


From: customerservice@basindisposal.com
Sent: Tuesday, September 14, 2021 10:05 AM
To: benito.garza@utc.wa.gov
Subject: RE: WA UTC Complaint CAS-29056-F4X4Q2 for C [REDACTED] B [REDACTED] CRM:0140713

Good afternoon,

I have reviewed the customer's account regarding this incident. On 8/30/2021 this account was stopped for non-payment, the last payment received by this customer at that point was on 6/11/2021 with auto-pay. When auto-pay is not able to be processed the system will email the customer with the email address they used to set up the online account. On 9/9/2021 when Mr. B [REDACTED] called our office his account was already stopped and that is the reason that the can was not dumped on his service day. Our company mailed a past due notice on 8/12/21 and again on 8/19/21. We also called the customer on 8/19/21 with our automatic call system to let them know to call our office prior to 5:00pm on August 27, 2021 regarding their bill and the system record shows that they reached a person.

The Customer Service Representative noted the account with the following:

								Name C [REDACTED] B [REDACTED] Cust
								Address WAC 480-70-421 Customer Information
General	History	Pricing	Routing	Equipment	Contracts	Advanced	Comments	
Comments Entry Type: BILLING INQUIRY Entry Date: 09/09/21 12:53 PM Follow Up: 09/09/21 12:49 PM Assign to: UNASSIGNED								
[REDACTED] called upset he cant log into his on line acct ...serviv credit for his can not getting dumped ..advivsed i would not a for a year but that he didnt want a bill sent to him advivsed								

I also discussed this with the Representative that helped this customer and it was confirmed that she did offer to help the customer with his automatic payment, however, with our system we must wait 24-48 hours before it reflects that the account has been restarted before we can update the online account. Mr. B [REDACTED] made the payment to restart his account and the account is active. His service day is on Wednesday and the can will be dumped at that time.

Please let me know if there is any further information we need to provide.

Thank you,

Kris May
 509-544-7706 direct line
 509-547-2476 office
 509-547-8617 fax



PO Box 3850

From: Garza, Benito (UTC) <benito.garza@utc.wa.gov>
Sent: Friday, September 10, 2021 11:28 AM
To: BDI CS <BDICS@basindisposal.com>
Subject: WA UTC Complaint CAS-29056-F4X4Q2 for Craig Burdine CRM:0140713

New Complaint

Washington UTC Complaint CAS-29056-F4X4Q2

Company: Basin Disposal Inc.

Customer: C WAC 480-70-421 B WAC 480-70-421

Account #: 8002870

Contact:

Service Address:

WAC 480-70-421 Customer Information

[Redacted]

Primary Phone: WAC 480-70-421 Customer Information

Secondary Phone:

Email Address: WAC 480-70-421 Customer Information

Complaint Information:

Complaint ID: CAS-29056-F4X4Q2

Serviced By: Benito Garza

Opened On: 9/9/2021 1:32 PM

Grouped By: Quality Of Service

Description:

The customer called and stated they needed to file a complaint against Basin Disposal. The customer stated they called the company to advise its driver missed their garbage container on Sept. 8. The customer stated the representative was very rude and informed them they have a past bill.

The customer indicated they were told they needed to pay \$60 for their service to continue. The customer stated they paid \$100 toward their account and the company will still not come and service their container. The customer also stated they needed help setting up a new credit card, but the representative would not help and hung up on the customer. The customer called back and spoke to another representative about the missed service and was told "too bad so sad".

The customer is requesting the company service their container as soon as possible. The customer would like to know why the representative hung up on them and would not help them with their account with their new credit card information.

09/10/2021 11:27 a.m. Passed to Basin Disposal via email. Response due 09/14/2021 by 5 p.m.

Thank you,

Benito Garza