

EXHIBIT ACD 12

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Customer Reviews



Waste Management

[1001 Fannin St Ste 4000
Houston, TX 77002-6711](#)<http://www.wm.com>[Email this Business](#)[\(866\) 566-6884](tel:(866)566-6884)

Steve B.

★★★★★

10/25/2020

I cancelled my service and still had more than 2 months left on my prepaid account. WM refused to refund the money in my account and then changed an additional \$70 to pick up their container. I asked them to deduct the pickup fee from the money left in my account but they refused and threatened to turn my account over to a lawyer and bill connector.

Jacqueline S

★★★★★

10/24/2020

Paid in August, got a bill for \$56 in September called to pay it and it was \$130. Paid that then got another bill for \$56. Called and was told that because I didn't speak to a human and let them know I paid I got charged again. If they have a option to pay with the computer over the phone, I shouldn't have to call and tell them I paid with their over the phone option!

Ben S

★★★★★

10/23/2020

One of the worst companies I have had to deal with. Made it very clear when ordering a dumpster that I was going to use it for construction waste including cutting some concrete out. Zero concerns were raised and this was a live phone call. First they tell me the dumpster will arrive in 2 days which was a flat out lie. Week and a half later I finally get the dumpster and I fill it with waste for a remodel I am doing. Pickup day goes by and they don't take the dumpster. I call next week to find out why and proceed to get a snotty answer on how they don't take construction debris and there is no way there was a mistake on their end. I am extremely busy and have not had time to empty the dumpster yet and have now gotten a nasty call from a pretentious jerk who has no idea what the originally conversation was again claim there is no way they could ever hold any fault and proceeds to get nasty with me about emptying the dumpster. I told him I would deal with it when I could but that they should not have given it to me in the first place as I was very specific about my needs for it. He berates me about how they can never be at fault and threatens to pull up the phone conversation. I am all for this and have requested said recording. As they are a monopoly I have no choice to use them

but I will not be treated like crap by pretentious arrogant aholes not even involved in the original conversation.

EXHIBIT ACD 12

Lacey S

★★★★★

10/23/2020

Absolutely horrible company. After neglecting to come get our trash on the assigned day TWICE (and both times saying it would be picked up the next day without issue and then it WASN'T) within about a month, I called to cancel the service. I was told by the rudest CS person I've ever encountered, "Brittney," that because we are billed quarterly that we not be refunded, so we would be paying for the next two months even if we canceled their service, AND (THE KICKER) that they would be charging us \$75 to come pick up their cans. Charging customers \$75 after the way that COVID ravaged most people's financial situation this year is frankly disgusting. I called the number that WM gave below in one of their response comments and spoke to someone else, Midia (Mydia?), who was very nice, and I feel bad that she is in the position of telling customers that their only option is to receive a 30% credit on their \$75. After letting her know how unacceptable this whole situation is and repeating that sentiment several times, she told me to hold on so that she could see about this 30% discount. When she came back, to my surprise, she said that her supervisor agreed not to charge us the \$75. So, while that was a step in the right direction, it shouldn't take this kind of blood-boiling call to make a company do the right thing. I cancelled because of issues with THEIR service and THEIR communication (telling me one thing, and it not happening), not on a whim and they need to take responsibility for their mistakes. I didn't sign up to pay for an unreliable trash company, and the fact that they insisted on keeping my money through January 1 is disappointing to say the least.

John G

★★★★★

10/22/2020

I recently sold my home and have been trying to call Waste Management for weeks to cancel services. Nobody answers their phone and the call routing disconnects the calls after a few minutes. I was able to connect to a representative via their online chat who told me I cannot cancel for another week, despite my repeated attempts to cancel previously. Horrible customer service and company policy.



Waste Management Response

10/23/2020

Hello John, We understand your frustration and appreciate you taking the time to let us know. I would be happy to address your concerns, please send your account information to wmcares@wm.com (Subject: BBB) or call 1-713-512-6200 option 3. Thank you.

Elaina S.

★★★★★

10/20/2020

IF I COULD GIVE NO STARS I WOULD!!! The service with these people is HORRIBLE. I have been calling for a month to have trash picked up. (A service I am paying for!) The customer service reps AS WELL AS THE CEO - PATRICK DOVIGI either don't care or are not properly trained. I called 4 times for service, each time the rep assured me my items would be picked up. When I called back to inquire as to why it hadn't been picked up I was told there was never a work order placed. The same thing happened when I went to the website to avoid the long wait time (as they advise you to do over their message when you call) I went through all the prompts to have trash picked up, trash day comes and it's still there! When I call they say there was never a work order created! This company is a total racket! They take your money and not your trash! I don't know how they've been in business as long as they have! You don't have to take my word for it, visit their Facebook page and see for yourself! I am still awaiting trash pick as I am writing this review! (A total of 1 month!) THIS COMPANY IS TRASH! (Pun intended!) And would NOT recommend it.



Waste Management Response

10/22/2020

Hello Elaina, We understand your frustration and appreciate you taking the time to let us know. I would be happy to address your concerns, please send your account information to wmcare@wm.com (Subject: BBB) or call 1-713-512-6200 option 3. Thank you.

tfc80

10/17/2020

These people are a racket. The prices are what they are. Not too many choices for garbage removal so you're stuck with them. My complaint, however, isn't on that but the extra fees that come along when people illegally dump into your dumpster bin when it's sitting out on the street awaiting pickup. Our pickup is in West Oakland. Of course, there are an assortment of colorful characters out there that do things like illegally dump their trash in your bins. I reached out to WM about this since they had warned me about potential overage fees that were to come if my bin was overfilled. And I didn't get any response back to my inquiry of options on how to deal with that matter since our bin was not overfilled by my company. I realize that WM has no control over the neighborhood activity that goes on. But I don't believe for a minute that they're interested in helping us come up with solutions to avoiding paying extra fees since they never replied to me reaching out to them. I had to call them back later twice only to hear the sales pitch about buying a lock from them. One solution that would've been neat to hear would be their driver coming onto our property to roll the bin out to their truck and then return it since people do not come onto our property to dump trash. But when you're the big show in town that people have to come see, there's not really much incentive to change a thing when the money has to keep rolling in. Thanks WM for your lack of help. May your empire come crashing down.



Waste Management Response

10/19/2020

Hello Tom, We understand your frustration and appreciate you taking the time to let us know. I would be happy to address your concerns, please send your account information to wmcare@wm.com (Subject: BBB) or call 1-713-512-6200 option 3. Thank you.

Dennis R

10/15/2020

I have been a customer of WM for over 15 years. Their service has become worst and then sucks. Their prices keep going up and the service keeps going down. Recycling every other week with additional cost for nothing. I just canceled my services and did not read the fine print. NO refunds for the three months and a container removal fee of \$75.00. ***** **** ** ***** ** *****. KMA.



Waste Management Response

10/20/2020

Hello Dennis, We understand your frustration and appreciate you taking the time to let us know. I would be happy to address your concerns, please send your account information to wmcare@wm.com (Subject: BBB) or call 1-713-512-6200 option 3. Thank you.

Julie M

★★★★★

10/14/2020

This is absolutely the worst company I've ever had to deal with. The 3rd time they have not picked up our trash, after 4 calls, now runs into yet another week we have not had trash picked up. Our HOA pays for trash pickup because of the dues we pay, but now we are actively looking to pay for another company to take over our services. Run, don't walk away from this company!

**Waste Management Response**

10/19/2020

Hello Julie, We understand your frustration and appreciate you taking the time to let us know. I would be happy to address your concerns, please send your account information to wmcares@wm.com (Subject: BBB) or call 1-713-512-6200 option 3. Thank you.

stephanie m.

★★★★★

10/13/2020

If zero stars was a choice I would use that. However since I had to choose, I will give them one star. We are a construction general contractor, and had a small project going on down the street from us. I reached out to WM to provide us with a roll off container. I told the customer service rep who set us up, that this project was very small and we would likely only have 1 or 2 dumps in a 3 month period. There was no indication that any erroneous fees would be charged, as we use rolloff containers all the time and the fees are normally the same. This was however the first time I used them for construction services, and will be my last. After a month of having the container, and not calling in for a haul, I was surprised that I got a bill for \$700 for not having it dumped. Really, I told the rep this was a small project, so there would likely not be a monthly dump (emails to prove this) - yet it was an act of congress to get someone to handle this. Their WM Cares department is a joke, and their managers are unresponsive. No one reached out to help, except one WM cares person who told me they would take care of things, little did I know that nothing was going to happen. After more emails and calls I finally was told that a credit would be issued. Then after another month, the same thing happened again. Except this time nothing happened, no calls, no response, even after several emails. All I got was a letter saying that nothing was going to be done. Really? so once again they fail to do anything. Wont be using them EVER again. They have taken off our approved vendor list, and well luckily I can get better service from several other companies that do not charge erroneous fees, and have a far better customer service department. I judge a company by its customer service, even in the worst cases, a company can redeem itself with good customer service, WM is about as helpful as the Trash they service = USELESS!

**Waste Management Response**

10/19/2020

Hello Stephanie, We understand your frustration and appreciate you taking the time to let us know. I would be happy to address your concerns, please send your account information to wmcares@wm.com (Subject: BBB) or call 1-713-512-6200 option 3. Thank you.

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