



TIGER
SANITATION

P.O. Box 200143 • San Antonio, TX 78220 • PH 210-333-4287 • FAX 210-333-6287

COMMERCIAL • RESIDENTIAL • INDUSTRIAL • CONSTRUCTION

October 1, 2015

Dear Valued Customer,

On behalf of Tiger Sanitation, Inc., our employees, managers and owners, I thank you for being a valued Tiger customer.

Tiger Sanitation is a local family owned business with over 150 dedicated employees. We have a storied history that has roots going back to 1981 when Central Texas Refuse was created by Dick Butler and a small group of other entrepreneurs. In 2002, Tiger Sanitation, Inc. was born out of the hard work and dedication of Mr. Butler, gaining success from Central Texas Refuse – San Antonio. In 2013, Mr. Butler passed his ownership of Tiger Sanitation to his six children – five daughters and one son. Two of the Butler children actively serve the company in leadership roles.

Today, Tiger Sanitation proudly serves over 66,500 residential customers and 6,300 commercial and industrial customers. This translates into approximately 738,000 curbside service touches each and every month. Not through acquisition of other companies, but rather through superior customer service and value driven decision making, Tiger Sanitation has grown to be the largest independent waste and recycling collection service provider in the greater San Antonio area.

We conduct business by a simple philosophy aimed at creating both an outstanding employee experience and an outstanding customer experience. We are purposeful in our daily actions to excel in safety and compliance, customer satisfaction and operational excellence. For example, we consistently maintain one of the best Federal Motor Carrier Safety Administration's - Safety Management System score in the industry, and we operate and maintain one of the newest collection fleets in the area.

We are committed to the betterment of our employees and the communities we serve. We do this by not only treating our employees and customer's fairly and with respect, but also by reinvesting our resources to this cause. I am hopeful you have noticed ongoing improvements and refinements in the services we provide. For example, we have recently made enhancements to our invoice layout and have included a remittance envelope for your convenience. Please be aware that our remittance address has changed. We are investing in state-of-the-art onboard truck computers which provide comprehensive and real-time service information all to the benefit of our customers.

We proudly work hard for you and strive to keep our operating costs down in order to provide you with the best value in our industry. We seek continued improvement in all that we do and we appreciate your feedback to this end. Thank you for making it possible for our Tiger Team to do what we love – to serve you and each other.

Sincerely,

Lee Kuhn
General Manager