

BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION

<p>In the Matter of the Application of ADE DUMPSTERS, LLC For Authority to Operate as a Solid Waste Collection company in Washington.</p>	<p>Docket No. TG-200250 PREFILED TESTIMONY OF ANTHONY C. DOUGLAS OF ADE DUMPSTERS, LLC.</p>
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TESTIMONY (WITNESS ANTHONY C. DOUGLAS)

I. INTRODUCTION

Q: State your name and your business address.

A: Anthony C. Douglas, the business as located at 509 E. 52nd St., Tacoma, WA 98404

Q: By whom are you employed and in what capacity?

A: I am the governor of ADE Dumpsters, LLC.

Q: When was ADE Dumpsters LLC, established?

A: ADE Dumpsters is a family run business established in March of 2020.

Q: Are you the sole owner of ADE Dumpsters, LLC?

A: No, my wife JoAn Douglas is a Co-owner. We both own 50%.

Q: Does ADE Dumpsters, LLC have any trade names-

A: Ade Dumpster Rentals.

1 **Q: As a co-owner of ADE Dumpsters LLC, what are your responsibilities?**

2 **A:** My responsibilities really encompass just about everything necessary to run the day-
3 to-day business of ADE Dumpsters, LLC. I am responsible for operations, financial
4 aspects of the business, sales, marketing, and business development. While we have
5 not yet obtained our certificate to perform the work for ADE Dumpsters, LLC., we
6 are ready to start immediately, should the Commission grant us a certificate. I am
7 intimately familiar with all aspects of managing and running the day-to-day
8 operations of a successful business in Washington.
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10 **Q: Are you authorized to testify on behalf of ADE Dumpsters, LLC?**

11 **A:** Yes.

12 **Q: Did you file an application for a Solid Waste Collection Company Certificate?**

13 **A:** Yes.

14 **Q: Did you make that an Exhibit for your testimony?**

15 **A:** Yes, it is Exhibit ACD-1.

16 **Q: Did you take any other actions in furtherance of the Application?**

17 **A:** Yes, I opened a business with the Secretary of State of Washington. I obtained a
18 business license with the State of Washington and City of Tacoma. I purchased equipment,
19 including a roll off trailer and three 13.26 cubic yard containers, and obtained insurance for
20 the vehicles.
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22 **Q: Did you make those items Exhibits for your testimony?**

23 **A:** Yes, the Secretary of State Certificate of Formation is Exhibit ACD-2.

24 The Washington State Business license is Exhibit ACD-3.
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The City of Tacoma Business license is Exhibit ACD-4.

The Roll Off Dump information and receipt are included as Exhibit ACD-5.

The Progressive Insurance Coverage Summary is included as Exhibit ACD-6.

Q. What is your educational background?

A: I graduated 1986 from Woodrow Wilson High school, Tacoma, WA. I am presently, a second year Electrical Engineering student, Bates Technical college, in Tacoma, Washington.

Q. Would you please describe your business experience

A: I have been in the transportation business for 26 years; driving transit, owning a bus company, hauling solid waste, commodities, yard waste, and delivering materials to our customers. I have also had 10 years of experience flipping homes in the Tacoma area where we've planned all of the subcontractors' schedules and the logistics for our job sites. We have had to submit plans and applications for electrical, plumbing, foundation, and demolition permits for the projects along with inspections with the local municipalities. Our experience with solid waste and refuse from our job sites has given us the customer point of view and prompted us to enter the industry. We have used numerous container services during that time and have seen where the improvements to the process can occur.

Q. How does your experience directly apply to the issues before the Washington Utilities and Transportation Commission?

A: My years of experience operating as a hauler of solid waste, commodities, and yard waste have made me familiar with the operations of the industries. My 10 years of

1 experience flipping homes made me keenly aware of deficiencies in current container
2 service and the destructive nature of the weight and size of the equipment delivering
3 and picking up the containers.
4

5 **Q: You mentioned deficiencies of the present container services, can you expand on**
6 **that?**

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8 A: One of the deficiencies with large container service is that the vehicles that deliver the
9 containers are heavy and cause damage to customer's property. We have seen
10 damage to driveways, sidewalks, underground plumbing, sewer lines, and even
11 overhead wiring. All of which come with a cost to repair and the container
12 companies are aware. We have seen the fine print on the contracts that hold the
13 container companies harmless if such damage were to occur. The height and size of
14 the equipment limit where the roll off containers can be delivered and retrieved. The
15 need for smaller delivery equipment allows a company to deliver a roll off container
16 in locations where underground plumbing, electrical and sewage pipes might be
17 located. The weight of the protestant's equipment when loaded could easily exceed
18 60,000 pounds and the height of truck, and container fully loaded, create a hazard to
19 overhead electrical, cable and internet wires.
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23 **Q: How do you propose to correct that deficiency in your business?**

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25 A: The vehicles that we use, weigh less because the truck is pulling a trailer. The vehicle
26 and trailer spread out the weight into a longer area. The truck and trailer I have in
27 total are 24 feet long and individually weigh less than eight thousand pounds. We
28 also deploy Marston Mat, which is more commonly called pierced perforated steel
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1 matting. This protects client's grass and driveways and spreads the weight of the roll
2 off container while deploying and recovering. We also clean the debris around the
3 container including sweeping and garbage collection if necessary. We offer loading
4 service for those customers that would prefer to let us do the work and our equipment
5 fully deployed does not exceed a height of thirteen feet. We pride ourselves on the
6 customer's happiness and will repair any damage caused by our equipment or
7 driveways. We also have same day pick up and delivery and can provide multiple
8 pick ups in the same day.
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11 **Q: Do you have any photographs of what your truck and type of trailer that you are**
12 **referring to?**
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14 **A:** Yes.

15 **Q:** Is that an Exhibit submitted in support of your testimony?

16 **A:** Yes, it is marked as Exhibit ACD-7.

17 **Q:** Did you take this photograph?

18 **A:** Yes.

19 **Q:** Can you tell me what the photograph depicts?

20 **A:** Yes, it is a Ford 550 and the trailer that I described earlier.

21 **Q:** Is it your intent to use this truck and trailer if the Commission were to grant your
22 Application?
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24 **A:** Yes.
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27 **II. SUMMARY OF TESTIMONY**
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1 **Q: You stated earlier that you filed an Application for a Solid Waste Collection**
2 **Company Certificate, is that correct?**

3 A: Yes.

4 **Q: When did you file the Application?**

5 A: On or about March 23, 2020.

6 **Q: Were there protests that were filed?**

7 A: Yes.

8 **Q: Who filed the protests?**

9 A: Murrays, LeMay, Rabanco, and Waste Management.

10 **Q: What is it that you want to transport or haul?**

11 A: Junk, garbage, yard waste, landscaping material, aggregate, sand, Tagro, cement,
12 commodities, andetal.

13 **Q: What services do you intent on providing?**

14 A: We see ourselves as halfway between a junk hauling service and container hauler.
15 We want to provide medium size containers for customers, but we also offer multiple
16 trips in one day, help with loading the containers, and clean up upon removal of the
17 containers.

18 **Q: Where do you intend to perform the transport or hauling?**

19 A: King County, Pierce County and Thurston County.

20 **Q: Are there specific dump site addresses that you intend to use if the certificate is**
21 **granted?**

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1 A: Yes, 3110 S. Mullen Street Tacoma, WA 98409 (Tacoma landfill), LRI landfill
2 31317-31395 Meridian East, Graham, WA 98335, North transfer station 130 N. 34th
3 ST., Seattle, WA 98103, South transfer station 130 S. Kenyon St., Seattle WA,
4 Thurston County transfer station 2420 Hogum Bay Road NE, Lacey WA 98516.

6 **Q: Does ADE Dumpsters LLC have the ability to serve more customers if needed,
7 including the purchase of new equipment and/or adding personnel?**

9 A: Yes.

10 **Q: Can you summarize the reasons why the Commission should grant ADE
11 Dumpsters LLC's application?**

13 A: The Commission should grant ADE Dumpsters LLC's application because doing so
14 would serve public convenience and necessity. The areas that ADE Dumpsters seeks
15 to serve are currently underserved and do not provide the options and level of service
16 that ADE Dumpsters, LLC can provide. I have spoken with numerous contractors
17 who have made it clear to me that they are looking for something more than a
18 company that just picks up the container, they want additional services.
19 For example, our business offers the following options, assistance in loading the
20 dumpsters, repeated trips in one day's time, clean-up after the loading of the
21 dumpsters, smaller vehicles delivering the dumpsters to ensure the safety of the
22 customer's property, and a detail-oriented approach to making whatever service we
23 provide a pleasant experience.
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27 **III. PUBLIC CONVENIENCE AND NECESSITY**

28 **Q. Do you believe that people would use your services if your application was granted?**
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1 A: Yes, I do. More specifically, I believe that both private residences and the
2 commercial market would use our services.

3 **Q. Why do you believe people would use your services?**

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5 A: Currently the services that we want to offer are not available and customers are
6 looking for additional options and convenience. Our demographic has small projects
7 and their needs are for medium size containers. Most would benefit from a smaller
8 container because it is easier to load. Also, due to the many different requirements of
9 homeowner's associations and the impact on neighborhoods smaller containers would
10 be less intrusive. These projects happen while the homeowner still resides in the
11 work zone and they strive to have minimum interruptions to their lives. Most of the
12 customers don't want or need a 20, 30- or 40-yard container for the projects they
13 have.
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17 **Q. What segments of the public do you anticipate would utilize your proposed**
18 **services?**

19 A: Our services include medium size dumpsters of about 15 cubic yards. This is not the
20 same as a weekly trash pickup offered by many garbage haulers. We are looking for
21 customers who seek additional services. They are currently not able to dispose of
22 waste as quickly and efficiently at this time. Additionally, the other companies do not
23 offer additional services, such as assistance in loading and clean up. We cater to and
24 assist a number of different industries that directly assist homeowners with their
25 projects such as landscapers, roofers, concrete, demolition, arborist, as well as
26 homeowners. We remove and deliver materials for so many different types of
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projects. The companies that filed the protests do not serve this sector of the community.

Q. Do you believe that the territories you are applying for would allow for service of two different providers?

A: Yes, I do, but I do not really believe that the territories that we are applying for provide the same type of service that we seek to offer.

Q. Why?

A: The clientele that we are seeking is looking for a business that offers more than just drop off and pick up. While there may be a few of those, most are seeking something more. We are also working with people who are concerned about damage to their driveway or cemented area and who need a container that can be navigated into tighter locations.

Q: What do you mean people who are concerned about damage to the driveway or cemented areas?

A: Concrete driveways are typically poured four inches thick, giving the concrete driveway enough strength to withstand the loads of regular vehicles, which are those weighing up to approximately 8,000 lbs. A fully loaded 3 axle roll-off truck can weigh over 60,000 lbs., about eight times heavier than a driveway was meant to withstand.

Q: How do you know about the strength of concrete?

1 A: I flipped homes for 10 years, and honestly it is common knowledge. But just to show
2 additional proof, I provided information from a website, where it confirms this
3 information.
4

5 **Q: What website was that?**

6 A: TriStar Concrete's information about heavy trucks, in that case concrete trucks on
7 driveways. This information is included as Exhibit ACD-8.
8

9 **Q: What type of damage occurs when heavy trucks drive or park on driveways or**
10 **cemented areas?**

11 A: Cracking of the cement can cause your driveway, sidewalks and walkways to shift
12 and buckle. This becomes one more thing that either the owner of the property or the
13 contractor has to fix the issues. And cement work is not inexpensive.
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15 **IV. FINANCIAL FITNESS**
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17 **Q. I would like to ask you about the financial side of ADE Dumpsters LLC. You**
18 **answered the information for the financial statement in your application,**
19 **correct?**
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21 A: Yes, I did. That is Exhibit ACD-1.

22 **Q: I am going to ask you to explain some of the things on the statement now. Can**
23 **you please turn to page 6 of Exhibit 1 and briefly in general terms explain what**
24 **the financial statement represents?**
25

26 A: Sure. The financial information we included contains the information that we had
27 for starting the business. We have trucks and trailers estimated at a value of
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1 \$60,000.00, prepaid expenses for startup costs in the amount of \$10,000.00 and
2 currently have cash in the bank of \$1,500.00.

3
4 **Q. Do you have any liabilities or notes payable?**

5 A: We currently owe \$1,250.00 per month for operating expenses

6 **Q. Are you able to currently come up with a projected income for the first year at**
7 **that time?**

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9 A: We did not provide it in our initial submission, but the Commission asked us for more
10 information, and we did project an income for the first year.

11 **Q: When you provided this information to the Commission did you receive any**
12 **response after review of the application. If so, what was the response?**

13
14 A: I received a letter from the Utilities and Transportation Commission.

15 **Q: Did the Commission ask you for further information?**

16
17 A: Yes.

18 **Q: What additional information did you provide and what did the Commission**
19 **state in their findings?**

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21 A: They asked me additional questions on funding and pro forma income statement.

22 **Q: Did you include the Memorandum produced by the Washington Utilities and**
23 **Transportation Commission regarding this information as an Exhibit?**

24
25 A: Yes. It is included as Exhibit ACD-9.

26 **Q: Can you please refer to ACD-9? Is this a true and correct copy of the**
27 **Memorandum produced by the Washington Utilities and Transportation**
28 **Commission regarding the financial review for ADE Dumpsters?**
29

1 A: Yes.

2 **Q: Can you turn to page two of that document? On that document it provides what**
3 **ADE Dumpsters estimates the annual revue to be, is that correct?**
4

5 A: Yes. It says that the annual revenue will be \$116,00.00.

6 **Q: How about the expenses?**

7 A: \$106,200.

8 **Q: What do you expect the profit to be at first?**

9 A: We estimate that it would be \$9,800.

10 **Q: What about salaries and all of that?**

11 A: It is a start up business, so we know that the profits may not be large at first, but we
12 will be successful over time.

13 **Q: What did the commission state about your revenue and estimates?**

14 A: The Commission stated that "With a company having three 15-Yard drop boxes, staff
15 believes the estimate is achievable." They also said, "Staff finds the estimates are reasonable
16 for this type of business."
17

18 **Q: What was the conclusion of the Washington Utilities and Transportation**
19 **Commission after its review? Can you turn to page three and read the bottom**
20 **paragraph?**
21

22 A: "Staff has reviewed financial information submitted by, and collected from, ADE
23 Dumpsters LLC in Docket TG-200250 and concludes the company has made reasonable
24 efforts to estimate its finances under the proposed application. Based on the document
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1 reviewed, staff concludes ADE Dumpsters LLC has adequate financial resources to operate
2 the proposed service for at least 12 months.”

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4 **V. TERRITORY ALREADY SERVED**

5 **Q: You stated earlier that there were protests from Murrays, LeMay, Rabanco and**
6 **Waste Management, is that correct?**

7
8 A: Yes, but some of these companies are owned by the same business entity or larger
9 entity, but to my knowledge those are the names that the protests were filed under.

10 **Q: Do you know why the companies filed the protests?**

11 A: One of the reasons is that they are asserting that there is an overlap in the service
12 areas.

13
14 **Q: In what locations?**

15 A: King, Pierce, and Thurston Counties.

16
17 **Q: Is there a demand in King, Pierce, and Thurston Counties that is currently**
18 **unmet?**

19 A: Yes.

20
21 **Q: Does the need in the various areas that you are applying to provide service in**
22 **fluctuate?**

23 A: Yes.

24
25 **Q: What causes the changes?**

26 A: The time of the year, the global economy, the housing market, and seasonal material
27 needs.
28
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1 **Q: Can the protestants provide adequate service to all of its customers in all of the**
2 **territories when need is at its peak?**

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4 A: The protestants do not offer all of the same services that we offer, so I cannot
5 compare the services offered by the protestants with the services that we offer. The
6 fact that we offer services above and beyond what is offered by the protestants tells
7 me that they cannot provide adequate coverage for the work that we offer.
8

9 **Q: What is the difference between your equipment and those used by the**
10 **protestants?**

11
12 A: The protestants use roll-off trucks, which are large and heavy vehicles. The vehicles
13 that we use weigh much less. For example, my Ford 550, has a tare weight of 6,956
14 pounds and the trailer, with an empty container, has a tare weight of less than 5,000
15 pounds. At no time does the vehicle and cargo exceed a safe weight for the
16 surrounding infrastructure because it spreads the carrying load over two vehicles. If
17 the container is overloaded, we would roll that container to the street to be offloaded
18 and transferred to another container to balance the load.
19

20 I provided a photograph of my truck and trailer, with a container in Exhibit ACD- 7.

21
22 **Q: What is a tare weight?**

23
24 A: A tare weight is the weight of a vehicle when it is empty.

25 **Q: Have you witnessed property damage by larger vehicles and large containers in**
26 **your prior business endeavors? If so, can you tell me about what you witnessed?**

27
28 A: We have had multiple occasions where a container was delivered to a jobsite that I
29 was working at. The major damage was done when the container was picked up,

1 after it was filled. In most occurrences, sidewalks and driveways suffered the lions
2 share of the damage but on one occasion we had to replace a buried cold-water supply
3 when a container was placed on the lawn.
4

5 **Q: Do you know the weight of the trucks owned by the protestants?**

6 A: Somewhat. There was some discovery produced that showed the weight of the
7 vehicles by Waste Management. The information is contained in WM00021-00024,
8 which we included as Exhibit ACD-10.
9

10 **Q: Can I have you turn to Exhibit ACD-10? Is this a true and correct copy of the**
11 **information that you previously reviewed from Waste Management?**
12

13 A: Yes.

14 **Q: Can you tell me what information that this Exhibit contains?**

15 A: Yes, it provides the Fleet usage for Waste Management.
16

17 **Q: Does this exhibit contain information regarding the weight of the equipment**
18 **owned by Waste Management?**

19 A: Yes, if you turn to pages 3 and 4, there are two columns that list the gross vehicle
20 weight and the tare weight.
21

22 **Q: You referenced gross weight of the vehicle. What does that mean?**

23 A: The gross weight of a vehicle is the weight of the empty vehicle plus the weight of
24 the maximum payload that the vehicle was designed to carry.
25

26 **Q: One of the columns includes the Roll off vehicles? Do you see that?**

27 A: Yes. It is listed in the fourth column from the left side.
28

29 **Q: What is the lightest roll off vehicle that you can locate on that sheet?**

1 A: 17,555 is the lightest tare weight, so empty weight and 56,000 loaded.

2 **Q: How about the heaviest?**

3
4 A: 33,360 is the heaviest tare weight, loaded the vehicle is 62,000 pounds.

5 **Q: How do the protestants deliver containers to the customers?**

6 A: The discovery that we received shows that most of their equipment are 3 axle hook
7 trucks. This is a roll-off truck that uses a hook lift to get the dumpster on or off the
8 back of the truck.
9

10 **Q: What is a roll-off truck?**

11 A: A roll-off truck is used to describe a truck that dops off an empty dumpster. The
12 phrase roll-off pertains to the roll off container that can deliver to you site for garbage
13 collection. They are typically heavy-duty trucks in most cases class 6-8 sized trucks.
14

15 **Q: Did you provide a photograph of this type of vehicle as an exhibit?**

16 A: Yes. It is in Exhibit ACD-11.

17
18 **Q: Can you look at ACD-11? Is this one of the types of vehicles that are often used as a**
19 **roll-off.**
20

21 A: Yes, the vehicle is a typical roll-off truck, which holds the container on the truck.

22 **Q: Do you know if the protestants have vehicles that are less than that provided in**
23 **the Exhibit from Waste Management?**
24

25 A: I know of no lighter vehicles owned by Rabanco, Murrays, or LeMays. These are the
26 standard size vehicles currently in the solid waste container business.
27

28 **Q: How is your equipment different?**
29

1 A: We deliver a container on a vehicle that does not damage the cement infrastructure.
2 Additionally, our containers are 4 feet in height which allow the customer an
3 opportunity for easier loading. They do not have to rely on using the back door of the
4 container, they can haul it over the sides easily.
5

6 **Q: Can you describe to me how your trailer works and how it is different than that**
7 **of the protestants?**
8

9 A: Exhibits ACD-5 and 7 show an example of the type of trailer that I have. Exhibit
10 ACD-5 provides detailed information in the trailer and ACD-7 shows a photograph
11 detailed photograph of the truck and trailer. The most important points are that it is a
12 gooseneck roll off dumpster trailer, meaning the trailer connects to the truck using a
13 gooseneck connection that centers the weight of the trailer over the axle of the truck.
14 This type of trailer allows the truck and trailer to share the load of the roll off
15 container. The roll off container when the trailer is lifted to 45 degrees will literally
16 roll off the frame of the trailer with a winch cable and hook that lower the container
17 to the ground.
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21 **Q: What makes your equipment or services different?**

22 A: We offer loading and self-loading service of all garbage and yard waste. We also
23 clean the immediate area around all containers after pick up. Again, this is halfway
24 between a junk hauler and a container hauler.
25

26 **Q: Do you know of any particular instances where the services of the protestants**
27 **were unable to provide services and a customer suffered as a result?**
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1 A: I can only speak for my own experiences regarding incidents. I have had damage to
2 several driveways, walkways, and sidewalks, only to be told that the repairs would
3 not be covered. Having the container emptied was a challenge and scheduling
4 multiple pickups in a day was impossible. Most scheduling has to be done the day
5 prior and would only be added to the schedule if you were able to call before noon.
6

7 **Q: Have you had customers approach you inquiring about your willingness to**
8 **provide services? If so, where?**
9

10 A: I've had the pleasure of meeting a number of contractors and homeowners approach
11 me at Home Depot, the dump, even soil and landscaping supply companies. The size
12 of the container and availability of services is what they usually ask about.
13

14 **Q: What type of customers are these?**

15 A: Homeowners, persons doing small remodels, fire and smoke damage, landscaping
16 projects. Essentially any job that does not require a large container.
17

18 **Q: What have these customers told you about the protestants?**

19 A: They told me that our services in the area would be beneficial to them, as members of
20 the commercial public and as residential owners of property. They tell me that there
21 are many occasions where they are required to work around specific schedules and
22 that repeated pick ups are not possible. Further, they tell me that the protestants
23 customer service is not in-line with what the customer expects. Long wait times on
24 the phone. What it comes down to is that the protestants are not flexible with their
25 terms and conditions in order to promote better customer service.
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29 **Q: What are the main complaints that you have heard about the protestants?**

1 A: The biggest complaint is size and cost of the containers. I have heard numerous
2 complaints about lack of communication with the customers. This leads to frustrated
3 customers and lost business opportunities. Additionally, the protestants are not
4 willing to communicate with the customers to learn how they can serve the customers
5 needs. These complaints are echoed in numerous forums online.
6

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8 **Q: Did you ask for information on Complaints in your Data Requests to the**
9 **protestants?**

10 A: Yes.

11
12 **Q: Did they provide any information regarding complaints received within the last**
13 **year or so?**

14 A: No, they did not.

15
16 **Q: Were you able to locate complaints on the Better Business Bureau?**

17 A: Yes. I was.

18 **Q: Did you make those exhibits? And are the documents true and correct copies?**

19 A: Yes and yes. Exhibit ACD-12 is Customer Reviews for Waste Management. Exhibit
20 ACD-13 is Customer Reviews for Republic Services, which is Rabanco, and Exhibit
21 ACD -14 is for Waste Connection, which includes LeMay and Murrays.
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23
24 **Q: Can you turn to ACD-14. And read the first sentence of the first review?**

25 A: Yes. "I contracted waste connection to deliver a drop box dumpster to my home and
26 after the use of the drop box they returned to pick up the box and while removing the
27 dumpster from my driveway it took a pierce of my curb with it."
28

29 **Q: So this supports the fact that damage is occurring to the customer's property?**

1 A: Correct.

2 Q: **When was this review dated?**

3 A: August 25, 2020.

4
5 Q: **Can you turn to ACD-12, regarding Waste Management and read the review**
6 **from Ben on page 1, dated October 23, 2020?**

7 A: "One of the worst companies I have had to deal with. Made it very clear when
8 ordering a dumpster that I was going to use it for construction waste including cutting
9 some concrete out. Zero concerns were raised and this was a live phone call. First
10 they tell me the dumpster will arrive in 2 days which was a flat out lie. Week and a
11 half later I finally get a dumpster and I fill it with waste for a remodel I am doing.
12 Pickup day goes by and they don't take the dumpster. I call next week to find out
13 why and proceed to get a snotty answer on how they don't take construction debris
14 and there is no way there was a mistake on their end. I am extremely busy and have
15 not had time to empty the dumpster yet and have now gotten a nasty call from a
16 pretentious jerk who has no idea what the original[] conversation was again
17 claim[ing] there is no way they could ever hold any fault and proceeds to get nasty
18 with me about emptying the dumpster. I told him I would deal with it when I could
19 but that he should not have given it to me in the first place as I was very specific
20 about my needs. He berates me about how they can never be at fault and threatens to
21 pull up the phone conversation. I am all for this and have requested said recording.
22 As they are a monopoly I have no choice but to use them but will not be treated like
23 crap by pretentious arrogant [] not even involved in the original conversation."
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1 Q: Can you turn to page 4 and read the review from stephanie m on October 13,
2 2020.

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4 A: "If zero stars was a choice I would use that. However since I had to choose, I will
5 give them one star. We are a construction general contractor, and had a small project
6 going on down the street from us. I reached out to WM [Waste Management] to
7 provide us with a roll off container. I told the customer service rep who sets us up,
8 that this project was very small and we would likely only have 1 or 2 dumps in a 3
9 month period. There was no indication that any erroneous fees would be charged, as
10 we use rolloff containers all the time and the fees are normally the same. This was
11 however the first time I used them for construction services, and will be my last.
12 After a month of having the container, and not calling in for a haul, I was surprised
13 that I got a bill for \$700 for not having it dumped. Really, I told the rep this was a
14 small project, so there would likely not be a monthly dump (emails to prove this)-yet
15 it was an act of congress to get someone to handle this. Their WM Cares department
16 is a joke, and their managers are unresponsive. No one reached out to help, except
17 one WM cares person who tole me they would take care of things, little did I know
18 that nothing was going to happen..."

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23 Q: Were there any other complaints that you thought were noteworthy?

24
25 A: Many of the complaints were for the day to day service and not specifically for
26 container services. I did note that many of the complaints were about customer
27 service in all three. I can go into further detail if the Commissioner would like to hear
28 more about the complaints.
29

1 **Q: How would you be able to serve the territories differently than the protestants if**
2 **your application is granted?**

3
4 A: We would communicate with the client in order to provide efficient and safe services
5 that would not damage their property and would cater to their individual needs
6 regarding pick up times and dates, as well as assisting in loading the containers and
7 cleaning up around the area after the removal of the container.

8
9 There are only a couple of waste companies that hold all of the business in the
10 different territories. It is a difficult position for the Commission because solid waste
11 it is highly regulated, but it also places the applicant in a difficult position because
12 they have to pursue a certificate against multiple large companies who have enormous
13 resources. Unfortunately, the application process can create an environment where a
14 single provider for a territory holds a monopoly on the market. This is fine, so long
15 as the public is adequately being served and the provider is meeting all of the needs of
16 its customers and keeping up with advancements in the industry. However, this is not
17 what is happening here. The public is underserved and advancements in this industry
18 allow for better service and options for the customers.
19
20

21
22 It is my opinion that if the public is being underserved, the Commission acts as a
23 gatekeeper. That gatekeeper should be watchful in ensuring that the public is
24 adequately served and that the rules that the Commission is governed by are being
25 used to serve the public and not a company.
26

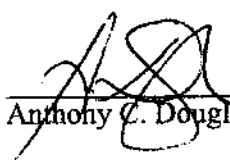
27
28 **Q: Does that conclude your testimony today?**

29 A: Yes.

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I declare under penalty of perjury under the laws of the State of Washington and the United States that the foregoing is true and correct to the best of my knowledge and belief.

Dated this 4th day of November, 2020 at 2020, Washington

By 
Anthony C. Douglas