



May 17, 2011

Supplemental Filing to TA49-692  
Regulatory Commission of Alaska  
701 West 8<sup>th</sup> Avenue, Suite 300  
Anchorage, Alaska 99501

Re: Response to Customer Comments Regarding  
Standard Can Service Phase-Out Notification, TA49-692

Dear Commissioners:

Alaska Waste submits this letter in response to the customer comments filed in TA49-692, the Standard Can Service Phase-Out Notification (Phase Out). We would like to clarify a couple points related to roll cart sizes.

### 32 Gallon Roll Carts are Available

Alaska Waste offers 32, 64 and 96 gallon roll carts to our customers. We initially did not include the 32 gallon roll cart on our website ([www.alaskawaste.com](http://www.alaskawaste.com)) because of the small percentage of customers that will utilize the smallest roll cart. It is Alaska Waste's experience that the majority of our customers will need either a 64 gallon or 96 gallon roll cart and less than 5% will use a 32 gallon roll cart. During our transition to automated service in the Matsu Valley in 2006, a number of customers opted for the 32 gallon roll cart based on price alone and learned that it did not meet their needs. Alaska Waste wants to get the correct roll cart size for each of our customers and to prevent the customers from requesting the smaller roll cart and incurring weekly extra refuse charges. With quarterly billing, three months' of extra charges can frustrate customers who do not remember that extra bags are \$2.00 each. When customers call to select their roll cart size, we start by asking them how many bags of refuse they put out each week. This allows us to help the customer select the proper size for their needs.

Alaska Waste has added the 32 gallon roll cart on our website requesting the customer to contact an Alaska Waste customer service representative to discuss refuse needs. Alaska Waste will also add the 32 gallon container to future mailings relating to the transition.

96 Gallon Roll Cart Default

Alaska Waste had to select a default size for the customers who do not choose to make a roll cart size selection. The reasons for the 96 gallon default are as follows:

- It is equivalent to the three standard can capacity.
- Yard waste causes increased capacity demand this time of year.
- The price difference between the 64 and 96 gallon roll carts is \$3.14 per month. If a customer has more than 1 extra bag per month, the 96 gallon cart is a better option for them.
- The majority of our Matsu Valley customers have opted for the 96 gallon roll carts.

Customers will have a minimum of 2 mailings requesting that they make a roll cart size selection. If they prefer another size, they are provided opportunities by mail, online, and by phone to make their selections.

Please contact me if you have any questions.

Sincerely,



Tami Graff  
Chief Financial Officer  
Alaska Waste