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Before the
Washington Utilities and Transportation Commission

In the Matter of the Application of Waste Management of Washington, Inc.
D/B/A WM Healthcare Solutions of Washington
Docket No. TG-120033

DIRECT TESTIMONY OF JEAN LONGHENRY
On behalf of Waste Management of Washington, Inc.

October 1, 2012

1 **Q. Please state your name and business address.**

2 A. My name is Jean Longhenry. My business address is 7012 NE 40th Street, Vancouver,
3 WA 98661.

4 **Q. By whom are you employed and in what capacity?**

5 A. I am employed by Wendel Family Dental Centre as Facilities Manager.

6 **Q. Would you please describe your educational background and professional
7 employment experience?**

8 A. I have a degree in Sales Marketing and Management and a Dental Assistant degree from
9 Mankato Area Vocational-Technical Institute. I have worked at Wendel Family Dental
10 Centre for 24 years. I was a dental assistant for five years and then also assumed
11 responsibilities as Clinical Coordinator. In 2000, I was promoted to Facilities Manager.

12 **Q. What are your primary responsibilities for Wendel Family Dental Centre?**

13 A. Among my duties, I am responsible for the Wendel Family Dental Centre's compliance
14 with Occupational Safety and Health Administration regulations, including ensuring
15 proper handling of Wendel Family Dental Centre's regulated biomedical waste
16 ("RMW") and managing our relationship with the RMW service provider.

17 **Q. What are the subjects of the testimony you are offering today?**

18 A. I will testify about the reasons why Wendel Family Dental Centre supports Waste
19 Management of Washington, Inc.'s application for statewide authority to provide RMW
20 services.

21 **Q. Please describe Wendel Family Dental Centre's facilities.**

22 A. Wendel Family Dental Centre has three offices in Vancouver, Washington. These
23 offices are served by eight dentists and eleven dental hygienists.

1 **Q. Who provides Wendel Family Dental Centre's RMW service?**

2 A. Wendel Family Dental Centre's RMW services are provided by Stericycle of
3 Washington, Inc.

4 **Q. Does Wendel Family Dental Centre support Waste Management's application for**
5 **statewide authority?**

6 A. Yes.

7 **Q. Why does Wendel Family Dental Centre support this application?**

8 A. Stericycle is Wendel Family Dental Centre's only alternative for RMW service.
9 Wendel Family Dental Centre is very dissatisfied with Stericycle's service. We have
10 experienced on-going, monthly errors in Stericycle's bills. Stericycle's representatives
11 respond to our complaints by e-mail which makes it more difficult to understand and
12 clear up Stericycle's billing errors. Wendel Family Dental Centre strongly desires an
13 alternative to Stericycle. Stericycle's monopoly control over the market means that
14 Wendel Family Dental Centre lacks leverage to obtain consistently good service. We
15 strongly support a competitive market for our RMW services.

16 **Q. If this application is granted, will Wendel Family Dental Centre move its RMW**
17 **services to Waste Management?**

18 A. Yes.

19 **Q. Does this conclude your direct testimony?**

20 A. Yes.

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