsters, schedule, service or any reports of problems.

This is a high profile service for Harlan terms of cost, visibility and criticality. I can truly say that I have never had the experience, when changing vendors at any level, of receiving no calls. Apparently, the end users are confident that the service they expect will be consistent and delivered as promised. The sweatshirts were also appreciated. So again, this smooth transition is a great way for everyone to get started.

Thanks again to you, Ryan and your entire staff. I look forward to developing a long-term partnership with Pellitteri Waste Systems in the coming months and years.

Sincerely,



Barbara Geissbuhler
Purchasing Supervisor

cc Dick Conner