

From: Leah Trent <leaht@basindisposal.com>
Sent: Monday, January 10, 2022 4:24 PM
To: andrew.sellards@utc.wa.gov
Cc: Darrick Dietrich; Charlie Dietrich; Kris May
Subject: RE: WA UTC Complaint CAS-32402-N2J4Q7 for M [REDACTED] & C [REDACTED] J [REDACTED]
CRM:0141501
Attachments: UTC J [REDACTED] 01-10-2022.pdf

Good afternoon Mr. Sellards,

Thank you for your email dated 01/06/2022. Attached you will find the Basin Disposal response to the complaint filed. If you have any further questions or need assistance in closing this matter please contact me directly.

Thank you,

Leah Trent

Director, Customer Service
P (509)547-2476
C (509)518-3428
F (509)547-8617

leaht@basindisposal.com



From: Sellards, Andrew (UTC) [<mailto:andrew.sellards@utc.wa.gov>]
Sent: Thursday, January 6, 2022 1:53 PM
To: Customer Service <customerservice@basindisposal.com>
Subject: WA UTC Complaint CAS-32402-N2J4Q7 for M [REDACTED] & C [REDACTED] J [REDACTED] CRM:0141501

NEW COMPLAINT

Washington UTC Complaint CAS-32402-N2J4Q7

Company: Basin Disposal Inc.

Customer: M [REDACTED] & C [REDACTED] J [REDACTED]

Account #:

Contact:

Service Address:

WAC 480-70-421 Customer Information

[Redacted]

Primary Phone:

WAC 480-70-421 Customer Info

Secondary Phone:

Email Address:

Complaint Information:

Complaint ID: CAS-32402-N2J4Q7

Serviced By: Andrew Sellards

Opened On: 1/6/2022 1:33 PM

Grouped By: Quality Of Service

Description:

The customer notes their normal collection day is Wednesday, but Basin Disposal has missed the previous four collections without providing an explanation or credits for failing to provide the service. The customer notes Basin Disposal is collecting the neighbor's service without issue, but they are being singled out. The customer indicates when they inquired about the missed collections, the Basin Disposal representatives they spoke with were very rude and inconsiderate of their issue. The customer feels that Basin Disposal is discriminating against them by singling them out by not collecting their service, and failing to address the matter civilly.

The customer would like for Basin Disposal to provide reasons for the previous four missed collections, and for Basin Disposal to credit them for the missed collections because they did not receive benefit of the service. Additionally, the customer would like to know why Basin Disposal allows its representatives to speak to its customers in an aggressive manner when they have done nothing wrong but inquire about the service.

Passed to Basin Disposal at 1:50 p.m. on 1/6/2022. Response due by 5 p.m. on 1/10/2022.

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

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.



phone (509) 547-2476
fax (509) 547-8617

January 10, 2022

Washington Utilities
and Transportation
Commission
P.O. Box 47250, Olympia, WA 98504
Re: WUTC Complaint CAS-32402-N2J4Q7

Dear Mr. Sellards,

My name is Leah Trent, and I am the Director of Customer Service at Basin Disposal. I received your email communication on 01/06/2022 on behalf of our customers M [REDACTED] and C [REDACTED] J [REDACTED]. Below are the facts found during our internal investigation.

- Mr. J [REDACTED] lodged a two-part complaint to UTC.
 1. Four previous missed collection opportunities without explanation or offer of credit for non-rendered services.
 2. Rude, inconsiderate treatment by BDI Customer Service with mention of possible discrimination as his neighbor (a church) is seemingly picked up weekly without concern.

- Per historical data on Mr. J [REDACTED]'s account the following is history of customer requests.
 1. 7/26/2021 – per customer request pick up changed to every other week with first pick up date scheduled to be 08/11/2021.
 2. 08/04/2021 – customer stating service did not occur. Container was emptied on 08/06/2021 as a courtesy as scheduled pick up date was not scheduled until 08/11/2021.
 3. 10/13/2021 – customer stating service did not occur on 10/06/2021. Container emptied 10/20/2021.
 4. 01/06/2022 – customer stating service did not occur on 01/05/2022 per his schedule. Container was emptied 01/07/2022 as a courtesy. The next scheduled pick up date is 01/12/2022.

- Subsequent action list
 1. Mr. J [REDACTED] was contacted on 01/07/2022 The pickup schedule was recommunicated and Mr. J [REDACTED] expressed understanding. A credit for two pickups has placed on this account as of 01/07/2022 as a courtesy.
 2. BDI has reiterated to support and service teams the expectation of service excellence and always treating customers with respect.



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fax (509) 547-8617

If there are any other comments or questions please feel free to contact me via email or directly at (509) 518-3428. Thank you again for allowing us to improve our service to the customers in our care.

Leah Trent
Director, Customer Support and Service
leaht@basindisposal.com
(509)518-3428