



STATE OF WASHINGTON

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

1300 S. Evergreen Park Dr. S.W., P.O. Box 47250 • Olympia, Washington 98504-7250
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August 2, 2012

Sent via US Mail and Electronic Mail

Michael Weinstein
Waste Management of Washington, Inc.
720 4th Avenue Suite 400
Kirkland, Washington 98033-8136

**Re: Company response to the strike by recycle and solid waste drivers –
Request for information and notice of opening of investigation**

Dear Mr. Weinstein:

The Washington Utilities and Transportation Commission is pleased that Waste Management of Washington, Inc., has resolved its labor dispute resumed providing solid waste, recycling, and yard waste services to all its customers.

As this time, the commission intends to open a formal investigation of Waste Management of Washington's implementation of its contingency plan during this labor dispute and the impacts on its customers due to the company's inability to provide solid waste, recycling, and yard waste collection services.

Specifically, it appears that the resumption of residential collection services was more protracted than indicated in the company's contingency plan and the information we received in meetings with you and your staff. We seek to understand more fully your strike response and its impact on regulated customers.

We are also concerned that the company may not have allocated available replacement drivers equitably among UTC regulated and non-regulated service territories. According to news reports and customer complaints to the UTC, residential collection service resumed Tuesday in contract cities but not in the unincorporated areas where the UTC-regulated services are provided.

To assist us in our review, we request a detailed status report containing specific information about customer service restoration on each day of the strike. The daily reports during the strike



addressed the status of the strike generally but did not contain sufficient detail for us to assess the situation thoroughly.

The daily status reports should contain, at a minimum, the following information:

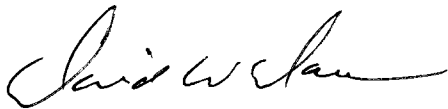
1. When were all replacement drivers in place and working?
2. When were normal solid waste, recycling and yard waste services restored to regulated priority customers identified in your contingency plan?
3. When were solid waste, recycling and yard waste services restored to the remainder of your customers in areas where services are regulated by the commission?
4. What days were these same services resumed to contract or unregulated service territories?
5. Who are the regulated priority customers in areas where services are regulated by the commission? Please provide a list. We may wish to contact some of those customers to better evaluate the services they received during the strike.

The commission has opened a formal investigation (Docket No. TG-121265) on this matter. The purpose of this investigation is to inform the commission of the company's actions during the strike and to inform potential future decisions, including whether penalties for tariff violations are appropriate. This matter has been added to the agenda of the August 9, 2012, Open Meeting, at which we expect the company to discuss its strike response strategy and data related to the number of drivers and the dates on which priority and other customers received service in both regulated and non-regulated service territories. The commission further intends to address, at least in a preliminary manner, the company's proposed tariff revision in Docket Nos. TG-120840, TG-120842, and TG-120843.

The commission will inform you in a separate correspondence of the time and place of the Open Meeting, which we intend to convene in a community within or near to your service territory. The commission intends to hear comment from members of the public about their service experiences during the strike.

Thank you for your attention to this matter.

Sincerely,



DAVID W. DANNER
Executive Director and Secretary