

From: Leah Trent <leaht@basindisposal.com>
Sent: Friday, January 28, 2022 8:42 AM
To: andrew.sellards@utc.wa.gov
Cc: Charlie Dietrich
Subject: RE: WA UTC Complaint CAS-32402-N2J4Q7 for M [REDACTED] & C [REDACTED] J [REDACTED]
CRM:0141501

Good morning Mr. Sellards,

Thank you for your email. Please see [below answers](#) to your inquiry. If you have any further questions please let me know.

Thank you,

Leah Trent

Director, Customer Service
P (509)547-2476
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leaht@basindisposal.com



From: Sellards, Andrew (UTC) [<mailto:andrew.sellards@utc.wa.gov>]
Sent: Thursday, January 27, 2022 11:38 AM
To: Customer Service <customerservice@basindisposal.com>
Subject: WA UTC Complaint CAS-32402-N2J4Q7 for M [REDACTED] & C [REDACTED] J [REDACTED] CRM:0141501

Hello Leah,

I apologize for the delayed response on this one but I have some additional questions.

1. I understand the customer requested every other week service beginning Aug. 11. After reviewing Basin Disposal's Tariff for this area, it doesn't appear that Every Other Week service is an option under Item 100 of the tariff. Is Basin Disposal providing every other week service to this customer outside of Item 100 of the tariff? What is the customer's billing rate? Are they paying for weekly service but only getting every other week service? Please clarify the intervals in which the customer receives service. Is the customer provided a service that is not residential service?

Tariff 94, Item 175, #3, b, ii applies to this customer not Tariff 100. Item 240, 4 yd, note1 applies as this is a 4 yd, non-compacted, company owned container.

2. What was the cause of the missed collection on October 6?

Customer called 10/13/2021 informing BDI that container was not dumped on 10/06/2021. There are no indications the container was not dumped, however once BDI was informed of the concern a work order for pick up was initiated and completed.

Response due by 5 p.m. on 2/1/2022.

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

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