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October 14, 2005

U-Haul  
2727 North Central Avenue  
Phoenix, AZ 85004  
ATTN: Fuel Policy Department and/or Charter Department

Dear U-Haul services,

I am conducting a survey of rental truck companies and their policies on refilling the trucks with gasoline (or diesel if applicable). Can you explain to me your full company policy on how far the gasoline gauge needle needs to go to consider the truck refilled?

I do have a reason for this survey. I am doing some preliminary studies on overhead costs for my new business. I recently purchased a privately owned sanitation and garbage collection company. I purchased the business operations and the business assets in one fell swoop, only to find out that the main garbage truck was in dire need of maintenance. Within the first week of my operations, my main truck broke down. Since I spent all of my money on the purchase, I have no working capital to get the truck fixed and I cannot get another loan from the bank. The truck is in really bad shape, and it makes more economic sense for me to save money to buy a new garbage truck instead of feeding money into this junk heap. Based on the age, mileage, and overall wear and tear on my main truck, it just isn't feasible. I am just not yet in a position right now to replace the truck.

Can I get a price break on a U-Haul rental if I charter a 24 foot van for six months to use on my garbage route? I can personally guarantee that I will tie the truck up for a solid six months (and maybe then renew it for another six months). I will use the U-Haul truck for my daily collection of garbage and the transportation of that cargo to the city dump. I am writing to you today because I wanted to go straight to the top rather than contact my local independent U-Haul dealer, because I hate dealing with the local guys who don't know the company policy. If I can get a commitment from you in writing, I would be happy to then take that to a local dealer to actually arrange for picking up the truck.

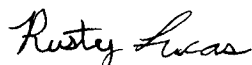
I rarely have messy garbage on my route, but I will take your van to the car wash when I am done using it before I return it to you. Most of my customers are residential. I have a few commercial customers, but their dumpsters are usually pretty clean. (I've checked them). Plus my collection contract specifically states that I will not collect, transport, or dispose of toxic or nuclear waste. I will also fill it with fuel according to your response to my questions before returning it to you.

I would prefer a van WITH a ramp and a hand truck since I will need some way to get the dumpster garbage into the back of the van. The old junker garbage truck has a mechanical lever that attaches, raises, and dumps the dumpster into the truck, but it would be too difficult to equip your U-Haul with one of those mechanisms -- especially when I only have 15 dumpsters on my route and I am only talking about six to twelve months before I get back on my feet financially.

I have a plan to make this business quite profitable and give it tremendous growth potential. I am going to hire all new employees. They will all be young men between the ages of 20 and 35. They will all be physically fit and clean cut and have striking facial features. I figure I can corner all the business from the young through middle aged housewife demographic. It makes me laugh to think that I could single handedly change the sleeping and morning schedules of thousands of women in the area. They will be waking up at 3 and 4 o'clock in the morning to get their hair done and put on makeup and all that -- just to have a few seconds to try to make a lasting impression on my garbage men.

This will grow my business beyond my current capacity and I may need to by TWO new trucks when it's all said and done. I have done the research and have the spreadsheet charts to prove it.

Sincerely,

A handwritten signature in cursive script that reads "Rusty Lucas".

Rusty Lucas

p.s. I really love all of the neat scenes that you have displayed on your trucks. It sets them apart from the dull yellow Ryder trucks. It makes them more unique and personalized. Would it be possible for you to put those colorful scenes onto clothing apparel, say... baseball caps maybe? I would wear a U-Haul baseball cap if you will send me one for free. I will even wear it on my garbage runs in your truck! Please send me a free U-Haul baseball cap!