



WASTE MANAGEMENT, INC.

Zachary T. Lowe
Vice President - Corporate Security

1001 Fannin, Ste. 4000
Houston, TX 77002
(713) 512-6568
(713) 394-5194 Fax

April 3, 2007

Ms. Mary Gould
Office of the New Hampshire Attorney General
33 Capitol Street
Concord, New Hampshire 03301

Dear Ms. Gould:

The purpose of this letter is to provide notice under §359-C:20(l)(b) to the Attorney General's office of the State of New Hampshire That law provides:

Any person engaged in trade or commerce that is subject to RSA 358-A:3, I shall also notify the regulator which has primary regulatory authority over such trade or commerce. **All other persons shall notify the New Hampshire attorney general's office.** The notice shall include the anticipated date of the notice to the individuals and the approximate number of individuals in this state who will be notified. Nothing in this section shall be construed to require the person to provide to any regulator or the New Hampshire attorney general's office the names of the individuals entitled to receive the notice or any personal information relating to them. The disclosure shall be made to affected individuals as quickly as possible, after the determination required under this section. (§359-C:20(l)(b))

A laptop was stolen from an employee of the company on or about January 10, 2007. The laptop contained certain identifying information relating to approximately 400 persons who had previously traveled on the company aircraft, including five (5) individuals who had provided the company with New Hampshire addresses.

Based on the information available to the company, it provided notice to these persons on January 17, 2007. A copy of that notice is attached to this letter for your reference.

In the interim period, the company has continued to investigate the incident, including seeking to confirm whether there were any other New Hampshire residents among the data subjects. Based on the information available to the company, the five New Hampshire residents who have already been contacted are all of the New Hampshire residents involved.

Please contact me if you have any questions with respect to this letter.

Best regards,



Zachary T. Lowe
VP & Chief Security Officer

Enclosure: Copy of letter sent to data subjects



WASTE MANAGEMENT
MICHIGAN MARKET AREA
48797 Alpha Drive – Suite 100
Wixom, MI 48393
(248) 596-3500
(248) 596-3595 Fax

DEFINITELY IMPACTED CUSTOMERS

October 16, 2006

«Name»
«St_Number» «St_Name»
«alt_add»
«City» «St» «Zip»

RE: Credit Card Information Security Breaches
Your Potentially Affected Information: «type» «Acct_»

Dear «Name»:

Recently, the Michigan State Police contacted Waste Management's office in Wixom, MI, stating they had reason to believe a WM employee was using financial information belonging to our customers. Per our policy, WM cooperated fully with the authorities. As a result of the police investigation, the Waste Management employee confessed and has been charged with a crime (with potentially more charges to follow), and the individual's employment with Waste Management was immediately terminated.

During the course of the investigation, the police confiscated the employee's work computer. Waste Management performed its own forensic investigation of the employee's hard drive and discovered that this employee used your financial information, identified above, to make online purchases. We do not know the extent or the number of the purchases made using your financial information.

What Actions You Should Take

Waste Management recommends that you contact your credit card company and/or bank (if your bank account is listed above) immediately and advise them of this potential situation.

Waste Management also recommends that you place a fraud alert on your credit file. A fraud alert tells creditors to contact you before they open any new accounts or change your existing accounts. Call any one of the three major credit bureaus. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts. A credit report will be sent to you, free of charge, for your review.

«Name»

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October 16, 2006

Equifax
800-525-6285

Experian
888-397-3742

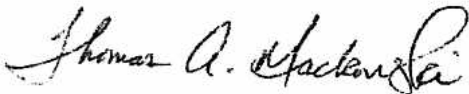
TransUnion
800-680-7289

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission ("FTC") recommends that you check your credit reports periodically. Checking your credit reports periodically can help you spot problems and address them quickly. Waste Management will also provide a year of credit monitoring service through a private company if you feel additional monitoring is needed. This service will alert you if any change in your credit status or related information occurs.

Our customers are our highest priority. We greatly regret any inconvenience this situation may cause. Waste Management takes this issue very seriously and will seek to prosecute those responsible for this crime to the fullest extent of the law.

If you have any questions concerning this matter or are interested in setting up the credit monitoring service please call the following number and a Waste Management representative will assist you. 1 (248) 596-3542.

Sincerely,



Tom Mackowski
Human Resources Manager



WASTE MANAGEMENT
MICHIGAN MARKET AREA
48797 Alpha Drive – Suite 100
Wixom, MI 48393
(248) 596-3500
(248) 596-3595 Fax

«Name»
«St_Number» «St_Name»
«alt_add»
«City», «St» «Zip»

POTENTIALLY IMPACTED CUSTOMERS

RE: Credit Card Information Security Breaches
Your Potentially Affected Information: «type»«Acct »

Dear «Name»:

Recently, the Michigan State Police contacted Waste Management's office in Wixom, MI, stating they had reason to believe a WM employee was selling financial information belonging to our customers to a "ring" the police were investigating. Per our policy, WM cooperated fully with the authorities. As a result of the police investigation, the Waste Management employee confessed and has been charged with a crime (with potentially more charges to follow), and the individual's employment with Waste Management was immediately terminated.

During the course of the investigation, the police confiscated the employee's work computer. Waste Management performed its own forensic investigation of the employee's hard drive and discovered several spreadsheets containing financial information for multiple customers. The information includes, names, addresses, credit card numbers (sometimes accompanied by the security i.d. number and the expiration date), and bank account numbers.

While we cannot be sure, Waste Management believes that the information on these spreadsheets might be the information our former employee was selling. Your financial information, listed above, was on these spreadsheets. Again, we are uncertain whether your particular financial information has been compromised; however, we wanted to notify you as soon as possible of the potential problem.

What Actions You Should Take

Waste Management recommends that you contact your credit card company and/or bank (if your bank account is listed above) immediately and advise them of this potential situation.

«Name»
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October 16, 2006

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Our customers are our highest priority and we greatly regret any inconvenience this situation may cause. Waste Management takes this issue very seriously and will seek to prosecute those responsible for this crime to the fullest extent of the law.

If you have any questions concerning this matter, please do not hesitate to contact my office at 1 (248) 596-3542.

Sincerely,



Tom Mackowski
Human Resources Manager