

Company Name/Permit Number: Rabanco LTD / G-12
 Registered Trade Name(s) Eastside Disposal, Rabanco Companies, Rabanco Connections

Item 30 -- Limitations of Service

1. **Schedules.** A company's schedule will meet reasonable requirements and will comply with local service level ordinances.
2. **Due care.** Other than to offer reasonable care, the company assumes no responsibility for articles left on or near solid waste receptacles.
3. **Liability for damage.** When a customer requests that a company provide service and damage occurs to the customer's driveway due to reasons not in the control of the company, the company will assume no responsibility for the damage.
4. **Refusal of service.** (Except as set forth in Section 5, Missed service due to unsafe weather conditions road conditions, natural disaster or when government authority restricts access to local roads.)

A solid waste collection company may refuse to:

- Collect solid waste from points where it is hazardous, unsafe, or dangerous to persons, property, or equipment to operate vehicles due to the conditions of streets, alleys, or roads.
- Drive into private property when, in the company's judgment, driveways or roads are improperly constructed or maintained, do not have adequate turn-arounds, or have other unsafe conditions; or
- Enter private property to pick up solid waste while an animal considered or feared to be dangerous is not confined. The customer will be required to confine the animal on service days.

5. Missed service due to unsafe weather conditions, road conditions, natural disaster or when government authority restricts access to local roads. A company is not required to collect solid waste when the company determines that it is unsafe to operate due to weather conditions, road conditions, natural disaster, or when government authority restricts access to local roads. The company will collect on the next scheduled service date on which the company deems it is safe to operate, and will take other reasonable actions to resume or provide alternative service as soon as reasonably practicable.

(a) The company is not obligated to extend credit to customers for missed service if the company collects the customers' accumulated solid waste on the next scheduled service date on which the company deems it to be safe to operate. The company will not charge for extra waste set out(except provided in Item 207, if applicable) in addition to customers' normal receptacle(s), if the amount of extra waste does not exceed the amount that reasonably would be expected to accumulate due to missed service.

(b) If the company does not collect a customer's accumulated solid waste on the next scheduled service date on which the company determines it is safe to operate, the company is required to give a credit, proportionate to the customer's monthly service charge, for all missed service(s).

6. Missed service due to a labor disruption, which causes work stoppages that prevent or limit a company from collecting solid waste. A company must:

- (a) Immediately inform the commission's regulatory services and consumer protection staff when a labor disruption is imminent by email at: servicedisruption@utc.wa.gov. This email must be used for all communications regarding the labor disruption.
- (b) Provide daily email reports to the commission regarding the company's progress toward meeting full service requirements.
- (c) Develop and implement a customer outreach plan regarding the labor disruption, what to expect, and how to contact the commission.
- (d) Provide the commission's regulatory services and consumer protection staff with a copy of the customer outreach plan by email.

Issuer Connor Vander Zalm, Sr. Market Analyst

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(For Official Use Only)

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