



Dear Valued Customer,

We would like to apologize for the recent delays in service you may have experienced. We understand the inconvenience these disruptions have caused, and we appreciate your patience and understanding during this time.

Providing reliable, timely service is one of our highest priorities, and we recognize that we have not met the standards you expect and deserve. We take full responsibility for these challenges and have been actively working to address the underlying causes.

On June 1, Priority Waste announced the appointment of industry leader Aaron Johnson as Chief Executive Officer. Joining the leadership team is Robert Simon, Senior Vice President of Fleet, who brings more than 15 years of experience in fleet operations, performance optimization, and operational improvements. These appointments follow our recent acquisition with TPG, a private equity firm that has committed approximately \$190 million in capital to modernize our fleet and improve our overall service reliability and response times.

We are pleased to share that we have already implemented several positive changes to improve our operations and better serve you, including:

- The purchase of 198 rental trucks
- The order of 91 additional Automated Side Load Trucks to add to our fleet. (One to two trucks will arrive per day for the next 60 days)
- The addition of 28 extra drivers who are currently in training
- The improvement of the call center includes improved call handling times by offering callback options for missed pickups or billing inquiries, as well as seeking and securing a third-party option to assist with high call volumes during peak times.
- The enhancement of the cart and container delivery system includes having adequate inventory and adding 5 additional delivery crews. These efforts resulted in a 60% decrease in outstanding cart requests and will bring the status to current by the end of June.

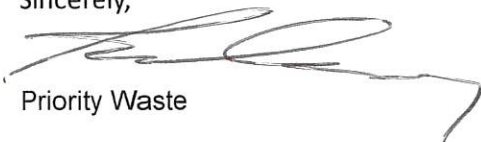
These improvements are already helping us deliver a more consistent and responsive customer experience, and we remain committed to continuous improvement.

We value your business and the trust you place in us. Thank you for giving us the opportunity to make things right and to continue serving your community. We are confident that these changes will result in a better experience moving forward.

If you have any questions or concerns, please do not hesitate to contact us.

Thank you again for your patience, understanding, and continued support.

Sincerely,



Priority Waste