

**From:** customerservice@basindisposal.com  
**Sent:** Monday, November 29, 2021 10:42 AM  
**To:** sheri.hoyt@utc.wa.gov  
**Subject:** RE: WA UTC Complaint CAS-31381-G2X2S4 for B [REDACTED] N [REDACTED] CRM:0023640

Hello,

Customer check was send out the last time they spoke to Victor on 11/8/2021. We can't control how long it takes the postal service to deliver the check and we also do not proved any additional interest for delays. We have done our best to get this to the customer in a timely manner and apologize for any conveniences on the customer end.

Thank you,

*Genesis Beltran*

Customer Service Specialist

PO Box 3850, Pasco, WA 99302

509-547-2476 office | 509-547-8617 fax

@ [genesisbeltran@basindisposal.com](mailto:genesisbeltran@basindisposal.com)



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**From:** Hoyt, Sheri (UTC) [mailto:sherihoyt@utc.wa.gov]  
**Sent:** Monday, November 29, 2021 8:40 AM  
**To:** Customer Service <customerservice@basindisposal.com>  
**Subject:** WA UTC Complaint CAS-31381-G2X2S4 for B [REDACTED] N [REDACTED] CRM:0023640

New complaint

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**Washington UTC Complaint CAS-31381-G2X2S4**

Company: Basin Disposal Inc.

Customer: B [REDACTED] N [REDACTED]

Account #: 1308455

Contact:

Service Address:

WAC 480-70-421 Customer Information

Primary Phone:

Secondary Phone:

Email Address:

Complaint Information:

Complaint ID: CAS-31381-G2X2S4

Serviced By: Sheri Hoyt

Opened On: 11/24/2021 3:14 PM

Grouped By: Customer Service

Description:

The customer writes they ended their Basin Disposal service the week of July 3, 2021, and moved out of state. They've talked to Linda twice and Victor twice about a refund of their credit balance but they have yet to receive their money back. Approximately two weeks ago Victor told the customer the check was in the mail but couldn't provide the date the check was mailed. The customer believes Victor is lying about Basin Disposal mailing the check. The customer states Basin Disposal owes them \$33.56 plus 12% interest, the same as Basin Disposal charged them if they were late. The customer's mailing address is WAC 480-70-421 Customer Information

11/29/2021, 8:40 a.m. Passed to Basin Disposal via email. Response due 12/1/2021 by 5 p.m.