

Pullman Disposal Service
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Written Statement of the Reasons for Request of Mitigation of Penalty for Pullman Disposal Service, Docket TG-121205

August 20, 2012

Thank you for the opportunity to give reasons for our request to mitigate the penalty. I am sorry I did not provide the written statement of reasons at the time I returned the form requesting mitigation. This letter gives those reasons.

During the summer of 2011, Pullman Disposal changed billing software due to the termination of the RICS software program. In the process of changing from the old RICS software to the new PC Scale software, we had to transfer large amounts of data including rates for all the services we provide. In the process of transferring rates, we accidentally doubled the rate charged for recycling to our customers with eight-yard dumpsters. The incorrect charges were entirely inadvertent.

We discovered those incorrect rates during the course of our latest rate increase. We corrected those rates immediately. The rates were incorrect for ten months. The mistake was self-detected.

At that point, we reported the mistake to the WUTC. It was a self-reported mistake.

We have credited the full amount to all the affected customers.

Because we inadvertently made the mistake, because we discovered the mistake, and because we then immediately reported the mistake, we are requesting mitigation of the \$2300 penalty.

Respectfully,

Devon L. Felsted
President
Pullman Disposal Service