

[REDACTED]

February 25, 2015

Dear [REDACTED] Customer:

On February 17, 2015, [REDACTED] retained an attorney for filing Chapter 7 Bankruptcy. All trash pickup services have ceased. Bottom-line is that I drove the company until the money ran out. You may have paid your bill but your neighbor might have not paid as quickly. I have learned through this experience that not all businesses are 'rolling in the money' and that they count on the collections to operate on a daily basis. This was the case for [REDACTED]

As soon as it was obvious that bankruptcy was our only option, the website and the Facebook page was taken down and, we stopped answering the phone - so that you could not continue to make payments. You **need not be concerned** about the security of your debit card and bank account information. We are broke - not thieves. Your information is secure. If your payment was accepted it is because the bankruptcy option was not decided and / or it was due for February.

As the weather clears, [REDACTED] will pick up the dumpsters from area businesses and families to transport them to a bank holding area. If you have not already done so, I would encourage you to call another provider immediately.

The trash cans, trash trucks and accounts are all collateral property of the bank. They are not in the bank's possession yet but they are the property of the bank. The property will be picked up as soon as possible and everything transferred to a bankruptcy trustee.

Since answering one question leads to another question and yet another, and I obviously cannot answer thousands of questions I must leave this letter to answer the most obvious of the questions - are we out of business. Answer: Yes. Second obvious question is - will I get my money back? Answer: Probably not. Customers that have prepaid for a year will be listed on the bankruptcy as 'people that claim [REDACTED] owes them money'. Customers that prepaid any will be listed on the bankruptcy. The bank and vendors will also be listed on the bankruptcy as such. When everything is sold and the money is dispensed based on bankruptcy rules and laws - the lowest entities on the list when the money runs low - are likely the ones that may not receive a refund.

Why are we out of business? Many reasons but mostly we do not have enough money to pay the bills. Our price was too low. We had a very high rate of late and non-payers. We offered too many methods of payment (which cost money per swipe - even if it declines). Because on average we took too much trash per household for the rate we charged and we have too much debt. There are other reason for going out of business but the primary reason is money.

I do care about you and I do thank you for giving us a fighting chance to make it in business. I absolutely hate that I have inconvenienced a lot of families and businesses in this area. I just cannot do anything about the situation that the company is in today. We literally would need to raise our residential trash service prices to \$40 per month to even function. We probably would not get a lot of you wishing to stay at that rate, so without an investor willing to buy into the company bankruptcy was our only option remaining.

[REDACTED]