



PEOPLE'S
MEMORIAL
ASSOCIATION

Central Washington 2007 Funeral Home Price Survey

Conducted by the PMA Education Fund

Provider (by city)		<u>Direct Cremation</u>	<u>Direct Burial</u>	<u>Full Funeral Service</u>
<u>CHELAN COUNTY:</u>				
<u>WENATCHEE:</u>				
Betts Funeral Service 302 9th Street 509-662-1561	(Precht-Harrison)	1,749	2,441	3,531
Cascade Memorial Center 302 9th Street 509-886-9000	(Precht-Harrison)	970	1,740	N/A
Jones & Jones Funeral Directors 21 S Chelan Avenue 509-662-2119	(Service Corp Intl)	2,220	2,500	4,815
<u>LEAVENWORTH:</u>				
Ward's Funeral Chapel 303 Pine Street 509-548-7011	(Ward)	1,490	2,165	3,470
<u>WATERVILLE:</u>				
Waterville Funeral Home 303 W Locust 509-745-8774	(Service Corp Intl)	2,220	2,500	4,815
<u>DOUGLAS COUNTY:</u>				
<u>EAST WENATCHEE:</u>				
Cremation Society of the Cascades 378 Eastmont Avenue 509-886-1400	(Precht-Harrison)	970	1,740	N/A
Telford's Chapel of the Valley 711 Grant Rd 509-884-3561	(Phillips Legacy)	1,293	1,736	2,896
<u>GRANT COUNTY:</u>				
<u>EPHRATA:</u>				
Nicoles Funeral Home 157 C St NW 509-754-3420	(Precht-Harrison)	2,203	3,888	4,688
<u>MOSES LAKE:</u>				
Affordable Funeral Options 215 E Broadway Ave, Ste A 509-764-5586	(Carver)	1,280	2,175	3,860
Benson Family Funeral Service 104 W 5th Ave 509-766-0191	(Benson)	1,495	2,660	4,280
Kayser's Chapel Of Memories 831 S Pioneer Way 509-765-7848	(Kayser)	2,690	4,310	5,920

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<u>KITTITAS COUNTY:</u>				
<u>ELLENSBURG:</u>				
Affordable Funeral Care 101 E 2nd Ave 509-925-2902	(Options Anonymous Inc)	1,075	2,765	3,690
Steward & Williams Tribute Center 301 E Third 509-925-3141	(Keystone Group)	1,780	2,875	5,240
<u>CLE ELUM:</u>				
Cascade Funeral Home First & Harris Streets 509-674-4445	(Keystone Group)	1,780	2,875	5,240
<u>YAKIMA COUNTY:</u>				
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Keith & Keith Funeral Home 902 W Yakima Avenue 509-453-9155	(Service Corp Intl)	1,744	2,690	5,460
Keith & Keith Terrace Heights Chapel 2807 Terrace Heights Rd 509-453-9155	(Service Corp Intl)	1,744	2,690	5,460
Langevin-Mussetter Funeral Home 1010 W Yakima Avenue 509-453-3141	(Service Corp Intl)	1,930	2,690	5,460
Shaw & Sons Funeral Directors 201 N Second Street 509-453-0331	(Keystone Group)	2,055	2,795	3,625
Valley Hills Funeral Home 2600 Business Lane 509-453-5500	(Humpherys)	1,024	1,417	3,118
<u>WAPATO:</u>				
Merritt Funeral Home Inc. 218 W Third Street 509-877-4455	(Service Corp Intl)	2,455	2,695	3,825
<u>SUNNYSIDE:</u>				
Smith Funeral Home 528 S 8th St 509-837-4962	(Smith)	1,470	1,890	2,950
Valley Hills Funeral Home 345 N 11th Avenue 800-322-8152	(Humpherys)	1,024	1,417	3,118
<u>GRANDVIEW:</u>				
Smith Funeral Home 512 E 4 th St 509-882-3386	(Smith)	1,470	1,890	2,950
<u>TOPPENISH:</u>				
Colonial Funeral Home 228 S Alder 509-865-3222	(Heggie)	1,200	2,670	4,270
<u>ZILLAH:</u>				
Valley Hills Funeral Home 607 Second Avenue 590-829-5500	(Humpherys)	1,024	1,417	3,118
<u>WALLA WALLA COUNTY:</u>				
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Mountain View Funeral Chapel 1551 Dalles Military Rd 509-525-3397	(Lees)	1,150	1,766	3,128

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<u>BENTON COUNTY:</u>				
<u>KENNEWICK:</u>				
Hillcrest Memorial Center 9353 W Clearwater Ave 509-737-9717	(Titus)	1,368	1,830	3,465
Mueller's Chapel of the Falls 314 W 1st Ave 509-586-3147	(Mueller)	1,592	2,230	3,765
Mueller's Tri-Cities Funeral Home 1401 S Union St 509-783-9532	(Mueller)	1,592	2,230	3,765
<u>PROSSER:</u>				
Prosser Funeral Home 1220 Sheridan Ave 509-786-3642	(Majnavich)	1,040	1,990	3,710
<u>RICHLAND:</u>				
Einan's Funeral Home 915 By Pass Hwy 509-943-1114	(Weible)	1,720	3,345	4,560
<u>FRANKLIN COUNTY:</u>				
<u>PASCO:</u>				
Columbia Memorial Chapel 224 S 24th Ave 509-547-4212	(Tate)	955	1,545	2,745
* Hillcrest Bruce Lee Chapel 2804 W Lewis St 509-547-3321	(Titus)	1,368	1,830	3,465
Mueller's Greenlee Funeral Home 1608 W Court St 509-547-3316	(Mueller)	1,592	2,230	3,765
<u>VARIOUS LOCATIONS:</u>				
People's Memorial Association 866-325-0489	(Nonprofit)	649	1,099	2,199

* contracted funeral homes where members pay this price

The PMA Education Fund is a 501(c)(3) non-profit foundation, affiliated with People's Memorial Association. The purpose of the PMA Education Fund is to provide educational information to enable consumers to make informed choices regarding their final arrangements. Tax-deductible contributions to the PMA Education Fund to support these efforts are most welcome and appreciated.

People's Memorial Association (PMA) is a 501(c)(4) non-profit organization which was founded in 1939. It is the oldest and largest non-profit funeral consumer group in the country. PMA has contracts with a several funeral homes to provide simple, dignified, economical cremation and burial services to its members.

2007 Price Survey Methodology

In compiling data for the 2007 funeral home price survey, volunteers with the PMA Education Fund collected General Price Lists (GPLs) from 176 funeral homes in western and central Washington between January and March of 2007. In order to enable consumers to make as fair a price comparison as possible, we made every attempt to try and assure that we were indeed comparing “apples to apples” for the three most common types of final arrangements. Our goal was to calculate the minimum “out the door” price for these services at each funeral home.

We calculated total prices based on what was printed in each mortuary’s most recent GPL. While all funeral homes are required to comply with the Federal Trade Commission’s Funeral Rule of 1984 regarding disclosure of costs, the reality is that some price lists are more complete and readable than others. Many GPLs contained blatant violations of the Funeral Rule. If it was unclear whether costs such as refrigeration or crematory fee were included in package prices, we added them into the total we used for comparison purposes. For calculating the cost of direct burial or a complete funeral service we included the price of the least expensive casket listed on the printed GPL or casket price list from the funeral home. A funeral establishment may change its prices at any time and the actual price you pay for services and merchandise at any of these funeral homes may vary. Nonetheless, this survey is a very valuable resource for consumers to make decisions about which funeral home and type of services they wish to choose.

For comparison purposes, the descriptions of the services and merchandise included in each of the three plans compared in this survey are as listed below. Included in the cost calculation for each of the three plans are the following **Basic Services**: **1)** Removal of the deceased 24 hours a day from either a home or health care setting and delivery to the funeral home within a service area of no less than 25 miles; **2)** Arrangements conference with the survivors; **3)** Filing of necessary permits and death certificate; **4)** Sheltering and refrigeration of the body; **5)** Non-declinable fee which covers funeral home overhead.

- **Direct Cremation:**

Basic services listed above, plus: **1)** delivery of the body to the crematory (if not performed onsite); **2)** the cost of the actual cremation; **3)** basic alternative container; and **4)** basic plastic urn to hold the cremated remains for pickup by survivors.

- **Direct Burial:**

Basic services listed above, plus: **1)** minimum casket; **2)** preparation of the body; **3)** delivery to a local cemetery for burial. No ceremonies are included. The least expensive burial casket listed on the funeral home price was used in calculating this total. At some funeral homes that may be a \$150 casket, at others it may cost \$1,500.

- **Full Funeral Service:**

Basic services listed above, plus: **1)** minimum casket; **2)** embalming, dressing, cosmetology, and casketing; **3)** visitation and chapel service at funeral home, Monday thru Friday during regular business hours. Also included are **4)** handling of flowers; **5)** delivery of casketed remains to a local cemetery, but not a procession or graveside ceremony.

After the volunteers calculated total costs for each of the three types of services, it was reviewed by staff of People’s Memorial Association and the final worksheet was faxed to the funeral home for verification. We updated our numbers in cases where the funeral home could justify, based on their GPL, that our calculations were inaccurate. In situations where the funeral home disputed pricing based on numbers which were different than the printed price list, we stayed with the printed numbers in calculating our totals. According to the FTC Funeral Rule, the prices or price range for all merchandise and services offered are to be listed on the General Price Lists.