

Exhibit No. RAR-2T
Docket No. TG-181023
Witness: Robert Rutledge

**BEFORE THE
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

In the Matter of the Application of:

DOCKET TG-181023

SUPERIOR WASTE & RECYCLE LLC

**for Authority to Operate as a Solid Waste
Collection Company in Washington**

Response Testimony of

ROBERT A. RUTLEDGE

On behalf of Waste Management of Washington, Inc.

June 28, 2019

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I. INTRODUCTION AND OVERVIEW

Q. Please state your name and business address.

A. My name is Robert A. Rutledge. My business address is 9300 SW Barney White Rd., Bremerton, WA 98312.

Q. Are you the same Robert A. Rutledge who filed direct testimony in this docket on May 15, 2019?

A. Yes, I am.

Q. Please summarize the purpose and contents of your response testimony.

A. I testify that Waste Management can already serve all of Superior's customers with standard residential service; that based on my survey of Superior's proposed customer locations, a number of those customers are also eligible for drive-in or carry-out service, and the rest can be offered that service in the future; and that Waste Management promptly addresses and records customer complaints received within the Brem-Air Disposal service area, which includes all of Superior's proposed territory.

1 we may decline to drive into private property where driveways or private roads are
2 improperly constructed or maintained, lack adequate turn-arounds, or are otherwise
3 unsafe. Many of Superior's customers lack adequate turn-arounds built and
4 maintained to handle the standard collection vehicles Brem-Air uses. However,
5 based on my field survey, we believe we can expand our options to offer all of
6 Superior's customers drive-in or carry-out service at reasonable cost, with only one
7 possible exception.

8
9 **Q. How did Waste Management investigate the accessibility of Superior's**
10 **proposed customers?**

11 A. Superior listed 53 customer accounts in discovery. Forty-five of those have
12 Seabeck addresses. On Friday, May 24, 2019, I mapped out the 45 Seabeck
13 customers and visited each location as if I were driving a Waste Management
14 collection route. I drove close enough to each home to gauge the collection
15 distance. I took notes on the distance of each customer from current Waste
16 Management service locations, the general quality and condition of the roads and
17 driveways to access them, the space available for turnaround, and any other obvious
18 conditions that might affect collection access. I recorded the total time and mileage
19 to run the route, from leaving the Brem-Air office in Bremerton to returning.

20
21 **Q. What did you learn?**

22 A. I covered the route in 83 miles and about 4.5 hours. Of the 45 potential service
23 locations, I determined that 11—about 1/4—are eligible for drive-in or carry-out

1 service today under Item 80 in the current Brem-Air tariff. The remaining 34 would
2 need to place their carts in publicly-accessible locations within reach of Waste
3 Management's collection vehicles, but all 45 are eligible for standard residential
4 service under the Brem-Air tariff.

5 Of the 34 locations not currently eligible for drive-in or carry-out service,
6 I'm confident that 33 would be accessible for drive-in service with smaller,
7 specialized vehicles that Waste Management intends to buy. I understand that
8 Mr. Weinstein is still working out the details, but based on the time and distance it
9 took me to drive the route, he believes we can expand our special collection options
10 to such customers at reasonable cost. I believe we could probably offer drive-in
11 service at the one remaining location, but it has an especially rough, steep driveway
12 climbing up from Seabeck Highway. Serving that location would require some
13 further evaluation and possibly some work by the customer to maintain the
14 driveway in satisfactory condition.

15 As with all our customers, our collection driver would always need to
16 evaluate conditions on the ground, and it might not always be possible to make
17 scheduled pickups depending on conditions, such as severe weather. As we do for
18 all our customers under our current tariff, we would schedule make-up collections,
19 issue credits, and otherwise ensure ongoing satisfactory service within the limits of
20 safety.

21 Incidentally, while I did not go out of my way to investigate and not all
22 customers' collection cans were visible, from what was apparent I saw no evidence

1 that Superior's cans are marked separately for recycling and garbage, or that its
2 customers separate the two.

3
4 **Q. Did you make any determination regarding the eight Superior customers
5 outside the Seabeck area?**

6 A. Yes. I did not personally visit those locations. Instead, I looked them up on Google
7 Maps with the Brem-Air residential garbage route manager, who is very familiar
8 with virtually all of Kitsap County. All eight are eligible for standard residential
9 collection under the current tariff. Working with the route manager, I was able to
10 determine with confidence that Waste Management could offer drive-in or carry-out
11 service to six of the eight locations under the existing tariff. The last two would not
12 be eligible for those options and would need to move their carts to accessible
13 standard service locations for collection. We would be able to offer those last two
14 drive-in service when expanded.

15
16 **III. WASTE MANAGEMENT PROMPTLY RECORDS AND ADDRESSES**
17 **COMPLAINTS RECEIVED DIRECTLY BY BREM-AIR**

18
19 **Q. Mr. Stein testified, without providing any evidence or citing any specific
20 examples, that "Waste Management may be violating WAC 480-70-386 by not
21 acknowledging and investigating complaints." In your experience as Waste
22 Management's district manager for Brem-Air, do you have any reason to
23 believe that is true?**

1 A. No, I do not. Our internal policies require us to record and respond to every
2 customer complaint we receive. To the best of my knowledge, we make a good
3 faith effort to do that for every complaint, and I believe any failures are rare and
4 isolated.

5
6 **Q. When a customer calls in a complaint directly to Brem-Air, how does Waste
7 Management deal with it?**

8 A. For each complaint, the call center creates a case in our database. When a
9 complaint has to do with a service issue, the call center forwards it to the route
10 manager for the customer's route, who is initially responsible for investigating and,
11 if needed, correcting the customer's issue.

12
13 **Q. What happens if a customer is not satisfied with the initial resolution of a
14 complaint?**

15 A. If a customer calls multiple times about the same issue, it creates a "code red" in our
16 system, which is elevated to the area dispatch manager who forwards it directly to
17 me. I am then responsible for addressing the complaint, first internally at Brem-Air
18 and then, as needed, externally with the customer. Records of these interactions are
19 recorded in the customer's account. The records are maintained as long as the
20 customer has an active account with Waste Management.

21
22 **Q. Does this conclude your response testimony?**

23 A. Yes.