

Washington State Complaint: CAS-44740-L3P1H6

Company: Waste Management of Washington, Inc.

Industry: Solid Waste

Customer: Tony Garana

Alt Contact:

Account Number:

Service Phone: 425-271-4155

E-mail Address: 2714155@gmail.com

Service Address: 16527 163rd PL SE Renton King WA 98058

Complaint: CAS-44740-L3P1H6

Type: Inquiry

Serviced By: Liz Dijos

Grouped By:

Opened On: 10/31/2023, 10:30:02 AM

Closed On: 11/17/2023, 4:32:16 PM

Disposition: Consumer Education

Violations Total: 0

TA Total: 0

Amount Customer Saved:

Description:

WM overcharging, the lowest Monthly rate to serve my house in Renton, KC unincorporate is \$47 per month, while the same service with Republic Service in the surrounding neighborhood is \$47 for THREE months, someone is pocketing or racketeering all that money-It looks like a Mafia.

Supervisor Result:

I called four times C/S, it takes over one hour for someone to answer each time at WM while Republic Services under ten minutes, WM they are not local in WA, but with Republic Services they are local C/S- with all the overcharging they s/b able to do better all over.

I called King County Waste and they also referred to UTC.

Customer Resolution:

Charge the lower rate and UTC should not renew the contract, back in 1992 there was this scandal found in Google.

The Commission alleged that, beginning in 1992 and continuing into 1997, defendants engaged in a systematic scheme to falsify and misrepresent Waste Management's financial results with profits being overstated by \$1.7 billion

I am requesting an email reply with steps that UTC can take, and a call please.

Result:

On Nov. 13, 2023, commission staff advised the customer that a company's rates are set on operating expenses. Since each company has different operating expenses, each company's rates differ.

Violations

There are no violations for this case.

Activities

Activity Type: Activity

Activity Date: 10/31/2023, 10:30:00 AM

Contact:

Subject: [Customer's complaint as filed](#)

Attachments: 0

Description:

WM overcharging, the lowest Monthly rate to serve my house in Renton, KC unincorporate is \$47 per month, while the same service with Republic Service in the surrounding neighborhood is \$47 for THREE months, someone is pocketing or racketeering all that money-It looks like a Mafia.

Activity Type: Email

Activity Date: 10/31/2023, 10:45:53 AM

To: liz.dijos@utc.wa.gov;

From: crmadminsvc@utc.wa.gov

Subject: [CAS-44740-L3P1H6 has been Assigned to You CRM:0042151](#)

Attachments: 0

Body:

CAS-44740-L3P1H6

Activity Type: Phone Call

Activity Date: 10/31/2023, 1:55:00 PM

Direction: Outgoing

Customer: Tony Garana

UTC POC: Liz Dijos

Subject: [Spoke to complainant](#)

Description:

The complainant is not currently a customer of Waste Management. The complainant owns a property in unincorporated King County. They don't agree that the commission approved Waste Management's rates when its rates are three times higher than that of Republic Services, which provides service to customer's that reside less than one mile from the property that the customer owns. The customer wants an email explaining how the rates are determined and approved from one regulated company to the next. They won't be able to take a phone call because they will be at work. I advised the complainant that someone will contact them via email to assist them with their questions about the rates.

Activity Type: Email

Activity Date: 10/31/2023, 2:30:31 PM

To: andrew.roberts@utc.wa.gov;

From: crmadminsvc@utc.wa.gov

Subject: [CAS-44740-L3P1H6 has been Assigned to You CRM:0042152](#)

Attachments: 0

Body:

CAS-44740-L3P1H6

Activity Type: Activity

Activity Date: 11/10/2023, 8:26:00 AM

Contact:

Subject: [Email from customer](#)

Attachments: 0

Description:

From: Woodland, Pom (UTC) Sent: Monday, November 13, 2023 7:40 AM To: UTC DL Consumer Subject: FW: Waste Management contract, need review Please disregard if you have already received this. Thank you, Pom Woodland (She/Her pronouns) Fiscal Analyst Work: 360-664-1151 Email: Pom.woodland@utc.wa.gov Work Hours: M-F, 08:00 – 4:30 Financial Services / WA Utilities and Transportation Commission From: Tony Garana <2714155@gmail.com> Sent: Friday, November 10, 2023 8:26 AM To: Tony Garana <2714155@gmail.com> Subject: Fwd: Waste Management contract, need review External Email Hello, I was told two weeks ago on the phone that someone will get back to me with an answer on why Waste Management charges are THREE times their competitors, and why UTC approves their contracts in WA and specifically in South King County?? Is it just a Mafia and a Monopoly system? Our Waste Management rates are too high compared to the Republic Service rate in Renton, or in Bellevue. Can someone know why, what is behind it? Is it controlled by KC unincorporated and to connect with them? For example in Renton, Republic Service 20 gallons garbage rate is \$48.21 for three months. In Bellevue Republic Service, a three months rate is \$47 that includes weekly unlimited yard waste and recycling and one 10 gallons garbage. Does any member know how this contract happened and when, and who did it? and when it is expiring? and who to call? I called WM yesterday and today, it took me two hours, and they have no info, just to say HQ is in Texas. Please write back with an explanation, and how to fix this in the future. Tony Garana ----- Forwarded message ----- From: Tony Garana <2714155@gmail.com> Date: Tue, Oct 31, 2023 at 11:17 AM Subject: WM contract, need review To: In Bellevue we have Republic Service, and my three months bill total is \$47 that includes weekly unlimited yard waste and recycling and one 10 gallon garbage. While in Renton, Waste Management will be charging about \$45 per month at least in Fairwood which unincorporated KC with every other week yard waste. Can you please work on this contract and DO NOT RENEW UNLESS IT IS comparable WITH OTHER COMPETITORS , basically the department that negotiates these Mafia contracts, need to work harder. Please write back Tony Garana 425-21-4155 16527 163rd PL SE Renton, WA 98058 10613 SE 30th ST Bellevue, WA 98004

Activity Type: Email

Activity Date: 11/13/2023, 8:14:09 AM

To: liz.dijos@utc.wa.gov;

From: crmadmins@utc.wa.gov

Subject: [CAS-44740-L3P1H6 has been Assigned to You CRM:0042197](#)

Attachments: 0

Body:

CAS-44740-L3P1H6

Activity Type: Email**Activity Date: 11/13/2023, 9:15:17 AM****To: 2714155@gmail.com;****From: liz.dijos@utc.wa.gov****Subject: [WA UTC Inquiry CAS-44740-L3P1H6 for Tony Garana CRM:0230813](#)****Attachments: 0****Body:**

Dear Tony,

I'm getting back to you regarding your inquiry about Waste Management of Washington Inc. (Waste Management) and how its rates differ from Republic Services.

A company's rates are set on operating expenses. Since each company has different operating expenses, each company's rates differ.

The Utilities and Transportation Commission (the commission) doesn't have contracts, solid waste companies apply for and may be granted a certificate of public need and necessity to provide solid waste services in the state of Washington. Certificates are good until canceled by either party. The commission wouldn't seek to cancel a permit unless it determined through a formal hearings process that a company wasn't providing service to the commission's satisfaction.

The law prohibits more than one garbage company from providing service in any one area. Garbage service can be provided through a municipality providing the service itself, a municipality contracting with a garbage company, or a company providing service on a certificate issued by the commission.

Do you have any further questions?

You may contact me by phone at 1-888-333-9882 or via email at Liz.dijos@utc.wa.gov, Monday through Friday, 9:30 a.m. to 4 p.m.

Regards,
Liz

Liz Dijos

Consumer Program Specialist

UTC Consumer Protection

(360)-664-1107

Liz.dijos@utc.wa.govwww.utc.wa.gov*She/her/hers*

Utilities and Transportation Commission

Respect. Professionalism. Integrity. Accountability.

This email/letter states the informal opinions of commission staff, offered as technical assistance, and are not intended as legal advice. We reserve the right to amend these opinions should circumstances change or additional information be brought to our attention. Staff's opinions are not binding on the commission.

Activity Type: Email**Activity Date: 11/29/2023, 8:00:45 AM****To: liz.dijos@utc.wa.gov;****From: 2714155@gmail.com****Subject: [Re: WA UTC Inquiry CAS-44740-L3P1H6 for Tony Garana CRM:0230813](#)****Attachments: 3****Body:**

External Email

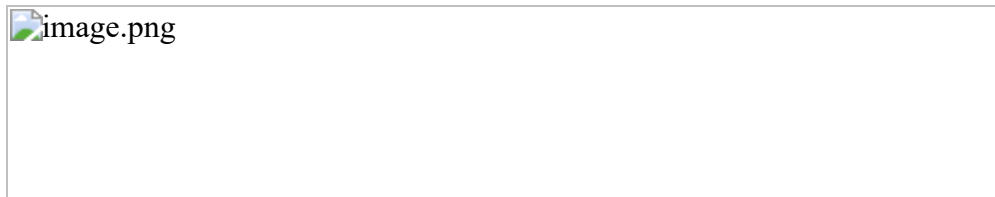
Hi Liz,

Yes, I do have further questions, I hope you are not saying we are stuck for the lifetime, WM charges \$45 per month while RSG charges \$15 per month for more services. That is clearly an issue to address by the commissioner of UTC, I hope this goes up to a hearing and to be investigated.

Here are the numbers that tell you WM operating expenses are much less and profits are much more, and over the Targets, charging triple the rate for much less service is no brainer and should be a RED Flag for the Commissioner, something needs to be done ASAP, unless the commissioner post was created to protect the companies, not the citizens and the Taxpayers.

As you MOTO says-*Respect. Professionalism. Integrity. Accountability*

I am provide a screenshot with my **quarterly** bill with **weekly** pickup of **One RECYCLE CART 64/65 GAL- I can have up to **THREE** YARD WASTE CARTS 95/96 GAL, AND one Garbage **MINI CAN 10 GAL All year around weekly pickup with RSG****

A placeholder for a screenshot of a bill, labeled 'image.png'. The screenshot content is not visible in the provided image.

Thank you-Tony Garana

I am CCng a few neighbors on this email to have the issue highlighted and for them to be able to give feedback.

Here is a link for WM SoutKing County rates which comes to \$46.05 per month before any applicable city, county or state taxes - <https://wmnorthwest.com/skingcounty/service.html>

One 20-gal. WM garbage cart weekly	\$14.93
Clean recyclables in blue single stream recycling cart **	\$13.03 **
** Per County ordinance, recycling is required in combination with your basic garbage service.	
One 96-gal. WM yard & food waste cart only (no garbage) Weekly Mar-Nov, every other week Dec-Feb	\$18.09

See Yahoo Finance to compare their operating expenses also:

<https://finance.yahoo.com/quote/WM/key-statistics?p=WM>

EBITDA 5.69B

<https://finance.yahoo.com/quote/RSG/key-statistics?p=RSG>

EBITDA 4.22B

<https://investors.wm.com/static-files/3bbb4e9d-812b-4a99-87a9-db600206f1a2>

image.png

<https://investors.wm.com/static-files/3bbb4e9d-812b-4a99-87a9-db600206f1a2>

Key elements of our 2022 financial results include: • Revenues of \$19,698 million for 2022 compared with \$17,931 million in 2021, an increase of \$1,767 million, or 9.9%. The increase is primarily attributable to (i) higher yield in our collection and disposal lines of business; (ii) increases from our fuel surcharge program and (iii) higher volume in our collection and disposal lines of business; • Operating expenses of \$12,294 million in 2022, or 62.4% of revenues, compared with \$11,111 million, or 62.0% of revenues, in 2021. The \$1,183 million increase is primarily attributable to (i) inflationary cost pressures, particularly for maintenance and repairs and subcontractor costs; (ii) commodity-driven business impacts from higher fuel prices and recycling

Republic Services

<https://investor.republicservices.com/static-files/25b80fdd-09e5-4b49-ba63-0b247acc3fee>

A placeholder for a missing image, labeled 'image.png'.

On Mon, Nov 13, 2023 at 9:15 AM Dijos, Liz (UTC) <liz.dijos@utc.wa.gov> wrote:

Dear Tony,

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A company's rates are set on operating expenses. Since each company has different operating expenses, each company's rates differ.

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Do you have any further questions?

You may contact me by phone at 1-888-333-9882 or via email at Liz.dijos@utc.wa.gov, Monday through Friday, 9:30 a.m. to 4 p.m.

Regards,
Liz

Liz Dijos
Consumer Program Specialist
UTC Consumer Protection

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www.utc.wa.gov
She/her/hers

Utilities and Transportation Commission

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Activity Type: Email

Activity Date: 11/30/2023, 8:52:17 AM

To: 2714155@gmail.com;

From: liz.dijos@utc.wa.gov

Subject: [WA UTC Inquiry CAS-44740-L3P1H6 for Tony Garana CRM:0230813](#)

Attachments: 1

Body:

Dear Tony,

Thank you for the response.

For informal complaints filed by customers against regulated utility and transportation companies, commission staff are tasked with investigating whether a company is in violation of a law, rule, commission order, or its commission-approved tariff. I understand your complaint to be that you disagree with Waste Management of Washington Inc's (Waste Management) rates as approved by the commission. If I've understood your correspondence correctly, you believe the commission got it wrong when it approved Waste Management's current rates. Commission staff can't investigate such a complaint.

In accordance with Revised Code of Washington (RCW, or the law) [81.04.250](#), Determination of rates, the commission must approve rates that are just and reasonable.

If you believe the commission has approved rates that aren't just or reasonable, you will need to [file](#) a formal complaint upon the commission. I've attached the commission's Formal Complaint fact sheet. You will also find helpful information on the procedural rules for filings in Washington Administrative Code (WAC, or the rules) [480-07](#). You can find the rules pertaining to solid waste and/or refuse collection companies in WAC [480-70](#).

Regards,
Liz

Liz Dijos

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Activity Type: Email

Activity Date: 12/20/2023, 9:10:35 AM

To: liz.dijos@utc.wa.gov;

From: 2714155@gmail.com

Subject: [Re: WA UTC Inquiry CAS-44740-L3P1H6 for Tony Garana CRM:0230813](#)

Attachments: 0

Body:

External Email

Hello Liz,

I just filed the complaint- [Successful Submission \(65831f5deef27a22801fd4ad\)](#).
I tried to call you to get more info, on LSN- if you feel I am missing something please let me know
Thank you
Tony

On Thu, Nov 30, 2023 at 8:52 AM Dijos, Liz (UTC) <liz.dijos@utc.wa.gov> wrote:

Dear Tony,

Thank you for the response.

For informal complaints filed by customers against regulated utility and transportation companies, commission staff are tasked with investigating whether a company is in violation of a law, rule, commission order, or its commission-approved tariff. I understand your complaint to be that you disagree with Waste Management of Washington Inc's (Waste Management) rates as approved by the commission. If I've understood your correspondence correctly, you believe the commission got it wrong when it approved Waste Management's current rates. Commission staff can't investigate such a complaint.

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Regards,
Liz

Liz Dijos

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She/her/hers

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Activity Type: Phone Call

Activity Date: 12/20/2023, 9:59:00 AM

Direction: Incoming

Customer: Tony Garana

UTC POC: Liz Dijos

Subject: [Spoke to customer](#)

Description:

The customer called asking if they filed the formal complaint correctly. I advised the customer that the commission has 90 days to respond to formal complaint filings.

Activity Type: Phone Call

Activity Date: 12/20/2023, 4:39:00 PM

Direction: Outgoing

Customer: Tony Garana

UTC POC: Sheri Hoyt

Subject: [Called customer](#)

Description:

I called the customer and identified myself. They said I caught them in Costco. I said I could call them back tomorrow. They said tomorrow they are busy. They asked me to call them back in five minutes. I stated I can do that but did want to let them know my workday ends at 5 p.m. They said thank you. The call ended.

Activity Type: Phone Call

Activity Date: 12/20/2023, 4:50:00 PM

Direction: Outgoing

Customer: Tony Garana

UTC POC: Sheri Hoyt

Subject: [Called customer](#)

Description:

I called the customer and left a message identifying myself. I provided my direct-dial phone number and hours of availability.

Activity Type: Phone Call

Activity Date: 12/20/2023, 4:52:00 PM

Direction: Incoming

Customer: Tony Garana

UTC POC: Sheri Hoyt

Subject: [Customer called](#)

Description:

The customer returned my call. The customer said Waste Management is overcharging them. I attempted to explain that the company is charging approved rates and the rates aren't set on the revenue requirements of other companies, they are set on the revenue requirements of that company. I explained the commission sets rates that are fair, just, reasonable, and sufficient. The customer doesn't seem to understand that his belief on how rates are determined is not correct. The customer asked if I'm going to investigate his concerns. I stated I am not. Commission staff don't investigate formal complaints. The Petition must identify the law or rule the company is in violation of and what specific relief the commission can provide, to include the law or rule. The customer stated they're not qualified to prove it. I said nothing. They asked about going to the Attorney General. I explained they'll want to ask to speak to the Public Counsel section, which represents consumers as a whole before the commission. The customer thanked me and the call ended.

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