



City of Normandy Park

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City Council
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Washington Utilities and Transportation Commission
PO Box 47250
Olympia, WA. 98504-7250

May 24, 2004

RECEIVED

MAY 25 2004

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MAY 25 2004

CONSUMER AFFAIRS

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Rick Kieffer
Assistant City Manager
Kevin A. Fuhrer
Public Works Ops Manager
Karl Franta
Planning Manager
Stephen Bennett
Recreational Coordinator
Karen McAllister-Wagner

Dear Commissioners,

In light of the proposed rate increase, the City of Normandy Park would like you to take the following into consideration.

Normandy Park residents have experienced an increasing incidence of problems with Rabanco's SeaTac Disposal division. Complaints about missed pickups have continued to rise over the last few years. Then, last Christmas, some residents did not receive pickup service for four weeks. Given the weather during that time, a week or two of missed pickup would have been understandable. Leaving people for a month without service is completely unacceptable. On top of that, some residents reported that SeaTac Disposal had the audacity to charge them for additional bags of garbage when they finally picked up the resulting piles that had accumulated.

While the rate increase is advertized as "averaging 6.9% increase overall," the average customers in Normandy Park (mini-can, 1 can, 2 can, 32 gal. toter, and 64 gal. toter users) will experience rate increases from 10 to 20 percent (see attached table). In fact, those doing the most to reduce waste, the mini-can users receive one of the highest increases (15.1%).

Normandy Park requests that the Commission hold open the public comment period since Rabanco did not indicate when the deadline when comments were on the rate increase were due. As you will see from the attached notice, Rabanco was also very misleading regarding the actual rate increase. Rabanco should be required to renotify with explicit information on the deadline for comment and be required to provide clear and accurate information on how much the rate is going to increase for the average users.

Sincerely,

Merlin G. MacReynold
City Manager

Cc: City Council

