

July 1, 2020

Dear Valued Customer:

We are very pleased to inform you that effective July 1, 2020, after over 67 years of my family owning and operating Morrow Refuse, Inc. Elaine and I have decided to retire. Both Elaine and I would like to thank you for your many years of being our loyal customers.

We have made arrangements with Shank Waste Service, Inc. to continue providing you with great service. Shank Waste Service, Inc. is a local family owned company who values our customers. They look forward to providing you with the same quality service you are currently receiving from Morrow Refuse, Inc and welcomes you as a valued customer.

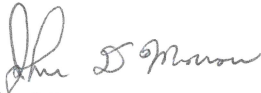
- Your current service level will remain the same through the transition.
- Your service day will stay the same, you will receive a separate letter if there are any changes to your day of service.
- Your current drivers and throwers have all taken positions with Shank Waste and they will continue to service your account.
- Enclosed you will find the Shank Waste statement for service. All remittance for payments should be made payable to Shank Waste Service, Inc. and sent to P.O. Box 856, Mars, PA 16046.
- Shank Waste Service takes Discover, Mastercard, Visa, debit cards, EFT transfers, e-checks, and checks. You can also make your payment online. Please see the Shank Waste website at [www.shankwasteservice.com](http://www.shankwasteservice.com) for more information.
- Please fill out the enclosed customer information form and return it with your payment.
- If you have made a prepayment to Morrow Refuse for services, you will be receiving a refund from Morrow Refuse, Inc.

Should you have any questions, please contact Customer Support at (724) 226-8320 or at [custsvc@shankwasteservice.com](mailto:custsvc@shankwasteservice.com). The office hours are Monday through Friday 8:00 am to 4:30 pm.

Shank Waste Service looks forward to a long-lasting business relationship providing prompt, reliable service to you. Thank you in advance for your cooperation and support during this transition.

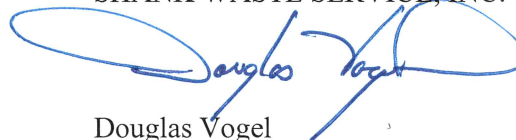
Respectfully yours,

MORROW REFUSE, INC



John Morrow  
Owner

SHANK WASTE SERVICE, INC.



Douglas Vogel  
Vice-President