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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 CARLA PATSHKOWSKI
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 Carla Patshkowski. My business address is 101 West 8th Avenue, Spokane,
3 WA 99204.

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

5 A. I am employed by Providence Medical Group as Finance Assistant.

6 **Q. Would you please describe your professional employment experience?**

7 A. I have worked for Providence Medical Group for twenty years. The main scope of my
8 work is and has been purchasing and accounts payable.

9 **Q. What are your primary responsibilities for Providence Medical Group?**

10 A. Among my duties, I am responsible for managing all vendors and purchasing needs,
11 including the collection and handling of Providence Medical Group's regulated
12 biomedical waste ("RMW").

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

14 A. I will testify about the reasons why Providence Medical Group supports Waste
15 Management of Washington, Inc.'s application for statewide authority to provide RMW
16 services.

17 **Q. Please describe Providence Medical Group's facilities.**

18 A. Providence Medical Group owns and operates physician clinics and family medicine
19 centers in Chewelah, Colville, and Spokane. Providence Medical Group continues to
20 grow and expects to be adding additional facilities throughout the State of Washington.

21 **Q. Who provides Providence Medical Group's RMW service?**

22 A. For most of its facilities, Providence Medical Group's RMW services are provided by
23 Waste Management. However, the Providence Medical Group facilities in Chewelah
24

1 and Colville are provided by Stericycle of Washington, Inc., the only available service
2 provider.

3 **Q. Does Providence Medical Group support Waste Management's application for**
4 **statewide authority?**

5 A. Yes.

6 **Q. Why does Providence Medical Group support this application?**

7 A. Prior to Waste Management's obtaining authority to offer RMW services in its UTC
8 territory, Stericycle provided all of Providence Medical Group's RMW services
9 throughout the State of Washington. Providence Medical Group was dissatisfied with
10 Stericycle's services because Stericycle charged (and still charges) a minimum monthly
11 fee even when there is no RMW collected, because Stericycle charged (and still
12 charges) for containers that were too large for the limited RMW some of the Providence
13 Medical Group facilities generate, and because Stericycle required (and still requires)
14 frequent pick-ups of RMW even where more infrequent ones would suffice based on
15 the more limited quantity of RMW. Once Providence Medical Group had an
16 alternative, it moved its RMW business to Waste Management because Waste
17 Management does not charge a monthly minimum fee and Waste Management audited
18 Providence Medical Group's various facilities and determined the most economical and
19 efficient size of container and frequency of collection. Moreover, once Providence
20 Medical Group terminated Stericycle's services in Waste Management's UTC territory,
21 Stericycle continued billing Providence Medical Group for eight months for service in
22 the Waste Management territory. Month after month of complaints yielded no
23 resolution of Stericycle's improper billing and the billing was only corrected after
24

1 Providence Medical Group's Chief Financial Officer and Chief Operating Officer got
2 involved. As a result of Providence Medical Group's own experience with Stericycle,
3 Providence Medical Group desires competition and a choice in the RMW services
4 market to ensure that it gets the best possible service and pricing and to ensure that its
5 sensitive waste is properly handled.

6 **Q. If this application is granted, will Providence Medical Group move all of its RMW**
7 **services to Waste Management?**

8 A. Yes.

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

10 A. Yes.

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