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Complaints

Waste Connections of Washington

 12115 NE 99th St Ste 1830
Vancouver, WA 98682-2329

 <http://www.wcnorthwest.com>

 [\(360\) 892-5370](tel:(360)892-5370)

Complaint Type: Problems with Product/Service **Status:** Resolved

08/25/2020

I contracted waste connection to deliver a drop box dumpster to my home and after the use of the drop box they returned to pick up the box and while removing the dumpster from my driveway it took a piece of my curb with it. Waste connection at one point said that the city or county should fix it and after speaking to the city and county they determined that if the damage was done by waste connection that the fix is their responsibility. Reaching back out to waste connections has provided no resolution and although they admit fault they refuse to pay for the repair. I want my curb repaired or a reimbursement of my payment for the drop box.

D

Response

08/28/2020

Dear Mr. *****,

*Thank you for the opportunity to look into this matter regarding your account number *****. We have reviewed the details of the incident involving damage to your curb on 04/24/2020. At the time the drop box was delivered on 04/22/2020, the driver observed and discussed previously existing damage to the curb and explained that the weight of the box could likely cause further damage upon removal. Although we believe that Waste Connections of WA is not liable for the aforementioned damage, we do value both you as a customer and our good reputation in the communities we serve. As a gesture of good will, we will agree to your desired settlement amount and refund the remaining purchase price of \$241.05. We trust this resolution is to your satisfaction and that this unfortunate incident is settled. We do appreciate your business and thank you again for the opportunity to resolve your complaint.*

Thank You,

Waste Connections of WA

Customer Response

08/28/2020

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID ***** , and find that this resolution is satisfactory to me.

Sincerely,

Complaint Type: Problems with Product/Service **Status:** Resolved

09/09/2019

July 8 2019, July 22 2019, September 2 2019 and September 9 2019. Waste connections did not pick up my recycle cans. I left an email for each of these. Each time I get the same reason. They say the can is not set out. Each time I let them know it is out on Sunday afternoons and it is in the street. The last email they told me it sounds like I am doing it correctly. Today, they still have not picked it up and it is now 2 weeks worth. I have no room for any more. I am never late on my bill and I am paying for a service I am not receiving. I am forced to pay for recycling on my bills. This has happened a few times, earlier in the year and about 5 times last year. I am getting no where with this company.No credit to my account or even a pick up the following week, which they told me they were going to do and that I can put a box with recycles in it and place it next to the recycle can. Both are still there. I will send another email to them tonight, again.

T

Response

09/18/2019

Good Afternoon,

Thank you for reaching out to us in regards to your missed recycle service. I apologize that we did not service your recycle cart. We reached out to the route supervisor to help resolve this issue. The route supervisor has reviewed the stop and feels we should be back on track with getting your recycle cart serviced weekly. On 09/06/19 we applied a credit for the value of the recycle pick up on 09/2/19. I will also apply a credit for the value of the 7/8/19 and 7/22/19 recycle pick up.

Thank you,

Bridget S*****

Waste Connections of Washington

Customer Response

09/18/2019

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID ***** , and find that this resolution is satisfactory to me.

Sincerely,

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