

**RECEIVED**

OCT 08 2019

Specialist Name \_\_\_\_\_

**WASH. UT. & TP. COMM** Consumer Informal Complaint Form  
**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](mailto:consumer@wutc.wa.gov) Web site: [www.wutc.wa.gov](http://www.wutc.wa.gov)

**CONSUMER INFORMATION**

Name on Account: \_\_\_\_\_

Your Name: Ray Gleason Raymond E  
(Please Print or Type) Last First Middle Initial

Service Address: 7293 Larson Ln. N.W.

City: Seabeck County: Kitsap State: Wa Zip: 98350

### About Your Complaint

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

W.M. is trying to put our garbage company out of Business (Superior Waste & Recycle) Waste Management has said in court that they would not do house pick service, they only pick at their Pickup Location. On April 10<sup>th</sup> 2019 Waste Management said if Superior waste & recycle wins the case, they will gain direct competition with Daniel Stein (D.B.A. S.W.R.) and put him out of Business.  
Total amount of the charges you are disputing \$: NA

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

I called Waste Management for house pickup service (Sept 27, 2019) 4:10 pm. WM said they would call me back on House pickup service. No Call Back

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

Due to WM pickup location is 1.25 miles from my house. This will not work because, I am 75 year old and unable to lift garbage can into my pickup. If SWR is out of business, I will have to find another way to have my garbage hauled away.

### 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.

Raymond Gleason  
Signature

Sept. 30, 2019  
Date

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

August 2009 CA-505-6

R. Gleason  
7293 Larson Ln. N.W.  
Seabeck, Wash, 98380



UTC  
621 Woodland Square Loop S.E.  
Lacey, Washington  
98503

Att. Consumer In Formal Form  
Consumer Protection Section

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OCT 10 2019

Specialist Name \_\_\_\_\_

Washington State Utilities and Transportation Commission  
Consumer Protection Section

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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: 360-509-1423 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: 8843 Dicky Rd. NW

City: Silverdale State: WA Zip: 98383

Your Account Number: \_\_\_\_\_

Complaint Type: Residential  Business

Continue on page 2

9/24/19 3:02 PM 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 75 + cannot handle the 50 gal. containers agent alexandra told me I would first need to sign up for curb service and then they would see if it could be authorized. On 10/2/19, I talked to supervisor Ryan at WM and he told me that it was unlikely to provide drive in 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?  
WM 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 buy much smaller trucks to navigate the driveways out here!

SIGNATURE

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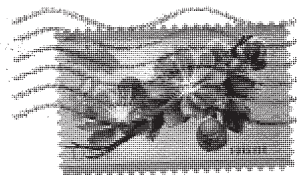
Gerald A. Hoopett  
Signature Date 10/1/2019

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August 2009 CA-505-6



**Gerald Hockett**  
 12001 Seabeck Hwy. NW  
 Seabeck, WA 98380

SEASIDE WA 98138  
 OLYMPIA WA  
 EXP. DEC 2019 P&H



UTC  
 621 Woodland Square Loop SE  
 Lacey, WA 98503

98503-103699



Specialist Name \_\_\_\_\_

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

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Olympia, WA 98504-7250  
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**RECEIVED**  
OCT 03 2019  
WASH. UT. & TP. COMM

**CONSUMER INFORMATION**

Name on Account: \_\_\_\_\_

Your Name: Kiriaell Erenn  
(Please Print or Type) Last First Middle Initial

Service Address: 11292 NW Quiet Waters Way

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

### About Your Complaint

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

I called W.M. to request drive-in-home pickup service - as I live 1/4 mile from Seabeck Hwy - the usual pick service. I was told W.M. would investigate whether they can provide service to our home. (I called and spoke with Yvette R. at 11:50 on 25 September, she said a site survey would be conducted) I have not received any further information from W.M.

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

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

As above

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

Either provide the service needed by residents like our family - or allow other service providers to provide needed services.

### SIGNATURE

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Erinn Kuciall  
Signature

30 Sep 2019  
Date

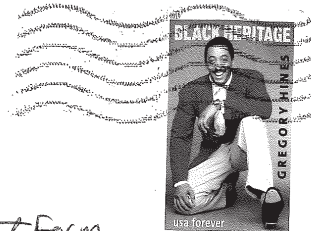
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August 2009 CA-505-6



Kirigell  
PO Box 596  
Keyport, WA  
98345

TACOMA WA 98503  
OLYMPIA WA  
OCT 2015 PM 2 L



Consumer Informal Complaint Form  
Washington State Utilities & Transportation  
Commission  
Consumer Protection Section  
PO Box 47250  
Olympia, WA. 98504.7250

98504-7250



**From:** [Cupp, John \(UTC\)](#)  
**To:** [UTC DL Records Center](#)  
**Subject:** Comment on TG-181023, please post  
**Date:** Wednesday, October 9, 2019 4:05:42 PM  
**Attachments:** [image001.png](#)

---

From: James Poole

Superior provides better service and will come right down to my home and grab all my garbage and not ask for any additional information. He will not charge 5 times the amount Waste Management does and his cans are larger. Feels like we have a monopoly with Waste Management and they can dictate what they want to charge and does not seem to be correct. It is very frustrating because they are using the laws of the state but is still a hardship on the customers.

**John Cupp**

Regulatory Analyst, Consumer Protection  
(360) 664-1113 Office  
[john.cupp@utc.wa.gov](mailto:john.cupp@utc.wa.gov)  
[www.utc.wa.gov](http://www.utc.wa.gov)

*In July 2019, the commission moved from Olympia to Lacey. Our new offices are located at 621 Woodland Square Loop.*



This email/letter states the informal opinions of commission staff, offered as technical assistance, and are not intended as legal advice. We reserve the right to amend these opinions should circumstances change or additional information be brought to our attention. Staff's opinions are not binding on the commission.

Received  
Records Management  
10/09/19 16:41  
State Of WASH.  
UTIL. AND TRANSP.  
COMMISSION

RECEIVED

OCT 03 2019

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

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E-mail: [consumer@wutc.wa.gov](mailto:consumer@wutc.wa.gov) Web site: [www.wutc.wa.gov](http://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, <sup>due</sup> 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

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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

Date

27 SEPT 19

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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*

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](mailto:consumer@wutc.wa.gov) Web site: [www.wutc.wa.gov](http://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 driveways are hilly and long. Perhaps WM could acquire smaller trucks to accommodate our situation.

### SIGNATURE

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Rolores A. Schmitt  
Signature

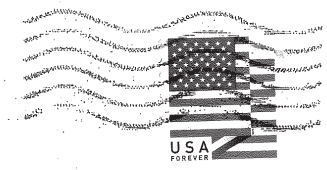
Sept. 27, 2019  
Date

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August 2009 CA-505-6

Hert Schmitt  
12990 Seabeck Hwy SW  
Seabeck WA 98380

TACOMA WA 985  
OLYMPIA WA  
30 SEP 2010 PM 4 L



W.U.T.C.  
P.O. Box 47250  
Olympia, WA 98504-7250

ATT: Consumer Protection Service

Specialist Name \_\_\_\_\_

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E-mail: [consumer@wutc.wa.gov](mailto:consumer@wutc.wa.gov) Web site: [www.wutc.wa.gov](http://www.wutc.wa.gov)

CONSUMER INFORMATION			
Name on Account:	Nicole Bond (act. closed) <sup>due to</sup> <sup>unable to</sup> <sup>meet our needs</sup>		
Your Name:	Bond	Nicole	A
<small>(Please Print or Type) Last First Middle Initial</small>			
Service Address:	[REDACTED]		
City:	County:	State:	Zip:
Cell Phone:	E-mail:		@me.com
Phone: Home: ( )	SAME	Day/Work: ( )	SAME
Mailing address (if different than service address):	SAME		
Address:			
City:	State:	Zip:	

UTILITY OR TRANSPORTATION COMPANY INFORMATION			
Name of Company your complaint is against:	Waste Management		
Address:	9300 SW Barney White Road		
City:	Bremerton	State:	WA Zip: 98312
Your Account Number:	no acct # they couldn't meet my dropped service spec need		
Complaint Type:	Residential <input checked="" type="checkbox"/>	Business <input type="checkbox"/>	

Continue on page 2



**About Your Complaint**

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

My Waste Management representative was very polite & thorough in search for a way to provide us with Home pickup service. I have a spinal cord injury as does my 76yo husband. We are unable to get our cans up to Anderson St. Mgmt. assured me after using Google Maps that they could NOT provide us with house pickup service. There are NO charges in dispute.

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

After checking our small winding road on Google Maps their representative assured me Waste Management could not provide us the needed service. We can receive from Superior Waste & Recycling.

do you think the company should do to resolve your complaint?  
**STOP Superior Waste & Recycling from delivering badly needed services to this community.**

**SIGNATURE**

By 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.

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



Specialist Name \_\_\_\_\_

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**Consumer Protection Section**

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Olympia, WA 98504-7250

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**CONSUMER INFORMATION**

Name on Account: Noreen Fitzwater

Your Name: fitzwater Noreen G  
(Please Print or Type) Last First Middle Initial

Service Address: 12289 Seabeck Hwy NW

City: Seabeck County: Kitsap State: Wa. Zip: 98380

Cell Phone: \_\_\_\_\_ E-mail: lanore1931@gmail.com

Phone: Home: (360) 830-0135 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: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

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 live up a 600' hill, away from the Seabeck Hwy where the cans are to be placed. I am 88 1/2 yrs old with the use of only one arm. I am physically unable to haul cans to the highway, WM does not come up my drive to provide me with service. Superior Waste and recycle would do this if allowed. I need them!

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

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

When I initially contacted them they told me they would only provide service from the Seabeck highway location, not up my driveway.

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

began servicing drive ways and side roads or stay out of the way of companies that can provide service to the handicapped.

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Moneen Fitzwater

Signature

9-27-19

Date

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August 2009 CA-505-6

F

Noreen Fitzwater  
12289 Seabeck Hwy NW  
Seabeck WA 98380

TACOMA WA 98503  
OLYMPIA WA  
01 OCT 2019 PM 3 L



Wa. Utility & Trans. Commission  
621 Woodland Square Loop SE  
Lacey, Wa. 98503

98503-100699

