

EXHIBIT RM-16
DOCKET: TG-200083
RIDWELL INC. CARRIER CLASSIFICATION
WITNESS: RYAN METZGER

BEFORE THE WASHINGTON STATE
UTILITIES AND TRANSPORTATION COMMISSION

IN THE MATTER OF DETERMINING THE
PROPER CARRIER CLASSIFICATION OF:

No. TG-200083

RIDWELL, INC.

SIXTEENTH EXHIBIT TO THE DIRECT TESTIMONY OF RYAN METZGER
Compilation of Customer Quotes
ON BEHALF OF RIDWELL, INC.

May 5, 2020

A. How Ridwell makes it possible for us to contribute our “stuff” to charitable causes

1. “Fabulous service to eliminate plastic and other hard to recycle items. Plus the opportunity to support community organizations with items like pet food. Very good communication. Easy to reach a person who is responsive. I recommend Ridwell to anyone who will listen.” - V’Ella, Mercer Island
2. “I love being able to rehome random items to good causes and know that items are being properly handled.” - Kristi, Seattle
3. “I love being able to recycle and help the community through donations of needed items, hygiene supplies, and food. Thank you Ridwell!” - Andrea, Seattle
4. “Because this is a hugely necessary and valuable service, offering recycling options for all those things that can't go in the blue bin. Plus, they work with local organizations to donate and support useable goods.” - Jenny, Kirkland
5. “We love Ridwell! Not only do we recycle those inconvenient items more easily, but I love that we can set out items for donation or repurposing thanks to the rotating categories.” - Sarah, Seattle
6. “Your concept is exceptional. Communication fantastic. Execution perfect. And you keep coming up with great new categories to gather and donate. It’s such a win for the entire community. Thank you!” - Sue, Kirkland
7. “Love the mission. Love the service. Love the rotating categories and partnerships with other local organizations that seek to waste less. Affordable pricing. Just great all around!” – Christina, Seattle

B. Ridwell does what the local solid waste carrier does not do for us

1. “This is the only way I know to recycle materials not accepted by the city. It is convenient, cost effective as well and great customer service.” - Alan, Seattle
2. “Love to easily dispose of items that are not recyclable with city service.” - Vicki, Seattle
3. “It is such a relief to be able to recycle items that are not otherwise recyclable. Ridwell is very responsive and helpful with questions.” - Cynthia, Seattle

4. "I have been very pleased with Ridwell since I started using your services a couple of months ago. It is a great way to recycle the plastics that are not accepted by Waste Management, as well as old batteries and clothing. It is picked up outside the house, and you can opt in or out of a pickup as needed. Very happy to have this safe and reliable recycling source!" - Leslie, Redmond
5. "I appreciate that you are taking untraditional items." - Nancy, South Seattle

C. Ridwell's service gives new use to our old stuff

1. "The service is very professional and easy to maneuver. Love the fact that my extra recycling is being either reused or broken down in a clean process. This mantra is more important than ever. Plus it's so reasonable \$\$\$. Thank you for this opportunity." - Eleana, Seattle
2. "This is a great service as it helps keeps things out of landfills. Also love that you partner with other businesses to reuse materials. Keep up the great job!" - Jennifer, Seattle
3. "It's a simple, inexpensive way to be good to our environment while helping community organizations- but without all the hassle of figuring out how to execute it all on your own. For example, I had three pairs of glasses that my daughter had outgrown. I've held on to them for years so I could donate them ... but I hadn't gotten around to figuring out where to take them. Once we got Ridwell, I just put them in my box on the appropriate day. So simple!" - Sara, Seattle
4. "It's easy! And I love the "bonus items" each pick up- things I have gathering around the house trying to figure out how to get rid of in sustainable way and really appreciate having this as an option." - Amy, Mercer Island
5. "I am an obsessive recycler and I'm glad for companies like yours that are expanding the types of things we can recycle but also finding a new use for some of those things. Thank you! ..." - Mary, Seattle

D. Ridwell is helping the environment

1. "I'm striving for a zero waste household. Ridwell is a key component to achieving that goal." - Melody, Seattle
2. "I love being able to recycle plastic film! I hated having to put that in the garbage. The amount of weekly garbage that I have is getting smaller and smaller. It feels good to keep more items

out of the landfill and to shrink my carbon footprint. Thank you!!” - Amy, Seattle

3. “I love this service - saves so much plastic from the landfill. Super easy to use and schedule too.”
- Dre, Kenmore
4. “I just love knowing that so many of things that I can't put in the regular recycling program won't just end up in a landfill! An added bonus is that the Ridwell team is so upbeat, professional and effective!” - Karen, Seattle
5. “I think joining Ridwell this has been one of my smartest decisions. It makes a difference not only in reducing and reusing waste, it cares about our community and has taken an active role in helping others during these difficult times. Thank you Ridwell!” - Liz, Seattle

E. I don't have to drive all over town dropping off my old stuff; etc.

1. “The low fee is well worth being able to recycle items waste management does not accept. Driving around to assorted places to recycle the items Ridwell picks up was a hassle, using more gas than the cost of this great service. Pickup right at my door is amazing.” - Shannon, Kenmore
2. “I love not having to truck my stuff around anymore trying to recycle it. You make it incredibly convenient.” - Theresa, Kenmore
3. “For starters, Love having to not drive all over the place to try and recycle all my stuff!” - Ronni, Redmond
4. “It's an important service, esp for plastic film. Even though many of the items are recyclable already, it saves time for running around to different locations to do it oneself.” - Kristin, Seattle
5. “I appreciate having a home pick up to recycle the things I hate to put in the garbage, or have to drive a long distance to recycle...” - Alison, Seattle