



January 31st, 2017

Brian Helminger  
District Director  
Heart of the Valley Metropolitan Sewerage District

Dear Brian,

I'm glad Rick and I had a chance to talk with you and Kevin last week. It was a pleasure meeting you and it was a great opportunity to have a face to face discussion about your bio-solids hauling program. The purpose of this letter is to summarize our meeting and confirm that we are on the same page moving forward.

Unfortunately, our meeting began with your expression of the districts dissatisfaction with our performance last fall. You conveyed a general sense that we had not lived up to the terms of the contract and a concern that we are not committed to fulfilling the sludge hauling needs of the district. After our discussion of the events of last fall, I feel that we came to an understanding of the effort that we did in fact exude in order to get out the number of gallons that we did considering the challenges that we faced from Mother Nature.

I was in regular communication with Kevin and made every effort to make sure that we made enough space in your storage tanks to get through the winter.

During our meeting it was revealed to Rick and I that the concern of the district is more related to not having enough space in the tanks to make it through until next fall, not just this winter. This is where I believe our communication break-down occurred.

Ideally, we would have liked to have gotten your tanks completely empty but once it became clear that the weather was not going to allow us to get out that kind of volume, Rick immediately began discussions with land owners to seek out sites for a spring haul. I relayed this information to the district in an email late last year. Spring hauls are a normal part of our business as they present an opportunity for us to address situations such as we have now in Kaukauna.

As we discussed last week, we have already designated a site for this spring to accommodate the gallons you need out in order to perform the maintenance on your storage tank. This project is a priority for us and we are confident that we will be able to get you in a comfortable position for the summer.

We also have a contingency plan in place to use land that is currently in production if necessary in the event that poor conditions prevent us from having a successful haul this spring.

United Liquid Waste Recycling has performed well up to this past season and I assure you that we are committed to continuing to live up to our duties under this contract.

Sincerely,

A handwritten signature in cursive script that reads "Nick Manzke".

Nick Manzke  
Sales Manager, United Liquid Waste Recycling, Inc.