



King County

Solid Waste Division

Department of Natural Resources and Parks

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TTY Relay: 711

November 9, 2017

Steven V. King, Executive Director and Secretary
Washington Utilities and Transportation Commission
1300 S. Evergreen Park Drive SW
PO Box 47250
Olympia, WA 98504-7250

Re: Waste Management - King County Revenue Sharing Plan

Dear Mr. King:

The purpose of this letter is to provide King County's determinations regarding revenue sharing plan compliance with RCW 81.77.185 by Waste Management of Washington, Inc. (Waste Management). This letter conveys the County's findings regarding Waste Management's performance, at the end of the current revenue sharing plan which runs October 1, 2016 through September 30, 2017. The concluding report for Part C of the current agreement, from October 1, 2017 through December 31, 2017, will be reported November 15, 2018. The plan referenced herein applies to all of Waste Management's G- 237 certificated territory within the County except for areas served by Waste Management in Ellensburg near Snoqualmie Pass.

This letter reports on activities carried out during Part B of the agreement beginning October 1, 2016 and concluding September 30, 2017. These activities were carried out during this period of the agreement:

- A. Monthly data reporting and quarterly meetings to discuss tactics and implementation, review revenue and make adjustments, if necessary, to tactics and outreach plans.

- B. A cart tagging pilot plan developed and launched in Part A of this agreement was concluded. The County and Waste Management implemented the study to test the efficacy of prompting single family households to compost their food waste in their curbside bin using a cart tag to remind residents to compost their food, was concluded. The pilot results indicate that a cart tag will increase food scrap composting participation. The tag tactic will be used to increase the overall recycling rate (recycling + organics) in Waste Management certificated territories and will be include in tactics in the 2018 2019 plan.

C. The implementation of Best Management Basics (BMBs), a suite of tactics and education material, which will be implemented to increase recycling and decrease contamination in multifamily complexes development. The tactics were piloted in the previous agreement and will continue to be implemented, by Waste Management, in all multifamily complexes. Waste Management investigated multifamily complex readiness to implement organics service and service will be provided in complexes determined to be ready for this service in the next agreement.

D. We developed an education campaign focusing on plastic recycling to increase diversion of recyclable plastic. Additionally, the annual recycling guide was revised according to audience research done in the previous agreement.

E. We finished and launched a mobile app Waste Management developed to allow their customers easy access, via their mobile devices, to a search engine that helps them answer their questions on how to properly sort curbside recyclables and organics. The app was launched this year. King County and Waste Management will continue to monitor its performance and improve its content based on customer feedback.

F. Waste Management continued its education outreach to encourage food composting through their 'foodcyclers' education campaign. The campaign is successful in engaging households in King County, increasing the likelihood that households will sort their food waste correctly and compost in their curbside bins. The campaign expanded its work to include conducting audience research about reducing contamination in the organics stream. The results of this research will be implemented in the next agreement. This research work is the result of the recommendations outlined in the Organics Contamination Reduction Workgroup which recently published its recommendations in a report posted on the Washington Organics Recycling Council (WORC) website.

G. Waste Management completed a demographic study identifying where the largest concentrations of Spanish speaking households are, by route. The information may be used in future agreements to conduct outreach in Spanish.

We have worked closely with Waste Management on its Plan implementation and have evaluated Waste Management's implementation of the current Plan through September 30, 2017. We are satisfied that Waste Management fully met its work plan obligations and that the program expenditures were reasonable and appropriate during this agreement.

The County confirms that Waste Management qualifies for the 5% incentive as outlined in the agreement and confirmed by County staff.

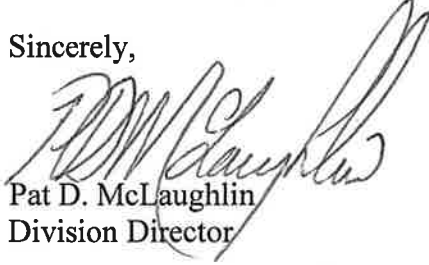
Steven V. King, Executive Director and Secretary

November 8, 2017

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Thank you for the opportunity to provide these comments and support for the revenue sharing plan developed by Waste Management and King County. If you have any questions, please contact Gerty Coville, Project/Program Manager III, at 206-477-5271, or gerty.coville@kingcounty.gov

Sincerely,



Pat D. McLaughlin
Division Director

cc: Danny Kermode, Assistant Director, Water and Transportation Section

