

06/03/22 16:10

State Of WASH.
UTIL. AND TRANSP.
COMMISSION

TG-220140

Docket TG-220140
Rabanco Ltd, dba Eastside Disposal, Lynnwood Disposal
Rick Waldren, Finance Manager

Missed Pickups:

- 1 Significant missed pickup events over these years have only occurred a small number of times.
We have no way of going back and identifying these events or providing the requested information for each. The few events that we have had have all been related to weather conditions or labor disruptions.
- 2 A time limit for recovery after these events would be reasonable, taking into account that a missed day can not reasonably be made upon until the following week.

Notice Requirements:

- 3 The 45 days notice to Commission and 30 day notice to customers seems appropriate.
- 4 Electronic notice to customers who have supplied us their email address would be more efficient and economic. We would not be interested in maintaining documents as to approval. Those customers who supply us with their email address are by default approving receiving their notifications electronically.

Low Income Rates:

- 5 Our company does not currently provide low-income rates to customers in our UTC Areas. We do have some City contracts where we do provide reduced rates for low-income customers. In those situations we get the information as to who qualifies from the City, we would not be interested in a program that would require us make that determination.

Electronic Billing:

- 6 We currently provide electronic billing.
 - a Customers sign up for this option on our website
 - b Record retention for electronic bills are the same as for paper versions
- 7 We currently accept electronic payments
 - a ACH transfers and scheduled credit card payments

Deposits:

- 8 We do not currently collect customer deposits
- c We have found collecting customer deposits is not efficient and is time consuming and unproductive

Late Fees:

- 11 Yes our tariffs include late fees
 - a Item 18 of our tariff addresses late fees
 - b We feel it is important that there is a financial incentive for customers to pay their invoices timely, in it's absence all customers would bear the cost of those who are delinquent.
- 12 Unavailable, but the amount collected is insignificant. The fact that there is a penalty is what is significant.
- 13 We do not make a determination of low-income UTC customers so this information is unavailable.

Disconnection Notices:

- 14 No
- 15 English
- 16 N/A

17 No
18 No
19 No

to