



North Central Washington
Chelan, Douglas, Okanogan & Grant Counties
2009 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>CHELAN:</u>				
Precht Rose Chapel 332 E Woodin Ave 509-682-2524	(Precht)	\$2,155	\$2,525	\$3,635
<u>WENATCHEE:</u>				
Cascade Memorial Center 302 9th Street 509-886-9000	(Precht)	\$1,220	\$1,702	\$2,863
Jones & Jones–Betts 302 9th Street 509-662-2119	(Precht)	\$2,115	\$2,880	\$4,565
* Legacy Memorial In-home arrangements 800-986-5232	(Draggoo)	\$1,080	\$2,185	\$2,975
<u>LEAVENWORTH:</u>				
Ward's 303 Pine Street 509-548-7011	(Ward)	\$1,740	\$2,370	\$3,943
<u>WATERVILLE:</u>				
Waterville 303 W Locust 509-745-8774	(Precht)	\$2,115	\$2,880	\$4,565
<u>DOUGLAS COUNTY:</u>				
<u>EAST WENATCHEE:</u>				
Heritage Memorial 19 Rock Island Rd 509-470-6702	(Wilson)	\$998	\$1,675	\$2,685
Telford's 711 Grand Rd 509-884-3561	(Phillips)	\$1,430	\$1,950	\$3,210
<u>OKANOGAN COUNTY:</u>				
<u>BREWSTER:</u>				
Barnes Chapel 510 W Indian 509-689-3494	(Precht)	\$1,485	\$2,293	\$3,538
* Legacy Memorial 531 W Main St 509-689-0938	(Draggoo)	\$1,080	\$2,185	\$2,975

Provider (by city)		<u>Direct Cremation</u>	<u>Direct Burial</u>	<u>Full Funeral Service</u>
<u>OKANOGAN:</u>				
Okanogon County Crematory 2547 Elmway 509-422-2353	(Graves)	\$995	N/A	N/A
Precht–Harrison–Nearents 2547 Elmway 509-422-3333	(Nearents)	\$1,075	\$1,925	\$2,880
<u>OROVILLE:</u>				
Bergh 801 Main St 509-476-3572	(Bergh)	\$1,895	\$2,470	\$3,695
<u>OMAK:</u>				
* Legacy Memorial 309 N Main St 509-826-5232	(Draggoo)	\$1,080	\$2,185	\$2,975
<u>TONASKET:</u>				
Bergh 312 N Highway 97 509-476-3572	(Bergh)	\$1,895	\$2,470	\$3,695
<u>TWISP:</u>				
Precht’s Methow Valley Chapel 5th Ave & Bridge St 509-997-3020	(Nearents)	\$1,075	\$1,925	\$2,880
<u>GRANT COUNTY:</u>				
<u>GRAND COULEE:</u>				
Strate 329 E Grand Coulee Ave 509-633-1111	(Keystone Group)	\$2,735	\$2,915	\$5,675
<u>EPHRATA:</u>				
Nicoles 157 C St NW 509-754-3420	(Precht)	2,603	4,233	5,638
<u>MOSES LAKE:</u>				
Benson 104 W 5th Ave 509-766-0191	(Benson)	1,478	2,116	3,465
Carver 1217 E Wheeler Rd 509-764-5586	(Carver)	1,215	2,650	3,390
Kayser's 831 S Pioneer Way 509-765-7848	(Kayser)	2,240	3,475	5,090
<u>QUINCY:</u>				
Scharbach’s Columbia 300 G St SE 509-787-2223	(Scharbach)	1,390	1,980	3,035

* Contracted funeral homes where People’s Memorial Association members pay this price:

People’s Memorial Association www.peoplesmemorial.org 1-866-325-0489	(Nonprofit)	\$649	\$1,099	\$2,399
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Your Rights as a funeral consumer:

- a) *To receive a printed price list when you visit a funeral home.*
- b) *To get price information on the telephone regarding your choice of arrangements.*
- c) *To buy only the funeral arrangements you want.*
- d) *To choose a funeral arrangement that does not include embalming.*
- e) *To make or to purchase elsewhere an urn or casket. The funeral home cannot charge a handling fee to use a casket or urn which they did not sell you.*
- f) *To use an alternative container instead of a casket for cremation.*
- g) *To get a written explanation for any charges which are required by a cemetery, crematory or by law.*
- h) *To receive a written, detailed statement of charges after you have made arrangements and before you pay.*

*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 organization in the country. PMA has contracts with more than 20 funeral homes in Washington state to provide simple, dignified, economical cremation and burial services to its members.*

2009 Price Survey Methodology

In compiling data for the 2009 funeral home price survey, volunteers with the PMA Education Fund collected General Price Lists (GPLs) from 226 funeral homes in Washington State between January and April of 2009. 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, after-hours removal 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 a simple cloth-covered gray domed casket, if offered or otherwise, the least expensive casket listed on the printed GPL or casket price list from the funeral home. At some funeral homes that may be a \$250 casket, at others it may cost \$2,000. 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.

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)** Procuring death certificates for family, filing notice of death to social security, securing veteran’s flag and interment rights at veteran’s cemetery; **5)** Sheltering and refrigeration of the body for at least 3 days; **6)** Non-declinable fee for 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)** gray domed or minimum casket; **2)** preparation of the body; **3)** delivery to a local cemetery for burial at an unscheduled time. No ceremonies are included.

- **Full Funeral Service:**

Basic services listed above, plus: **1)** gray domed or minimum casket; **2)** embalming, dressing, cosmetology, and casketing; **3)** ½ day 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 each 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.

Our staff and volunteers have made a good-faith effort to assure that these numbers are accurate and comparable; however we cannot guarantee that the actual price you would pay at any of these funeral homes is exactly as listed on the price survey. Also keep in mind that price is not the only factor to consider when choosing a funeral home. Reputation and quality of service are very important, but difficult to measure. Just because a funeral home has high prices, does not necessarily mean you will get a commensurate higher quality of service. Likewise, just because a funeral home is economical does not necessarily mean that you will get poor quality service. Ask clergy, social workers, neighbors and friends for their recommendations as well. We encourage you to shop around and plan ahead when you are not under any pressure--That way you can be assured of final arrangements that are consistent with your values as well as your budget.