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WASH. UT. & TP. COMM

Specialist Name RYAN

Consumer Informal Complaint Form

-Supervisor

Washington State Utilities and Transportation Commission AT W.M.

Consumer Protection Section

Phoenix Office

P.O. Box 47250

Olympia, WA 98504-7250

Statewide Toll-Free: 1-888-333-WUTC (9882)

Fax: 360-664-4291

Hearing Impaired Toll-Free - TTY: 1-800-416-5289

E-mail: consumer@wutc.wa.gov Web site: www.wutc.wa.gov

CONSUMER INFORMATION

Name on Account: NA

Your Name: SCHNUIT KURT F
(Please Print or Type) Last First Middle Initial

Service Address: 12990 SEABECK Hwy NW

City: SEABECK County: KITSAP State: WA Zip: 98380

Cell Phone: 360-710-9361 E-mail: robmandkurt@wavecable.com

Phone: Home: () NA Day/Work: () NA

Mailing address if different than service address: _____

Address: _____

City: _____ State: _____ Zip: _____

UTILITY OR TRANSPORTATION COMPANY INFORMATION

Name of Company your complaint is against: WASTE MANAGEMENT

Address: 2625 W Grandview RD,

City: Phoenix State: AZ Zip: 85023

Your Account Number: NA

Complaint Type: Residential Business

Continue on page 2

About Your Complaint

Please explain your complaint in detail (use additional pages if necessary):

I have an injury that inhibits me from getting my TRASH cans up my Driveway. I asked if there was a service that included coming down to the house to get my cans. WM was unwilling and unable to meet my need.

Total amount of the charges you are disputing \$: _____

Have you tried to resolve the dispute with your utility or transportation company? Yes No
If yes, what was the result?

I called back to talk to a Supervisor. THE SUPERVISOR (RYAN) said their trucks, ^{due} to the size do not come down driveways and that the workers cannot go over 100 feet away from the truck, or out of its sight.

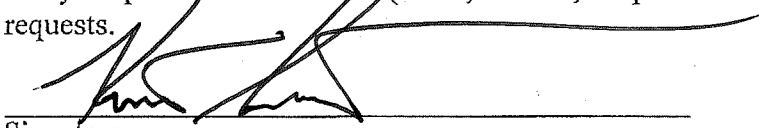
What do you think the company should do to resolve your complaint?

~~Me~~ Myself, and my community is in need of a service that would be able to reach folks down rural drive ways who need help disposing of trash. Maybe they could get small trucks.

SIGNATURE

In filing this complaint with the Washington Utilities and Transportation Commission you are stating that the information you are providing is true to the best of your knowledge.

Note: Please be aware that the information you submit using this form is a public record. You may request that your personal information (name, address, telephone number, etc.) not be included in public records requests.



Signature

27 SEPT 19

Date

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Consumer Informal Complaint Form
Washington State Utilities and Transportation Commission
Consumer Protection Section

Specialist Name Ryan
Supervisor at
WM-
Phoenix
Office

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Olympia, WA 98504-7250
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E-mail: consumer@wutc.wa.gov Web site: www.wutc.wa.gov

CONSUMER INFORMATION

Name on Account: NA

Your Name: D Schnuit, Dalores A.
(Please Print or Type) Last First Middle Initial

Service Address: 13000 Seabeck Hwy, NW

City: Seabeck County: Kitsap State: WA Zip: 98380

Cell Phone: NA E-mail: dove@wavecable.com

Phone: Home: (360) 830-5975 Day/Work: () NA

Mailing address if different than service address: _____

Address: _____

City: _____ State: _____ Zip: _____

UTILITY OR TRANSPORTATION COMPANY INFORMATION

Name of Company your complaint is against: WASTE MANAGEMENT

Address: 2625 W. Grandview Road

City: Phoenix State: AZ Zip: 85023

Your Account Number: NA

Complaint Type: Residential Business

Continue on page 2

About Your Complaint

Please explain your complaint in detail (use additional pages if necessary):

I am an elderly lady of 91 yrs. with severe arthritis in my joints and back. I must use a cane when I walk. I cannot possibly take my trash cans up my very steep and slippery driveway to the highway. WM is unwilling and unable to meet my need of coming down to my house to take the cans to the truck.

Total amount of the charges you are disputing \$: _____

Have you tried to resolve the dispute with your utility or transportation company? Yes No

If yes, what was the result?

A WM supervisor named Ryan was contacted. His answer was their trucks were too large to go down driveways and that the workers cannot go over 100ft. away from the truck or out of sight of the vehicle.

What do you think the company should do to resolve your complaint?

I am sure I am not the only handicapped person in my community that is in need of a trash service that would meet their needs. We are rural and many drive ways are hilly and long. Perhaps WM could acquire smaller trucks to accommodate our situation.

SIGNATURE

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Rolores A. Schmitt
Signature

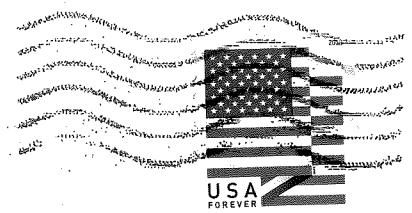
Sept. 27, 2019
Date

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August 2009 CA-505-6

Hart Schmitt
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Seaback WA 98380

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OLYMPIA WA
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