

Tariff No. 9.1 0 Revised Page No. 14A

Company Name/Permit Number: Rubatino Refuse Removal, LLC G-58
Registered Trade Name(s)

Item 30 -- Limitations of Service-continued

8. Missed service due to a labor disruption, which causes work stoppages that prevent or limit a company from collecting solid waste. A company must: (N)

- (a) Immediately inform the commission's regulatory services and consumer protection staff when a labor disruption is imminent by email at: servicedisruption@utc.wa.gov. This email must be used for all communications regarding the labor disruption.
- (b) Provide daily email reports to the commission regarding the company's progress toward meeting full service requirements.
- (c) Develop and implement a customer outreach plan regarding the labor disruption, what to expect, and how to contact the commission.
- (d) Provide the commission's regulatory services and consumer protection staff with a copy of the customer outreach plan by email.
- (e) Provide an email that includes a schedule and plan for communicating with local governments and the media.
- (f) Use all reasonable, practicable means to resume regularly-scheduled service to all customers within five business days, not including the first day of the labor disruption. Resuming services within five business days is presumptively reasonable and practicable; provided, however, that under specific circumstances arising at the time of a labor disruption, the presumption may be rebutted by evidence that the company acted contrary to the public interest and unreasonably delayed resumption of collection services. Relevant factors may include the company's resources, the circumstances of the labor disruption; the amount of time, if any, that the company had to prepare for the labor disruption; the company's execution of any contingency plan, if any; organization and training of any replacement workers; ambulatory picketing that might delay restoration of service; and workplace safety issues and coordination with local government agencies that may affect overall public safety.
- (g) Collect all accumulated solid waste at the customer's next regularly-scheduled service date after service resumes as set forth in subsection (f) above. The company will not charge for extra waste set out in addition to customers' normal receptacle(s) if the amount of extra waste does not exceed the amount that reasonably would be expected to accumulate due to missed service.
- (h) The company is not obligated to extend credit to missed customers who do not receive service if the company collects the customers' accumulated solid waste as required in subsection (g) above or if the company did not unreasonably delay the restoration of service during the five business day grace period. If the company does not collect all of a customer's accumulated solid waste as required in subsection (g) above, or if the company unreasonably delayed the restoration of service during the five business day grace period, the company is required to give a credit to the customer, proportionate to the customer's monthly service charge, for all missed services and for each subsequent missed service until normal service is restored.
- (i) When the labor disruption has been settled, notify the commission's regulatory services and consumer protection staff by email, and indicate when normal service is anticipated to resume.

Issued By: John Lloyd

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5/1/2023

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Docket No. TG-_____ Date: _____ By: _____