

RECEIVED

Specialist Name _____

OCT 10 2019

Consumer Informal Complaint Form

WASH. UT. & TP. COMM

Washington State Utilities and Transportation Commission

Consumer Protection Section

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: N/A

Your Name: Hockett Gerald A
(Please Print or Type) Last First Middle Initial

Service Address: 12001 Seabeck Hwy. NW

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

Cell Phone: 360-589-1423 E-mail: gchockett@wavecable.com

Phone: Home: () None Day/Work: () N/A

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: 9843 Dicky Rd NW

City: Silverdale State: WA Zip: 98383

Your Account Number: _____

Complaint Type: Residential Business

Continue on page 2

9/24/19 302. AM

About Your Complaint

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

I called Waste Management to request drive in service because I am TS+ cannot handle the 50 gal, containers agent Alexander told me I would first need to sign up for curbside service and then they would see if it could be authorized. On 10/2/19, I talked to supervisor Ryan at WMC and he told me that it was unlikely to provide curbside service due to my long, steep and winding driveway. Total amount of the charges you are disputing \$: 744

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

WMC supervisor Ryan said it was highly unlikely that they can provide drive in service due to my long, narrow, steep winding driveway.

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

They would need to try much smaller tanks to navigate the driveway out here!

SIGNATURE

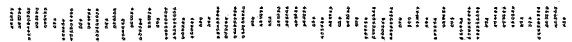
In filing this complaint with the Washington Utilities and Transportation Commission you are stating that the information you are providing is true to the best of your knowledge.

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 Shirley A. Hooper

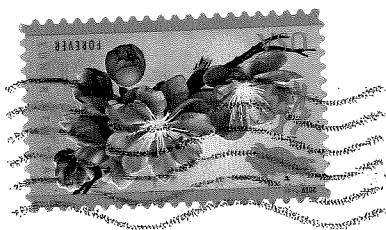
Date 10/1/2019

Check here if you would you like to receive UTC Connections our periodical consumer newsletter.



98380-103699

WTS
621 Woodland Avenue
Lacey, WA 98503



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OLYMPIA WA
NOV 21 2003 PM 2:11

Gerald Hockett
12001 Seabeck Hwy. NW
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