

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION  
STAFF RESPONSES TO DATA REQUESTS

DATE PREPARED: November 20, 2024 DOCKET: TG-240189 REQUESTER: Waste Management	WITNESS: Bridgit Feeser RESPONDER: Bridgit Feeser TELEPHONE:
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**DATA REQUEST NO. 24:**

Feeser testifies (Exh. BF-1T at 17:19-20) that “Staff is unaware of a compliance program to ensure the Company provides services to its customers as outlined in their [sic] tariff.” In this regard:

- a. Please identify and describe any compliance programs by Commission-regulated companies that Staff believes are positive examples as relevant to this factor.
- b. Please describe any efforts by Staff to identify or understand WMW’s compliance program.
- c. Please admit that Staff undertook no investigation of this factor in support of its recommended penalty. If your response is anything other than an unqualified admission, please state what Staff believes the truth of the matter to be and produce all relevant documents.

**RESPONSE:**

The point of this factor is if the company had a compliance program relative to technical assistance previously received or if they had an existing one. This is just one factor for consideration.

- a. Staff is unaware of other complaints against companies for not providing service to customers under Tariff 14, Item 240, permanent container pick-up service, which requires every other week pick-up service. Therefore, staff is unaware of positive compliance plan related to this issue.
- b. Staff searched previous Waste Management business practice investigations performed by consumer protection staff, and did not find a compliance plan specific to the violations in this case.
- c. Staff’s investigation into this factor is addressed in a. and b.