

From: Sellards, Andrew (UTC) <andrew.sellards@utc.wa.gov>
Sent: Thursday, March 3, 2022 11:06 AM
To: Basin Disposal Inc. Complaints
Subject: WA UTC Complaint CAS-32402-N2J4Q7 for M [REDACTED] & C [REDACTED] J [REDACTED] CRM:0141501

Hello Leah,

I apologize, please disregard my previous email. This complaint is being closed with the disposition of Consumer Upheld because two violations have been recorded for this complaint. A detailed description of the violations recorded can be found below.

Two violations of WAC 480-70-236 for refusal of service. Basin Disposal confirms services on Aug. 4, and Oct. 6, were missed. No reason was provided for the missed collections. Item 30 of the tariff on file with the commission only allows the company to refuse service if there are weather or safety concerns or there is a public health emergency. One violation is recorded for the missed collections on Aug. 4, and Oct. 6, without explanation.

The complaint is now closed. The disposition is Consumer Upheld. Please note that the Consumer Protection section has an internal quality review program and all closed complaints are subject to review and/or re-opening. The explanation of the violations recorded constitutes technical assistance. Please make all corrections necessary to ensure future compliance. Repeat violations may result in enforcement action, including monetary penalties. Staff considers a number of factors when recommending penalties, including whether past technical assistance was provided and subsequently followed. The company may request a review of this investigation by Sheri Hoyt, Consumer Protection Manager. Please clearly note why the company requests a review and I will forward the request. To contact Sheri directly, email Sheri.Hoyt@utc.wa.gov or call 360-664-1102.

Sincerely,

Andy Sellards (he/him/his)

Regulatory Analyst – Consumer Protection

1-888-333-9882 (Toll Free)

Andrew.sellards@utc.wa.gov

Utilities and Transportation Commission

Respect. Professionalism. Integrity. Accountability.

www.utc.wa.gov

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.