

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	66468
---------------------------	---	--------------

Customer Info		
Customer:	Walter Jones	Primary Phone: (509) 466-2561
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	8324 North Northview Court	Mailing Address:
City, State, Zip:	Spokane, WA 99208	City, State, Zip: ,
County:	Zip code not in Washington	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 02/23/2001
Company Rep:	Roxanne Shutler	Initially Opened on: 01/11/2001
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Mike Meeks	Closed on: 02/23/2001
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	<p>4/5/01 Escalated to Suzanne Stillwell.</p> <p>1/11/01 JN assigned complaint dated 1-9-01 SEE HARDFILE Customer has ongoing dispute with co. States that when it snows, co. will routinely refuse to collect the garbage. Will fax incoming documents to co. passed complaint via e-mail on 1-11-01 @11:03am Faxed copy of incoming letter.</p>
Results:	<p>Dennis Shuttler/staff investigator has seen the neighborhood and agrees that it is not unreasonable for the company to judge this too dangerous to drive in snow conditions.</p> <p>WAC 480-70-730 (2) Refusal of Service - allows the company to make this judgement.</p> <p>Agreement between Dennis Shutler and Rick Rainbo/company that if conditions prohibit large truck from making a pickup (i.e. on days where the driver determines its hazardous), the company will come back out the next day (or as soon as possible) with 4-wheel drives, or chained-up trucks, to pick up garbage...this is only if the cans are left out.</p>

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	66298
---------------------------	---	--------------

Customer Info		
Customer:	Mary & Edgar Hadley	Primary Phone: (509) 467-3541
Contact:		Other Phone:
eMail Address:	stonerme@worldnet.att.net	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	15724 North Timberwood Court	Mailing Address:
City, State, Zip:	Spokane, WA 99208	City, State, Zip: ,
County:	Zip code not in Washington	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: Other Charges
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 455-0095325-2681-2
M37365		Status: Closed as of: 01/12/2001
Company Rep:	roxanne shuttler	Initially Opened on: 01/03/2001
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 01/12/2001
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Disputing the Recycling charges of \$8.19 on bill. - They do their own recycling. - Company is citing a Spokane County Ordinance requiring recycling. However, when she call Spokane County, they don't know anything about that ordinance.
Results:	Company provided the Spokane County Ordinance (reference).

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	67310
---------------------------	---	--------------

Customer Info			
Customer:	Jeff O'Connor	Primary Phone:	(206) 246-6818
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	11620 3rd Ave S	Mailing Address:	
City, State, Zip:	Seattle, WA 98168	City, State, Zip:	
County:	King		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	Unavailable
Company ID:	M37365	Account Number:	
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of:	05/31/2001
Company Rep:	Tammy Beale	Initially Opened on:	02/22/2001
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Tani Thurston	Closed on:	05/31/2001
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	<p>Company is not being consistent on the day to pickup. Company told customer Fridays is pickup day. For past couple of months, the pickup day keeps changing from week to week. No notice to customer about changing days. Customer tried several times to call company last four days but only gets busy signal.</p> <p>Company number - 206-243-4050.</p>
Results:	The pick up days for the customer are on Friday's. They have not changed for the customer.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	67410
---------------------------	---	--------------

Customer Info			
Customer:	Performance Contracting	Primary Phone:	(206) 623-8750
Contact:	Kathy, Linda or Mary	Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	422 S Forest	Mailing Address:	
City, State, Zip:	Seattle, WA 98134	City, State, Zip:	
County:	King		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Disconnect Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	04/04/2001
Company Rep:		Initially Opened on:	02/27/2001
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Jeanette Nelson	Closed on:	04/04/2001
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	<p>Cust states that the co has stopped picking up their solid waste for approximately 1 month. Cust states that she has a balance of \$234.00 Cust states that the co can't prove where the invoices are that they haven't paid. Cust states that it has been 1 month since their service was disconnected.</p> <p>11:40 passed via email to Sean Hickey of WM of Seattle</p>
Results:	<p>Co found the cust payment in California office.</p> <p>Violation: 480-70-790 for not responding in two business days</p> <p>disposition: Co accepted</p>

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$234.00	Violation(s):	480-70-790

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	67114
---------------------------	---	--------------

Customer Info		
Customer:	James L White	Primary Phone: (509) 299-4972
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	19804 W Steinmetz Ln	Mailing Address:
City, State, Zip:	Medical Lake, WA 99022	City, State, Zip: ,
County:	Spokane	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 03/07/2001
Company Rep:		Initially Opened on: 02/12/2001
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Jeanette Nelson	Closed on: 03/07/2001
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	No
	If "yes," what was the result?
	Please explain your complaint in detail: I would like to know how my garbage rates have increased so much so fast. In March 1999 I payed 54.75 for a 2 can weekly home service. I was just informed by WM that my rates have again been increased to 69.60 as of this billing. This is a 27% increase in two yers,for the same service. How did this happen, who stands up for the consumer? Also please explane how the per ton rate translated to a per can rate ? 4:00 passed via email to Roxanne

Results:	THIS PERCENTAGE CHANGE APPLIES TO THE RATE THAT WAS LAST APPROVED ON APRIL 1, 1995. Given the fact that 5.75 years have expired prior to this most recent rate structure taking affect, calculated out, the actual annual rate increase is approximately 4.6%; which trends similarly to COLA in our area. Specifically, The \$69.60 per quarter billing amount compared to the "old" \$54.75 per quarter billing amount translates into a \$ \$4.95 per month increase for TWO CAN WEEKLY SERVICE.
-----------------	---

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	67415
---------------------------	---	--------------

Customer Info		
Customer:	Robert & Katrina Perasso	Primary Phone: (425) 334-6834
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	4405 103rd Ave SE	Mailing Address:
City, State, Zip:	Everett, WA 98205	City, State, Zip: ,
County:	Snohomish	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Miscellaneous Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 04/30/2001
Company Rep:	Diane Rogers	Initially Opened on: 02/27/2001
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Gail Griffin-Wallace	Closed on: 04/30/2001
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	<p>Customer has repeatedly requested that their dumpster be returned to its spot on the pavement however, the driver removes the dumpster and pushes it across the drive way onto the gravel. A company supervisor has indicated that the area the have for the dumpster is appropriate. Is there a reason the driver on this route does not return the dumpster to the area set aside for it?</p> <p>passed to Waste Mgt NW via email</p>
Results:	<p>Company met with customer and an arrangement was worked out to deal with the dumpster.</p> <p>A violation was recorded for failure to respond to the commission timely. WAC 480-70-790(5).</p>

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$0.00	Violation(s): 480-70-790(5) 1

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	68031
---------------------------	---	--------------

Customer Info		
Customer:	Charles Herrell	Primary Phone: (425) 776-3794
Contact:		Other Phone:
eMail Address:	cherrell@gte.net	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	3803 183rd Street SW	Mailing Address:
City, State, Zip:	Lynnwood, WA 98037	City, State, Zip: ,
County:	Snohomish	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Delayed Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 04/20/2001
Company Rep:	Diane Rogers	Initially Opened on: 03/29/2001
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 04/20/2001
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Bins delivered and service finally began this date, 03-27-2001. Took about 6 weeks
Results:	Not sure why this took 6 weeks. Someone dropped the ball or the fax of the order was misplaced. Normally it only takes 1-2 weeks to fill the order. - Company has changed their process now. They will fax and call the order over.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	67766
---------------------------	---	--------------

Customer Info		
Customer:	Dan Miller	Primary Phone: (509) 624-8021
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	West 6104 Deno Road	Mailing Address:
City, State, Zip:	Spokane, WA 99224 - 9504	City, State, Zip: ,
County:	Zip code not in Washington	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 03/19/2001
Company Rep:	Roxanne Schuttler	Initially Opened on: 03/16/2001
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Mike Meeks	Closed on: 03/19/2001
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Customer is disputing billing. Customer receives quarterly billing states that there is no indication on the bill when it becomes delinquent or when it becomes due per wac 480 70 770 section (2) Customer states he is being threatened for discontinuance of service and states co. is telling him he has until March 26 to pay. Total bill amount is \$57.90. Passed to co. via email @ 2:30 pm on 3-16
Results:	Due to a printing error the information on when the bill becomes delinquent was omitted. Co. has fixed the problem. Violation: 480 70 770(2) Information regarding due date and delinquency not printed on bill. Disposition: Informed Co. of alleged violation.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	68016
---------------------------	---	--------------

Customer Info		
Customer:	George Thompson	Primary Phone: (206) 364-7864
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	18051 25th Ave. N.E.	Mailing Address:
City, State, Zip:	Shoreline, WA 98155	City, State, Zip: ,
County:	King	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 03/29/2001
Company Rep:	Diane Rogers	Initially Opened on: 03/29/2001
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Lori Kanz	Closed on: 03/29/2001
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	-Customer's yard waste was to be picked up 3/26/01. -Recycling and garbage was to be picked up last week. -Company has not picked up any of it. Customer called company and they just said, they were sorry but they had missed his pick up and they wouldn't be out again until 4/9/01. -Customer's cans are full, he needs them emptied.
Results:	-Company records indicate that the customer's cans were not out by 7:00 a.m. (pick up time) -Company going out 3/30/01 to pick up yard waste, recycling and garbage.

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	68176
---------------------------	---	--------------

Customer Info			
Customer:	Wayne Buckles	Primary Phone:	(425) 334-5302
Contact:		Other Phone:	1 800 759 8888 pin # 84343
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	7608 33rd St. NE.	Mailing Address:	
City, State, Zip:	Everett , WA 98205	City, State, Zip:	
County:	Snohomish		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	04/10/2001
Company Rep:	Diane Rogers	Initially Opened on:	04/05/2001
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Mike Meeks	Closed on:	04/10/2001
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	Customer called to say co. missed pick up on Tuesday. Customer states he has tried to contact co. by phone and is put on hold for up to 25 minutes. additionally states that the receptionist is unfriendly. States that he had an issue with the co. regarding damage to his road. states the co. was using his driveway as a turn around and says that the co. made some repairs. Says he suspects that the co. didn't pick up garbage because of the damage issue. Wants the garbage picked up as soon as possible. Passed to co. via email @ 9:32 am on 4-5
Results:	Garbage got picked up on 4-4. Co. did not want to pick up because he had animal parts in the barrel.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	68219
---------------------------	---	--------------

Customer Info			
Customer:	James S. Coryat	Primary Phone:	(206) 772-0764
Contact:		Other Phone:	
eMail Address:	jimcoryat2@home.com	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	6730 South 133rd St.	Mailing Address:	
City, State, Zip:	Seattle, WA 98178	City, State, Zip:	
County:	King		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	853820 SW 0549225
M37365		Status: Closed as of:	05/07/2001
Company Rep:	Rod Rosatto	Initially Opened on:	04/06/2001
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Lynda Johnson	Closed on:	05/07/2001
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description: COMPLAINT RECEIVED VIA INTERNET

Please explain your complaint in detail:
 Afer living in our residence since 1990, we were told that the truck was unable to negotiate our driveway and we would have to carry our garbage next door. The real problem was in fact the driver was changed and the new driver was unable to negotiate the driveway. I am 67 and my wife is 65 and I have a handicap sticker for myself due to a problem with my right leg.

What do you think the company should do to resolve your complaint?
 The waste disposal company said they had to go to larger trucks to achieve "economies of scale" - if that is the case then it is not my fault- my driveway has stayed the same since 1956 when the house was built. I am sure that this situation has created similar challenges due to the size of their trucks and the capabilities of their drivers. We were able to take the garbage next door when my leg was functioning and I have a pickup truck. If for any reason I don't have my truck or I am handicapped as I am now, my wife or someone else has to hand carry the garbage next door. The waste company should figure out a way to get the garbage from my house as they had for the past nine years instead of me having to solve their problems of too large a truck or limitations of their drivers.
 5:00 pm - Faxed to Rob Rosatto - Waste Management-Rainier

Results: Co. stated that the customer's drive way was too narrow to navigate their trucks safety. According to WAC 480-70-730, the company has the discretion to refuse if the conditions are a hazard to their equipment or personnel.

Co. did make a suggestion that the customer build a holding box at the end of their driveway that they could take small bags to dump. The company would then be responsible for removing the cans from the enclosure and dumping them.

Closure Status

Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	
Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	68548
---------------------------	---	--------------

Customer Info		
Customer:	Carla Powell	Primary Phone: (509) 244-5110
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	2279 N. Craig Road	Mailing Address:
City, State, Zip:	Spokane, WA 99224	City, State, Zip: ,
County:	Spokane	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 04/26/2001
Company Rep:	Roxanne Schuttler	Initially Opened on: 04/20/2001
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Lynda Johnson	Closed on: 04/26/2001
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Cust. would like the company to place the lid back on her can correctly after dumping. Cust. stated that currently the company turns the lids upside-down and hers keeps blowing away. 4:15 Passed to Roxanne Schuttler - Waste Management - Spokane
Results:	Co. has told the driver to put the lids on Cust. cans tightly.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	68105
---------------------------	---	--------------

Customer Info		
Customer:	Erich Lish	Primary Phone: (360) 435-0939
Contact:		Other Phone:
eMail Address:	ek_lich@hotmail.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	18026 Greywalles Drive	Mailing Address:
City, State, Zip:	Arlington, WA 98223	City, State, Zip: ,
County:	Snohomish	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Delayed Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 501000369026778
M37365		Status: Closed as of: 04/20/2001
Company Rep:	Diane Rogers	Initially Opened on: 04/03/2001
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 04/20/2001
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	It has been 3 weeks since he asked for recycle bins. Company won't respond to his request.
Results:	Company informed me that the bins have been delivered.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	68138
---------------------------	---	--------------

Customer Info			
Customer:	George Firman	Primary Phone:	(360) 652-5630
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	14119 34th Ave NW	Mailing Address:	
City, State, Zip:	Marysville, WA 98271	City, State, Zip:	
County:	Snohomish		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	Other Charges
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	201-54371
M37365		Status: Closed as of:	06/22/2001
Company Rep:	Diane Rogers	Initially Opened on:	04/04/2001
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Tani Thurston	Closed on:	06/22/2001
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	<p>Customer is disabled and cannot get his can to the road. Company has to go 200 yds to his yard to pick up can. Company is charging 6.36 plus the regular can charge to pick up.</p> <p>Customer said he was not charged this extra charge until this company started providing service. Customer does not feel this charge is reasonable.</p> <p>4-4(1242) Emailed complaint to Diane Rogers.</p>
Results:	Company credited charges.

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$27.56	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	68546
---------------------------	---	--------------

Customer Info		
Customer:	Mary Vasey	Primary Phone: (206) 546-3991
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address	
Service Address:	1139 North 166th Street
Mailing Address:	
City, State, Zip:	Shoreline, Seattle, WA 98133
County:	King; King

Complaint Info	
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business
Complaint Group:	Quality Of Service Lookup
Complaint Keyword:	(None)
Company ID:	M37365
Account Number:	
Company Name:	WASTE MANAGEMENT OF WASHINGTON , INC.
Status: Closed as of:	04/26/2001
Company Rep:	Diane Rogers
Initially Opened on:	04/20/2001
Rep Email Address:	
Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Roger Kouchi
Closed on:	04/26/2001
Disputed Amount:	
Referral:	
Contacted How?	

Complaint Description:	Consumer is disabled (congestive heart failure and rhumatoid arthritis). Has submitted doctor's certificates. Needs walk in service. - Company has missed her pick up 2 weeks in a row. Needs company to come out today to pick up garbage.
Results:	Company provided 1 week of credit and picked up the garbage.

Closure Status	
Disposition:	Consumer upheld
Company Profile:	
Amount Saved:	\$2.50
Violation(s):	

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	69118
---------------------------	---	--------------

Customer Info			
Customer:	Jessica Hager	Primary Phone:	360-657-3689 - res
Contact:		Other Phone:	425-455-5200 - wk
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	6018 14th Ave. N.W.	Mailing Address:	
City, State, Zip:	Marysville, WA 98271	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID: M37365	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
Company Rep:	Diane Rogers	Status: Closed as of:	06/19/2001
Rep Email Address:		Initially Opened on:	05/17/2001
Agency Rep:	Lori Kanz	Quality Review:	<input type="checkbox"/> Done
Disputed Amount:		Closed on:	06/19/2001
Contacted How?		Referral:	

Complaint Description:	<p>-Garbage should have been picked up Monday, 5/14/01. All the neighbor's garbage was picked up.</p> <p>-The customer has called several times but the company, to date has still not picked up the garbage.</p> <p>-The garbage is piling up and the customer would like to have it picked up.</p>
Results:	-Customer did not have garbage in correct area for pickup. Company sent representative out to speak with customer about proper area to set garbage out for pick up.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	69377
---------------------------	---	--------------

Customer Info		
Customer:	Dorothy Tarbet	Primary Phone: (206) 246-4476
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	11973 Marine View Dr SW	Mailing Address:
City, State, Zip:	Burien, WA 98146	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: Unavailable
Company ID:	M37365	Account Number:
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of:
Company Rep:		Initially Opened on: 05/31/2001
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Jeanette Nelson	Closed on: 06/07/2001
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	<p>Company has missed picking up can past two weeks. Company missed again today. Customer called company today. Customer was put on hold for 1 1/2 hours getting a recording saying someone will be answering the call. Noone came on the line. Customer called Rod, Mgr, and left a message.</p> <p>Customer upset over the lack of customer service. Wants company to be available. Customer wants her can picked up.</p>
Results:	Co came out and picked up the can. When the number was called the co answered on the first ring

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	69088
---------------------------	---	--------------

Customer Info			
Customer:	Jack Borrer	Primary Phone:	(253) 931-1313
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	12818 4th Ave S	Mailing Address:	2001 M St NE
City, State, Zip:	Seattle, WA 98168	City, State, Zip:	Auburn, WA 98002
County:	King		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	Other Charges, Taxes
Company ID:	M37365	Account Number:	
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of:	05/30/2001
Company Rep:	Tammy Beale	Initially Opened on:	05/16/2001
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on:	05/30/2001
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description: Customer called Waste Management - Rainier, with questions and a complaint. He was referred to WUTC when the company representative could not answer his questions.

-Customer wants to know what the "County Administration Fee" (\$.66) is for.

Customer also thinks his account balance due is off. I told him I will request a billing/payment history and see if we can straighten his account out.

>5/16/01 9:23 am, called company, asked Rod Rosatto to call me regarding a consumer complaint.

Results: Company provided account information, which the customer feels is accurate. The County Administration Fee is a 22 cent per month fee charged to customers in unincorporated King County, to help reduce waste and promote recycling.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	69124
---------------------------	---	--------------

Customer Info		
Customer:	Craig Homan	Primary Phone: (206) 684-2390
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	12809 24th Ave S	Mailing Address:
City, State, Zip:	Seattle, WA 98168	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: Other Charges
Company ID:	M37365	Account Number:
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of:
Company Rep:		Initially Opened on: 05/17/2001
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Jeanette Nelson	Closed on: 06/13/2001
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Received website complaint form from customer: Customer paid for Oct-Dec 2000 service to Nick Rafo Garbage. Thereafter Waste Management purchased Nick Raffo. Customer canceled service in Dec 2000. Customer provide Waste Management copy of cancelled check. Company pursuing collections.

**Customer wants company to ensure payment was made
 **Customer wants letters to credit reporting agencies advising payment was made
 **Customer wants letter of apology as proof of payment
 **Cusotmer wants refund of 2.37 company owes

Results: Co insured the payment was made, reversed the finance charges, sent letter of apology and refund of \$2.37.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$2.37	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	69846
---------------------------	---	--------------

Customer Info			
Customer:	Les Novakovich	Primary Phone:	(509) 467-6316
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	7311 N. Smith	Mailing Address:	
City, State, Zip:	Spokane, WA 99217	City, State, Zip:	, WA
County:	Spokane		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	06/19/2001
Company Rep:	Roxanne Schuttler	Initially Opened on:	06/19/2001
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Mike Meeks	Closed on:	06/19/2001
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description: This fellow called complaining profusely about Waste Management of Spokane. Says he is just outside the city limits and friends have cheaper bills. Says he is going to refuse to pay his garbage bills. For Residential service, he pays \$45.00 monthly plus \$8.19 for that 'blue thing'. (recycle bin). Please advise as to customer's monthly charges. Is there any way to reduce his monthly bill? passed to co. via email and voice mail @ 1:15pm on 6-19

Results: Customer is billed quarterly. That is why the bill is \$45 + \$8 for recycle

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	70685
---------------------------	---	--------------

Customer Info			
Customer:	Raymond Rikansrud	Primary Phone:	(206) 542-1898
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	2410 NW 201st Lane	Mailing Address:	
City, State, Zip:	Shoreline, WA 98177	City, State, Zip:	, WA
County:	King		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	101-0004508-2677-1
M37365		Status: Closed as of:	08/01/2001
Company Rep:	Diane Rogers	Initially Opened on:	07/24/2001
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on:	08/01/2001
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	<p>Customer says he has had service at this address for 27 years, and in the past year his service has declined considerably. Mr says his scheduled pickup time is missed about 1/3 of the time. Mr says it is a hassle for him to always need to arrange for another pick up day or to wait and take it all out on the scheduled day the following week.</p> <p>What can be done to get this customer taken care of on the scheduled day?</p>
Results:	Customer has a difficult pick up site. The company sent a representative to meet with the customer, and worked with the driver to solve the customer's problem.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	70795
---------------------------	---	--------------

Customer Info		
Customer:	Leslie Geller	Primary Phone: 425-649-9742 (h) 425-936-5931 (w)
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address			
Service Address:	15201 SE 43rd Street	Mailing Address:	
City, State, Zip:	Bellevue, WA 98006	City, State, Zip:	, WA
County:	King		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	08/15/2001
Company Rep:	Rod Rossato	Initially Opened on:	07/30/2001
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Nancy Stanton	Closed on:	08/15/2001
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	<p>Mrs. complaining about spotty service -- her recycling is not picked up consistently. She rec'd one bill credited back on her account but she is still waiting for it to be credited to her credit card -- She has been waiting for nearly 2 months.</p> <p>For over 4 years, WM has not picked up her recycling every week. It is always out the night before, in the same spot. Mrs. has called the company repeatedly to get this remedied, to no avail. Her recycling is still not picked up every week that it's out. She wrote a letter to Dan Bridges, the head of the company, stating that she would not pay her bills until she had a full year of uninterrupted service. Mrs. is upset because she now has to fight with the company every time she receives a statement to have a credit applied to her account.</p> <p>Mrs. think the company should provide the service that she has been paying for for years. Mrs. finally got totally fed up, and she feels her only recourse with is to refuse to pay. She states that she would be happy to pay if she could good service. She further feelsl that so far WM has proven it is an utter failure at managing its services.</p>
-------------------------------	--

Results:	<p>The company has initiated steps to ensure that the customer's recycling is picked consistently. I asked the company to send a letter outlining the steps and advising her of the credit OF \$41.82 they issued to her credit card. I also asked the company to send a copy of the letter to me at UTC, and explained to Rod Rosotto that I do not believe that verbal commitments will be enough for this customer. CLOSED</p>
-----------------	---

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$41.82	Violation(s):	

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	70528
---------------------------	---	--------------

Customer Info		
Customer:	Terry McNeil, et. al.	Primary Phone: (360) 466-3500
Contact:		Other Phone:
eMail Address:	mcneitr@cnw.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	16750 Warren St	Mailing Address:
City, State, Zip:	La Conner, WA 98257	City, State, Zip: , WA
County:	Skagit	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: Taxes
Company ID:	M37365 WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
Company Rep:		Tim Crosby
Rep Email Address:		Status: Closed as of: 07/26/2001
Agency Rep:	Diana Otto	Initially Opened on: 07/18/2001
Disputed Amount:		Quality Review: <input type="checkbox"/> Done
Contacted How?		Closed on: 07/26/2001
		Referral:

Complaint Description: Petitioners filed complaint against company in writing with 28 signatures stating that the company immediately remove the invalid and illegal* Swinomish Utility Business Activity Tax on fee-land property within the exterior boundaries of the Swinomish Reservation. *Which were again validated by the recent "Supreme Court Case, Atkinson Trading Co. v. Shirley and 9th Circuit Court Big Horn v. Adams 9935799" decisions and opinions.
SEE HARD FILE
11:05)called Tim Crosby @ Waste Management - Rural Skagit, G-237, passed complaint on to his voice mail.

Results: Co did not have the Swinomish tribal tax in its tariff. The company agreed to credit the total taxes back to the non-tribal members that were charged the tax. There are about 750 customers who will be credited totaling about \$6,700.00. The credits will be done over a 3 month billing cycle with 1/3 of the customers to be credited each month beginning in Aug. The company will stop billing the tax on the July bill.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$6,700.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	70546
---------------------------	---	--------------

Customer Info		
Customer:	Bob McAslin ***	Primary Phone:
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	607 South Shelley Lake Lane	Mailing Address:
City, State, Zip:	spokane, WA	City, State, Zip: , WA
County:	spokane	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 08/02/2001
Company Rep:	Roxanne Schuttler	Initially Opened on: 07/18/2001
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 08/02/2001
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Legislative referral from Senator Bob McCaslin ...
	Disputing \$1.00 late fees (2 each)
Results:	Provided letter response ...

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.59	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	71185
---------------------------	---	--------------

Customer Info		
Customer:	Saint-Gobain Performance Plastics	Primary Phone:
Contact:	Brian Goddard	Other Phone: (206) 369-7042
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	3711 S. Hudson	Mailing Address:
City, State, Zip:	Seattle, WA 98118	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID: M37365	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
Company Rep:	Carol Thoma	Status: Closed as of: 08/30/2001
Rep Email Address:		Initially Opened on: 08/15/2001
Agency Rep:	John Cupp	Quality Review: <input type="checkbox"/> Done
Disputed Amount:		Closed on: 08/30/2001
Contacted How?		Referral:

Complaint Description: Customer says the garbage at his business is not getting picked up. He is on a call when needed basis, and called the company on 8/9. He was told it would be picked up that evening or the next morning. Mr says he is given various excuses, such as being short of drivers. This pattern continued through 8/15. When the customer got the same answer once again, he called UTC.

Customer is getting very anxious to have the refuse picked up because the Fire Department is scheduled to tour his facility on 8/20.

(complaint passed to company via telephone, 8/15 3:32)

Results: The pick up was delayed due to past due payments. The account has been cleared up and the pick up was made before the customer's 8/20 fire inspection.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	70839
---------------------------	---	--------------

Customer Info		
Customer:	The Cutting Room	Primary Phone: (206) 932-2401
Contact:	Elizabeth Prokopf	Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	4038 California Avenue SW	Mailing Address:
City, State, Zip:	Seattle, WA 98116	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disconnect Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 08/03/2001
Company Rep:	Carol Thoma	Initially Opened on: 08/01/2001
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 08/03/2001
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Upset that the company threatened her employee and landlord with disconnection if she did not pay her bill. Total amount owing is \$89.
Results:	Nonjurisdictional. Under City of Seattle contract. However, company did a write-off to the old account of \$29.58.

Closure Status		
Disposition:	Nonjurisdictional	Company Profile:
Amount Saved:	\$29.58	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	70946
---------------------------	---	--------------

Customer Info		
Customer:	Chris Crisler	Primary Phone: (509) 747-5022
Contact:		Other Phone:
eMail Address:	chriscrisler@netscape.net	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	7714 West Terrace Drive	Mailing Address:
City, State, Zip:	Cheney, WA 99004	City, State, Zip: , WA
County:	Spokane	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 85530232218248
M37365		Status: Closed as of: 08/21/2001
Company Rep:	Mike ward	Initially Opened on: 08/06/2001
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 08/21/2001
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Disputing 10 cent increase for increased transfer fees. Was not notified. Wants to know if company filed this rate increase with the Commission.
Results:	Company did file for the rate increase due to disposal fee increases. WUTC rules (WAC 480-70-271(2a)) requires the company to notify consumers of a disposal fee increase on the first effective bill. The reason for this is because these are essentially pass through charges. The company does not have any control over these costs.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	71057
---------------------------	---	--------------

Customer Info		
Customer:	Robert Mair	Primary Phone: (206) 763-8764
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	1900 S 104th St.	Mailing Address:
City, State, Zip:	Seattle, WA 98168	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 04/11/2002
Company Rep:	Rod Rosatto	Initially Opened on: 08/09/2001
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Gail Griffin-Wallace	Closed on: 04/11/2002
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer paid his solid waste bill a week prior to Wed pickup date 7/26. Customer has not had a pickup.

Why is this customer being missed?

passed to Waste Management via fax.

Results: Company never responded - customer sent letter requesting contact if issue is not resolved.

Closure Status		
Disposition:	No findings	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	72002
---------------------------	---	--------------

Customer Info		
Customer:	John Huddle	Primary Phone: (425) 347-6909
Contact:		Other Phone:
eMail Address:	Henryj428@aol.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	1820 98th Place SW	Mailing Address:
City, State, Zip:	Everett, WA 98204	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 10/18/2001
Company Rep:	Diane Rogers	Initially Opened on: 09/26/2001
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 10/18/2001
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Company missed pick up claiming could not get through. However, a recycle truck was able to make it through. - Wanted company to come back out to pick up the garbage. Does not have a second container.
Results:	Road Maintenance precluded a pick up. Would have come out the next day if consumer had requested next day pick up.

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	72581
---------------------------	---	--------------

Customer Info		
Customer:	Best Western PepperTree Inn	Primary Phone: (509) 624-4655
Contact:	Rita Santillanes Dolly	Other Phone:
eMail Address:	peppertrees1@mindspring.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address			
Service Address:	3711 S. Geiger Blvd.	Mailing Address:	
City, State, Zip:	Spokane, WA 99224	City, State, Zip:	, WA
County:	Spokane		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	12/04/2001
Company Rep:	Roxanne Hudgens	Initially Opened on:	10/24/2001
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Mike Meeks	Closed on:	12/04/2001
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	<p>Customer called to say that service pick up times have changed. Customer states that they have had 3 time per week pick up in the morning. This has recently been chaged to p.m. pick up and this is creating a problem for the motel. Customer states that garbage accumulates over the weekend and is picked up in the late afternoon and the bin is over-flowing. States this has not been a problem in the past and wants the service back the way it was previously. Additionally, Customer is disputing over-charges for garbage overflow that has been created by the pick up schedule change. Amount is dispute \$110 and the customer is saying that Waste Management is threatening to stop the service. Customer wants refund for the over charge and wants the service schedule returned to the way it has been in the past.</p> <p>Passed to co. @ 10:56am on 10-24</p>
-------------------------------	---

Results:	Company agreed to adjust scheduled pick ups. Credited off the overcharges in the amount of \$110.40.
-----------------	--

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$110.40	Violation(s):	

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	72201
---------------------------	---	--------------

Customer Info			
Customer:	Joe Skalka	Primary Phone:	425-488-0516 - res
Contact:		Other Phone:	206-386-4240 - wk #
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	11120 N.E. 145th St.	Mailing Address:	
City, State, Zip:	Kirkland, WA 98034	City, State, Zip:	, WA
County:	King		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Refusal Of Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	06/28/2002
Company Rep:	Tristen Hughes	Initially Opened on:	10/05/2001
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Lori Kanz	Closed on:	06/28/2002
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	<p>-Customer lives on street where one side is serviced by Rabanco and the other by Waste Management (Sno-King).</p> <p>-The customer has lived there for 7 years and has always used a can he had purchased from Rabanco when he lived at a prior address.</p> <p>-Waste Management now says that he cannot use that can anymore because it says Rabanco on it, although they have picked it up for the last 7 years and it is a standard sized can that belongs to him.</p> <p>-The company told the customer the reason that he can no longer use that can is that they are being fined by an agency if they pick up that can.</p> <p>-Customer owns the can and if the company wants him to use a different can he feels they should provide him with one, at no expense to him.</p>
Results:	<p>-Using another company's carts can be a liability issue with the company if a driver is injured by the cart.</p> <p>-10/01 the company supplied the customer with one of its carts.</p>

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	73119
---------------------------	---	--------------

Customer Info			
Customer:	Andrea Scoggins	Primary Phone:	206-254-4499 wk
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	10030 Holly Drive #114	Mailing Address:	
City, State, Zip:	Everett, WA 98204	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	12/26/2001
Company Rep:	Jeff McMahon	Initially Opened on:	11/26/2001
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	diana otto	Closed on:	12/26/2001
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description: opened by Pam (she requested a supervisor handle the complaint)
 Cust complained to the Co regarding the service of a particular garbage carrier
 He had dumped trash on the street when he picked up the garbage and turned the can over.
 As soon as he did this, he insisted that she begin to follow the rules re; requirements for
 garbage pickup. (bagging, loose items etc) She does not have a problem with this, the
 problem is she maintains this has been retaliatory in nature.
 She has requested and has not been furnished a response from the Co that a complaint has
 been filed.

11/26 1:20 referred to Diana

Results: Co confirmed Mrs complaint in writing to the customer and also via a telephone
 conversation. Co agreed with Mrs that she was putting her garbage out in compliance with
 rules. The garbage truck driver has been reprimanded and re-trained. Co provided copy of
 12/26/01 letter to Mrs confirming this info.

Violation: 480-70-386(1bii) for failing to respond to the complaint within 2 business days.

Disposition: The company was advised of the violation on 12/21/01 and a new request for
 information was made.

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	480-70-386(1bii) 1

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	73100
---------------------------	---	--------------

Customer Info		
Customer:	Jim Munneke	Primary Phone: (425) 334-4785
Contact:		Other Phone:
eMail Address:	jlmunneke@cs.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	14827 OK Mill Road	Mailing Address:
City, State, Zip:	Snohomish, WA 98290	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: Other Charges
Company ID:	M37365 WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
Company Rep:		Carol Thoma
Rep Email Address:		Status: Closed as of: 12/21/2001
Agency Rep:	Nancy Stanton	Initially Opened on: 11/26/2001
Disputed Amount:	37.88	Quality Review: <input type="checkbox"/> Done
Contacted How?		Closed on: 12/21/2001
		Referral:

Complaint Description: Machias Mobile Home Park.

Mrs. owns and manages the park with 15 mobiles but lives off site.

Mrs. has been trying to get the company to bill correctly for a 4 yd. container. She gets two 2 yard containers because Waste Mgmt. supervisor told Mrs. that the company does not have the truck to pick up a 4 yd container in the park. The supervisor was a man names Gary. This was one yr. ago. Waste Mgmt. tells Mrs. that Gary is no longer employed by them.

Mrs. wants to be billed \$181.11 a month. She keeps getting extra chgs for multi-dwelling area bringing - it now is \$218.99. The park is surrounded by farms and five acres.

Mrs. researched Lynnwood disposal rate \$111.86 going all the way to Gold Bar. Mrs. said she feels that Waste Mgmt. is overcharging her.

Passed to Waste Mgmt. via net w/rrr on Thursday, December 6, 2001 at 10 am

Results: Waste Mgmt. is honoring their former employee's price quote to this customer. She will be billed at \$181.11 4 yrd. container rate per Joann Zerfoss at the company. Mrs. was billed incorrectly at the higher rate for one month. Waste Mgmt. issued credit for the difference between \$218.99 and \$181.11. Mrs. will be billed at the correct rate going forward. Joann Zerfoss instructed me to tell customer if she had further questions to contact Joann direct.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$37.88	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	74084
---------------------------	---	--------------

Customer Info		
Customer:	Gary & Holly Burke	Primary Phone: (206) 439-7065
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	2505 South 123rd Street	Mailing Address:
City, State, Zip:	Seattle, WA 98168	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 400-0013397-1055-8
M37365		Status: Closed as of: 02/11/2002
Company Rep:	Rod	Initially Opened on: 01/17/2002
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 02/11/2002
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Company refuses to drive down driveway to pick up recycling. They do drive down driveway to pick up garbage for an additional \$5.00 fee. - Has been charged for recycling but company has not picked up any recycling. In fact, they haven't even delivered the recycling bins.
Results:	Company left recycling bins for consumer. Consumer will need to bring bins to edge of road for pick up.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	74746
---------------------------	---	--------------

Customer Info			
Customer:	Jerry Carter	Primary Phone:	509-927-1509 (h)
Contact:		Other Phone:	509-994-9814 (w)
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	10205 E. 48th Street	Mailing Address:	
City, State, Zip:	Spokane, WA 99206	City, State, Zip:	, WA
County:	Spokane		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	02/13/2002
Company Rep:	Diane Rogers	Initially Opened on:	02/12/2002
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Nancy Stanton	Closed on:	02/13/2002
Disputed Amount:	2.79	Referral:	
Contacted How?			

Complaint Description: Mr. is being charge for recycling when he had never been charged in the past. Waste Mgmt. stopped picking up Mr. recyclables two weeks ago. Prior to that they always picked it up. Waste Mgmt. tells Mr. that he does not have an account and, therefore, must pay for recycling. Mr. extremely upset over this.

Passed to Waste Mgmt. Spokane to Diane Rogers on Tuesday, 2-12-02 at 1:10 pm Asked Diane to let me know who I should pass the complaint to since customer does not have an account with Waste Mgmt.

Results: Company driver had been incorrectly picking up the recyclables from this address and Mr. was not being charged. Mr. has not been, nor does he want to be a customer of Waste Mgmt. He understand now why this happend and he will take care of his own recyclables from now on. I gave Mr. the number to contact Spokane county offices to voice his displeasure. He said customers had to pay for an incinerator and companies can sell recyclables so Mr. feels he should nto have to pay for pickups of recycling materials. The 2.79 per month is a tarified rate.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$2.79	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	74594
---------------------------	---	--------------

Customer Info			
Customer:	Von Northland	Primary Phone:	(425) 335-5638
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	4280 115th Avenue SE	Mailing Address:	
City, State, Zip:	Snohomish, WA 98290	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	201-0085012-2677-6
M37365		Status: Closed as of:	02/08/2002
Company Rep:	Diane Rogers	Initially Opened on:	02/05/2002
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on:	02/08/2002
Disputed Amount:	7.01	Referral:	
Contacted How?			

Complaint Description:	Disputing \$7.01 in charges. Company is saying that they had 2 extra cans. They only have one can and they never put out any extras. - Wants to know how to preclude these extra charges in the future.
Results:	Adjusted the disputed charges of \$7.01

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$7.01	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	74822
---------------------------	---	--------------

Customer Info		
Customer:	Compton Winspear	Primary Phone: (360) 387-8271
Contact:		Other Phone: 425-501-6326 (cell)
eMail Address:	comptondwin@aol.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	1958 S East Camano Drive	Mailing Address:
City, State, Zip:	Camano Island, WA 98282	City, State, Zip: , WA
County:	island	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 03/14/2002
Company Rep:	Tim Crosby	Initially Opened on: 02/15/2002
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 03/14/2002
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Disputing the \$1.00 per week pack out fee. He is putting his can within the 60 feet right-of-way.
Results:	Company sustained charges. Checked tariff. Company was charging correctly.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	74956
---------------------------	---	--------------

Customer Info			
Customer:	Linda Hawley - Tomson	Primary Phone:	NA
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	N 35312 Newport Hwy #220	Mailing Address:	
City, State, Zip:	Chattaroy, WA 99003	City, State, Zip:	, WA
County:	Spokane		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	04/16/2002
Company Rep:	Roxanne Hudgens	Initially Opened on:	02/22/2002
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Tani Thurston	Closed on:	04/16/2002
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	<p>Received email complaint from customer:</p> <p>1) Customer prepaid bills. Company switched to 3 mos ahead billing. Customer's service disconnected without notice. ****Please provide record of disconnection procedures</p> <p>2) Customer ordered 2-can rate. Company told her later she was paying \$5.00 too much but refused to refund. ****Please provide billing record for this customer's service.</p> <p>2-22 (1023) emailed complaint to Roxane Hudgens</p>
-------------------------------	---

Results:	<p>1) The company stated it does not bill three months in advance. The company bills one month in arrears, one month for the current month and one month in advance. Company cancelled service without proper notice. The company mailed you a past-due notice that did not allow for at least 8 business days prior to cancellation.</p> <p>2) The company does not have record of speaking to customer about a two-can rate until November 12, 2001. Prior to that, the company's records show their representative attempted to contact the customer on December 1, 1999 and August 27, 2001. The company mailed a letter to the customer on September 7, 2001 regarding the two-can rate. The company back-dated a credit for the service period of October/November/December 2001 in the amount of \$27.30.</p> <p>Violation noted.</p>
-----------------	--

Closure Status	
Disposition:	Consumer upheld
Company Profile:	

Amount Saved:	\$0.00	Violation(s):	480-70-710 (3) 1
Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	75065
---------------------------	---	--------------

Customer Info		
Customer:	Jim Kuich	Primary Phone: (206) 386-7923
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	1210 222nd PI SW	Mailing Address:
City, State, Zip:	Bothell, WA 98021	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Miscellaneous Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 04/02/2002
Company Rep:		Initially Opened on: 02/28/2002
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Tani Thurston	Closed on: 04/02/2002
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Customer said every Wednesday pick-up day, trucks let the recycled paper fly out of the truck onto the road. Customer has called company several times but cannot get company to do a better job of keeping the paper in the truck. 2-28 (1033) emailed complaint to Diane Rogers, company
Results:	Company spoke with the driver and to ensure he knows the policy that if things come out of our trucks we stop and pick them up and will track it for a couple of weeks making the driver call in when he is in that area. Supervisor will then make a site visit after pick up

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	75292
---------------------------	---	--------------

Customer Info		
Customer:	Debbie Byersdorfer	Primary Phone:
Contact:		Other Phone: 206-829-1401 ext 103
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	16010 S.E. 45th St	Mailing Address:
City, State, Zip:	Issaquah, WA 98027	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID: M37365	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
Company Rep:	Steve	Status: Closed as of: 03/12/2002
Rep Email Address:		Initially Opened on: 03/11/2002
Agency Rep:	Pam Smith	Quality Review: <input type="checkbox"/> Done
Disputed Amount:		Closed on: 03/12/2002
Contacted How?		Referral:

Complaint Description:	Cust is attempting to start refuse service. She has called Rabanco and WM Rainer, both Companies say she is not in their area. She called me last week and according to our records she should be serviced by Rabanco. She provided that info to Rabanco and they still said no. Cust provided the telephone # of Rabanco 425-392-6651
Results:	Cust was in Waste Management Territory, service has been set up.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	75411
---------------------------	---	--------------

Customer Info		
Customer:	Julie Halvarson	Primary Phone: (425) 868-2684
Contact:		Other Phone:
eMail Address:	jules@talentaq.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	804 207th Avenue, NE	Mailing Address:
City, State, Zip:	Sammish, WA 98074	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 06/03/2002
Company Rep:	Chris Hicks	Initially Opened on: 03/14/2002
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Diana Jones	Closed on: 06/03/2002
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	(complaint assigned via Web - see activity for entire complaint information) Summary of complaint Consumer's garbage was not picked up, per the company, due to the weather was unsafe because of the hills. *passed via fax to cmp/Teresa Paulson on 3/14/02 at 11:40am Response due on 3/18/02
Results:	Co. credited the account for 1wk service - \$4.20. Co. did not pick up on the scheduled week due to weather.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$4.20	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	75142
---------------------------	---	--------------

Customer Info		
Customer:	John Girt	Primary Phone: (425) 562-4205
Contact:		Other Phone:
eMail Address:	john@girt.net	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	4629 191st Ave SE	Mailing Address:
City, State, Zip:	Issaquah, WA 98027	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: Other Charges
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 04/11/2002
Company Rep:	Carol Thoma	Initially Opened on: 03/04/2002
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Nancy Stanton	Closed on: 04/11/2002
Disputed Amount:	31.15	Referral:
Contacted How?		

Complaint Description:	<p>Mr. rec'd a notice Feb. 1st that Rabanco was now his carrier. Waste Mgmt. billed Mr. \$45.00 - Mr. asked for a corrected bill It should have been 13.85 according to the company but company is refusing to send corrected bill. Mr. wonders how many customers will be receiving the incorrect bill and be paying the entire amount. Mr. is disputing \$31.15</p> <p>I encouraged Mr. to advise his neighbors to contact WUTC and that I would process his complaint.</p> <p>Passed to Waste Mgmt. Rainier to Carol Thoma on Monday, 3-4-02 12:30 pm. via net w/rrr</p>
Results:	Company issued revised bill to all affected customers. Mr. rec'd his revised bill with a March 28 due date. Advised customer asking for a response if he is ready to close.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$31.15	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	76113
---------------------------	---	--------------

Customer Info	
Customer: Patsy Fox	Primary Phone: 360-896-4710 Patsy 360-694-0263 daughter Susan Fox
Contact:	Other Phone:
eMail Address:	Fax:
Privacy Confidential: <input type="checkbox"/> Yes	

Address	
Service Address: 4618 NE 15th Avenue	Mailing Address: 700 NE. 92nd Street
City, State, Zip: Vancouver, WA 98663	City, State, Zip: Vancouver, WA 98664
County: Clark	

Complaint Info	
Class of Service: <input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group: Deposit Lookup	Complaint Keyword: (None)
Company ID: M37365	Account Number:
Company Name: WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 07/24/2002
Company Rep: Mike Jeffries	Initially Opened on: 04/12/2002
Rep Email Address:	Quality Review: <input type="checkbox"/> Done
Agency Rep: Nancy Stanton	Closed on: 07/24/2002
Disputed Amount: 500	Referral:
Contacted How?	

Complaint Description: THIS IS WASTE MGMT. VANCOUVER MIKE JEFFRIES

Mrs. had a lot of waste due to cleaning out an old house. She delivered a deposit check for \$500.00 directly to the company office in Vancouver. She was supposed to get a refund. Instead Waste Mgmt.added another \$300.00 to her credit card. She was originally told the cost would be about \$200.00. The trash sat waiting for pickup for three days. Mrs. kept calling the office for them to come pickup but they didn't.

First the company told customer that the refund check was in the mail. Then they told daughter, Susan Fox, that she would receive the refund at the end of the month. Patsy Fox, (Mom) is upset because she has a total of \$800.00 into Waste Mgmt. when the total cost should have been far less. There were three pickups and Patsy said the company should know how much each trip cost because they had to weigh full and then empty. Someone at the Spokane office told Mrs. that she would only be getting \$100.00 back. Mrs. is disputing this amount of refund. It should be far more per Mrs. I asked this customer to have her daughter fax me her notes because Mom said daughter kept good records of all the contacts with the company and the pickups etc. Mrs. said she would have her daughter send the fax.

Passed to Waste Management NW via net w.rrr to Diane Rogers on Friday, April 12, 2002 at 4:05 pm

11:30 am) Passed to Mike Ward, Waste Mgmt. Spokane via fax on Wed. 5-8-02

Results: Mrs. rec'd her refund from Waste Mgmt.

Closure Status	
Disposition: Consumer upheld	Company Profile:

Amount Saved:	\$500.00	Violation(s):	
Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	76404
---------------------------	---	--------------

Customer Info	
Customer: Mike Taylor	Primary Phone: 360-887-4004(h) 360-727-0048(w)
Contact:	Other Phone:
eMail Address: wmtaylor@shellopus.com	Fax:
Privacy Confidential: <input type="checkbox"/> Yes	

Address	
Service Address: 1180 N. 1st Street	Mailing Address: PO Box 269
City, State, Zip: Ridgefield, WA 98642	City, State, Zip: Ridgefield, WA 98642
County: Clark	

Complaint Info	
Class of Service: <input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group: Disputed Bill Lookup	Complaint Keyword: Other Charges
Company ID: M37365 WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 469181
Company Rep: Wastemanagement SVC	Status: Closed as of: 07/31/2002
Rep Email Address:	Initially Opened on: 04/25/2002
Agency Rep: Nancy Stanton	Quality Review: <input type="checkbox"/> Done
Disputed Amount:	Closed on: 07/31/2002
Contacted How?	Referral:

Complaint Description: Upon receiveing an overweight can charge on one of my bills, I called Waste Connections billing office in Vancouver, WA. I asked them how they knew my can was overweight and they told me that their drivers weigh suspected cans to get an exact weihtg. I asked them if their trucks truely had scales on them and I was told yes. I asked them to remove the charge because I didn't believe my can was overweight and the customer service person told me that if she removed the charge they would then no longer pick up my can if it was overweight. I backed down in protest, and paid the charge. The second time it happened I called their office again a demanded they remove the charege becasue I knew my can was not heavy at any time during that month. She removed it becasue I was writing a complaint letter to their company's manager and did not use the threat of not picking my can up if it was deemed to be overweight. I did write the letter and the regional boss pushed the complaint down to the local Clark County manager.

He (and I can't remember his name) did call me and explained that all their trucks had scales and if they didn't they soon would have or had been taken off for maintenance. I caught my driver the next week after our conversation and asked him to weigh my can, and his answer surprised me. He said that his truck did not have scales and has never had them. I aksed him if they were due to be installed and he said not that he knew. Giving them the benefit of doubt I let a few months go by and then stopped another driver in a different part of Clark Count and asked him to weigh a can he was picking up, but his answer did not surprise me. He told me he did not have scales on his truck and that as far as he knew none of their trucks had scales. I would have called their manager back and called him a liar if I had his name. I can't believe, 1. that a company can mis-represent thenselves this way, and 2. that there is no competition that I can go to. There used to be a time when this industry was not as regulated as it i
s now and I could shop around for an honest company to do business with. Now my hands are tied due to your over-regulation of these kinds of businesses. And in my opinion this is why we have this kind of mis-representation going on...no competition.

I would like this company investigated for wrong doing and mis-representation to thier customers. I would like all the overweight can charges refunded to all their accounts and if they want to charge them then they need to get scales installed on their trucks. Also, my Father's garbage service in Eugene, Or (Lane County) gives them a \$1 dollar per month credit to use their recycling service. Here in Clark County they charge us \$3 month for the service, and I believe I was told that even if I don't use the recycling service I would be charged. Is this correct?

2:55 pm) Passed to Waste Mgmt. NW via net w/rrr on Thurs. 4-25-02
 8:30 am) Passed to Waste Mgmt. Vancouver via Fax on Mon. 4-29-02
 1:00 pm) Passed to Waste Mgmt. in Vancouver via net on Wed. 5-8-02 to Marie LeCrone because Mr. Jeffries is on two week vacation until May 20th. Marie said her office doesn't handle any complaints but under the circumstances, she will see to it that this complaint gets an immediate response

Results: Sent e-mail to customer explaining nonj and giving appropriate referrals with copies to Nancy Moen/UTC and Suzanne Stillwell/UTC

Closure Status

Disposition:	Nonjurisdictional	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories

Industry:	227 - Solid Waste	Docket Number:	
-----------	-------------------	----------------	--

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	76353
---------------------------	---	--------------

Customer Info		
Customer:	Margie Natola	Primary Phone: (360) 293-0919
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	6992 State Rte. 20 Spur	Mailing Address:
City, State, Zip:	Anacortes, WA 98221	City, State, Zip: , WA
County:	Skagit	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Refusal Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 05/08/2002
Company Rep:	Matt	Initially Opened on: 04/24/2002
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Pam Smith	Closed on: 05/08/2002
Disputed Amount:	0	Referral:
Contacted How?		

Complaint Description: Cust lives at the end of a long County Road, Cust did work on ditch. Co damaged it, they forced to pay for repairs. Now Co they won't serve the customer. In customers opinion the road is fine as long as they stay on the main road, When the damage happened the driver took a short cut.

Results: cust has signed waiver, Co will go down long driveway and pick up service.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	76886
---------------------------	---	--------------

Customer Info		
Customer:	Max Fischbach	Primary Phone: (425) 774-4681
Contact:		Other Phone:
eMail Address:	mfischbach@mindspring.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	18704 41st Place West	Mailing Address:
City, State, Zip:	Lynnwood, WA 98036	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 06/07/2002
Company Rep:	Diane Rogers	Initially Opened on: 05/17/2002
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Mike Meeks	Closed on: 06/07/2002
Disputed Amount:	21.06	Referral:
Contacted How?		

Complaint Description:	Customer states he was overcharged during spring cleanup. Co. stated he didn't live within the City limits where the Spring cleanup rates applied. Full text of the customer comments on the review page. Passed to co. @ 12:18pm on 5-17.
Results:	Co. issued credit in the amount of \$21.06.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$21.06	Violation(s): 480-70-790 1

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	77252
---------------------------	---	--------------

Customer Info		
Customer:	Blue Sky County Farms	Primary Phone: (509) 276-2052
Contact:	Glenn Tongue	Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	West 503 Bridge Road	Mailing Address:
City, State, Zip:	Deer Park, WA 99006	City, State, Zip: , WA
County:	Spokane	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: Other Charges
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 950083892118254
M37365		Status: Closed as of: 07/05/2002
Company Rep:	roxanne hudsons	Initially Opened on: 06/07/2002
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 07/05/2002
Disputed Amount:	430	Referral:
Contacted How?		

Complaint Description:	Rates went from \$278 per month for 16 trailers in park to \$430 per month in last few months. Company will not offer any explanations.
Results:	Proper rates being charged. Provided info to consumer.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	77435
---------------------------	---	--------------

Customer Info		
Customer:	Christine Kerlin	Primary Phone:
Contact:		Other Phone:
eMail Address:	ckerlin@yahoo.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	502 172nd Street NW	Mailing Address:
City, State, Zip:	Arlington, WA 98223	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 08/26/2002
Company Rep:	Carol Thoma	Initially Opened on: 06/18/2002
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Nancy Stanton	Closed on: 08/26/2002
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Mrs. claims her recyclables are not being picked up. Mrs. appears very bitter about the non-responsiveness of the company. Passed to Carol Thoma @ Waste Mgmt. via net w/rrr on 7-9-02 at 3:10 pm
Results:	Company denies that there were multiple missed pickups. Company records indicate that Mrs. had not called in a missed pickup since June, 2001.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	77697
---------------------------	---	--------------

Customer Info			
Customer:	Clara M. Lyshol - Deceased	Primary Phone:	360-452-7947 - before 7-16
Contact:	Gary Lyshol	Other Phone:	808-326-7903 - after 7-16
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	10531 E Riverside Dr	Mailing Address:	75-6081 Alii Drive Unit R103
City, State, Zip:	Bothell, WA 98011	City, State, Zip:	Kailua Kona, HI 96740
County:	King		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	Other Charges
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	300-47-2232
M37365		Status: Closed as of:	07/10/2002
Company Rep:	Chris Hicks	Initially Opened on:	07/02/2002
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Tani Thurston	Closed on:	07/10/2002
Disputed Amount:	117	Referral:	
Contacted How?			

Complaint Description:	<p>Re: Waste Management Sno-King</p> <p>Customer passed away two years ago. Son became executive of the estate. Son stated service is mandatory. Son completed and sent in form to cancel service. Company has not provided service nor billed for service until now. Company has issued billing for 117.00 saying son was suppose fill out form again. Son did not know that. Company is requiring payment regardless.</p> <p>7-2 (412) emailed complaint to Chris Hicks</p>
Results:	<p>The City limits of Bothell they has mandatory service. A resident can put service on a vacation stop for no longer than 1 year and then they must renew the request. The request that they sign stated: Garbage: City of Bothell Garbage Ordinance #575 I hereby state under oath and under penalty of perjury that the premises located at the above address will be continuously vacant and unoccupied more than one calendar month. Beginning _____ through _____. Note: If vacancy exceeds a period of 1 year you must submit a new vacancy exception form or your service will be restarted. Request for vacancy stop must be submitted in advance of vacancy.</p> <p>Customer was referred to the City of Bothell.</p>

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	77800
---------------------------	---	--------------

Customer Info		
Customer:	Sarah Walcott	Primary Phone: (206) 417-3667
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	1830 North 150th Street	Mailing Address:
City, State, Zip:	Seattle, WA 98133	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 101000897926770
M37365		Status: Closed as of: 08/13/2002
Company Rep:	Diane Rogers	Initially Opened on: 07/08/2002
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 08/13/2002
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Company failed to pick up on 7/4; 7/5; 7/6; 7/7; and 7/8. - Put garbage out on 7/4/2002 and it is still sitting out at the curb. - Company is refusing to come back out an pick up.
Results:	Company came back out to pick up and promised to do a better job in the future.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	78668
---------------------------	---	--------------

Customer Info			
Customer:	June Holmes	Primary Phone:	(206) 546-5671
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	19903 2nd Avenue NW	Mailing Address:	
City, State, Zip:	Shoreline, WA 98177	City, State, Zip:	, WA
County:	King		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	Taxes
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	101-0001696-2677-7
M37365		Status: Closed as of:	09/12/2002
Company Rep:	Diane Rogers	Initially Opened on:	08/22/2002
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on:	09/12/2002
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	Company couldn't tell her why the refuse tax was different on her bill from her previous bill (38 cents) to her current bill (44 cents). All the other charges are the same.
Results:	Explained the difference was an error. May bill did not have the Shoreline hazardous waste tax added in. This has been corrected.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	78686
---------------------------	---	--------------

Customer Info		
Customer:	David Weber	Primary Phone: (509) 448-6600
Contact:		Other Phone:
eMail Address:	daveweber419@hotmail.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	10122 South Hangman Road	Mailing Address:
City, State, Zip:	Spokane, WA 99224	City, State, Zip: , WA
County:	Spokane	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Miscellaneous Lookup	Complaint Keyword: Boundary
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 09/24/2002
Company Rep:	Roxanne Hudgens	Initially Opened on: 08/23/2002
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 09/24/2002
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Wants recycling service. Waste Management goes to Hangman Hills and picks up recycling.
Results:	Recycling not available in consumer's area. Will have to self-haul.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	79075
---------------------------	---	--------------

Customer Info		
Customer:	Eunice Moilanen	Primary Phone: (253) 927-1831
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	4603 S. 342nd Street	Mailing Address:
City, State, Zip:	Auburn, WA 98001	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 800-0002447-1055-4
M37365		Status: Closed as of: 09/19/2002
Company Rep:	Carol Thoma	Initially Opened on: 09/16/2002
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Nancy Stanton	Closed on: 09/19/2002
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Mrs. is a Sr. citizen. She has mini-can service but still only has enough waste for one mini-can pickup per month. Right now it is picking up 4 times per month. She said Waste Mgmt. said that the company has too many seniors and that it would not be financial feasible for them to offer the once per month pickup

Passed to WMgmt to Carol Thoma on Monday, 9-16-02 at 11:05 pm.

Results: Company agreed to mail customer letter of explanation ((see hard file)))

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	79281
---------------------------	---	--------------

Customer Info		
Customer:	Chad Kincaid	Primary Phone: (425) 226-0419
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	14457 SE 185th Place	Mailing Address:
City, State, Zip:	Renton, WA 98058	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 10/01/2002
Company Rep:	Chris Hicks	Initially Opened on: 09/25/2002
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Lynda Johnson	Closed on: 10/01/2002
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Customer states that for the past several weeks his yard waste has not been picked up. Said that he is also getting billed for a second can, which he does not have. Wants problem with the service resolved. 9/25/02 3:18 PM -- Passed to Chris Hicks, Waste Management, via email.
Results:	Company has agreed to send a driver out to the customer's home to do a site visit to determine the size of the customer's yard waste container and begin the billing and pick-up of the yard waste.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	79511
---------------------------	---	--------------

Customer Info		
Customer:	Craig Nuttal	Primary Phone:
Contact:		Other Phone:
eMail Address:	craign1010@yahoo.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address			
Service Address:	18920 25th Ave SE	Mailing Address:	20611E SR527 PMB267
City, State, Zip:	Bothell, WA 98012	City, State, Zip:	Mill Creek, WA 98012
County:	King		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	201-0021068-2677-8
M37365		Status: Closed as of:	11/04/2002
Company Rep:	Diane Rogers	Initially Opened on:	10/08/2002
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Diana Jones	Closed on:	11/04/2002
Disputed Amount:		Referral:	complaint filed via email
Contacted How?			

Complaint Description:	<p>Summary of complaint</p> <p>1-No response to customer regarding several letters dated: 3/15/02 - letter 7/23/02 - letter 9/09/02 - letter</p> <p>2-Customer and quality of service issues: -Trash cans left upside down -Co. driver screaming at customer stating the trash cans are to messy -Co. driver refused to empty cart container</p> <p>*10/08/02, 11:05, passed via email to Co./Waste Management NW -Diane Rogers = response due by 5pm on 10/10/02</p>
-------------------------------	--

Results:	<p>1) Co. responded to customer via phone not by letter</p> <p>2) -The Trash can is now properly being put back as it should -Co. disciplined the driver accordingly regarding his customer service</p> <p>-Company is crediting the customer's account for lack of customer service in the amount of \$51.30</p>
-----------------	--

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$51.30	Violation(s):	

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	79779
---------------------------	---	--------------

Customer Info			
Customer:	Debra Ledford	Primary Phone:	(425) 743-9963
Contact:		Other Phone:	
eMail Address:	debra.ledford@wamu.net	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	13726 58th Place West	Mailing Address:	
City, State, Zip:	Edmonds, WA 98026	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	11/14/2002
Company Rep:	Chris Hicks	Initially Opened on:	10/22/2002
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Jeanette Nelson	Closed on:	11/14/2002
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	<p>JN received complaint via email.</p> <p>Cust states Waste Management of Snohomish County is charging for extra bags when there are no extra bags, miss pickups then still bill her the charges for the entire month. Cust states that she has made written requests with no response. Cust states that she withheld payment until a written response was given to her. The co terminated her service. Cust sent in full payment with a letter asking for a written response to the charges on her bill. Still no response. The co still never restored her service after payment was made in full. The co has missed another pickup and want to charge the cust for a special pickup. Cust states the co let her know that they use a 3rd party service to call with the notices. The cust never recieved any call as they called her at work and no messages were left. Cust states that her service costs her around \$75.00 per month. Why is her service so much per month? What services does the cust have?</p> <p>7:50 passed via email to Chris Hicks at Waste Management of SnoKing 10/22/02</p>
Results:	<p>Cust was using a 96 gal yard waste container instead of the 64 gal solid waste container. Let her know that the co was to be back out today to pick up her solid waste with no charge as a courtesy</p>

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	79949
---------------------------	---	--------------

Customer Info		
Customer:	Edwin Baxter	Primary Phone:
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	1054 S 124th	Mailing Address:
City, State, Zip:	Burien, WA 98168	City, State, Zip: , WA
County:	King	

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)	
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	12/11/2002
Company Rep:	Dan Bridges	Initially Opened on:	10/30/2002
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Sheri Hoyt	Closed on:	12/11/2002
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	In the last 10 months Mr has had to call the company 8 times to have their 2 cans picked up because they were missed. Mr is tired of having to call the company to get his trash picked up. Mr pays for 2 cans and walk-in service. Why is this customer's can missed so frequently and what is the company doing to correct the problem? 9:32)passed complaint to Dan Bridges of Waste Management via email.
Results:	The missed pick-ups were the result of an employee disciplinary problem. Waste Management believes it has now corrected the problem.

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	480-70-386 14

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	79425
---------------------------	---	--------------

Customer Info			
Customer:	Adrienne Choate	Primary Phone:	509-891-2926 hm
Contact:		Other Phone:	(509) 924-5678 wk
eMail Address:	amc9968@aol.com	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	4930 S. Bellaire Ln.	Mailing Address:	
City, State, Zip:	Veradale, WA 99037	City, State, Zip:	, WA
County:	Spokane		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	681-0485211-2681-2
M37365		Status: Closed as of:	11/27/2002
Company Rep:	Roxanne Hudgens	Initially Opened on:	10/03/2002
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on:	11/27/2002
Disputed Amount:	0	Referral:	
Contacted How?			

Complaint Description: Customer provided a copy of her bill and a note that points out what she believes to be violations of the rules regarding solid waste bills.

-Reviewing the customer's bill, I have several concerns which I would like the company to address. Numbers and letters in parentheses are in reference to WAC480-70-396, Billing:

(2)For a billing period of three months of service, the maximum advance billing period allowed is two months. The customer's August, September, and October, 2002 bill is dated August 10. It appears that the customer was billed over two months in advance.

(2)For a billing period of three months of service, the delinquency date may not be until the last day of the third month. The customer's bill says payments are due 30 days from the invoice date. This puts a past due date well before the end of the third month, which in this case is October.

(3)(a)(v)The date payment is due, which must be the actual date.

(3)(a)(vi)The date the bill becomes delinquent.

Waste Management, please respond to the above and explain what will be done to bring bills into compliance with the Washington Administrative Code.

(passed via e-mail to Roxanne Hudgens 10/30, 8:53)

Results: Bill date was found to be proper. Violations of other WACs initially mentioned to company were noted and the company was made aware of the violations. WMS has received technical assistance and agreed to correct its bills to avoid future WAC violations of the type noted in this complaint.

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	480-70-396(2) 1, 480-70-396(3)(a)(v) 1, 480-70-396-(3)(a)(vi) 1

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	79761
---------------------------	---	--------------

Customer Info		
Customer:	Dan Miller	Primary Phone: (509) 624-8021
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	6104 W. Deno Rd.	Mailing Address:
City, State, Zip:	Spokane, WA 99224	City, State, Zip: , WA
County:	Spokane	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 855000106118243
M37365		Status: Closed as of: 12/18/2002
Company Rep:	Roxanne Hudgens	Initially Opened on: 10/21/2002
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Lori Kanz	Closed on: 12/18/2002
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	-Customer rec'd bill datd 10/15/02, billing for 10/02, 11/02 and 12/02. -The bill is due 30 days from the date received. -This is billing over two month's in advance. -Per WAC 480-70-396, can only bill 2 mos in advance on a quarterly billing.
Results:	-Regarding the bill dates, company was made aware of the violations. WMS has received technical assistance and agreed to correct its bills to avoid future WAC violations of the type noted in this complaint. -The company is in compliance in billing in advance per the Commission's General Order No. R-479 in Docket TG-990161, which adopted the solid waste rules.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s): (2) 1, 480-70-396(a)(v) 1, 480-70-396(a)(vi) 1

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	79857
---------------------------	---	--------------

Customer Info		
Customer:	Mr. Jayme Thompson	Primary Phone: 360-428-6116 (wk)
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	13311 Christianson Rd	Mailing Address:
City, State, Zip:	Anacortes, WA 98221	City, State, Zip: , WA
County:	Skagit	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 12/03/2002
Company Rep:	Kerry Aiton	Initially Opened on: 10/24/2002
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Tani Thurston	Closed on: 12/03/2002
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer ordered recycling to start 9-3-02. Since that date, the company has picked up the recycling on schedule twice. On other recycling days the driver has missed the customer's recycling and the customer has had to make calls to get it picked up. The customer has tried to get in contact with a supervisor but cannot get one to call back. A manager did call and speak to customer's wife who did not know what was going on. Noone has contacted the (mr.) customer.

Customer wants to know why his recycling keeps getting missed.
Customer wants the drivers to be consistent in picking up the recycling.

The customer's next recycle day should be 11-1.

Results: Driver was missing this address. Appears address is now on the driver's list of recycle pickups.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	79995
---------------------------	---	--------------

Customer Info			
Customer:	Rebecca Joyce	Primary Phone:	509-928-6790 - res
Contact:		Other Phone:	509-624-4276 - wk
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	E17623 6th Ave.	Mailing Address:	
City, State, Zip:	Greenacres, WA 99016	City, State, Zip:	, WA
County:	Spokane		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	Other Charges
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	681479187
M37365		Status: Closed as of:	12/04/2002
Company Rep:	Roxanne Hudgens	Initially Opened on:	11/01/2002
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Lori Kanz	Closed on:	12/04/2002
Disputed Amount:	12.6	Referral:	
Contacted How?			

Complaint Description:	<p>-Customer has lived at her address for 3 years.</p> <p>-The customer was putting out an extra can for sometime. However, for the past 6 months, the customer put only 1 can out. The customer, despite only having one can out was still charged for two cans.</p> <p>-The customer called the company to let them know that she had only had one can out. The rep at the company told the customer that for them to credit her, she would have to sign up for two can pick-up. This makes no sense to the customer.</p> <p>-The customer has kept track for the past 2-3 months. The customer put 2 cans out only twice in that time. The customer was billed 7 times for extra cans and should only have been billed 2 times for extra cans.</p> <p>-The customer asked to speak with a supervisor and one was supposed to call her back, but no one called her back.</p>
Results:	<p>-The customer's account is now set up so that they will only pick up extras that she had called to advise them will be there on the pick-up day. The customer's service level will remain at 1 can/pick-up.</p> <p>-The company adjusted the 6 extra can charges @ \$2.52/each, that were on the 9/02 bill. Total Credit = \$15.12</p>

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$15.12	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	80253
---------------------------	---	--------------

Customer Info			
Customer:	Frank Fleming	Primary Phone:	(360) 668-0687
Contact:		Other Phone:	
eMail Address:	fx.fleming@verizon.net	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	15711 73rd Avenue SE	Mailing Address:	
City, State, Zip:	Snohomish, WA 98296	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	Other Charges
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	01/21/2003
Company Rep:	Diane Rogers	Initially Opened on:	11/15/2002
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on:	01/21/2003
Disputed Amount:	190	Referral:	
Contacted How?			

Complaint Description:	Disputing \$190 charge on bill. Put out 14 bags and about 4-5 loose items. Doesn't understand why company is charging him \$190.
Results:	Company provided a courtesy adjustment of \$36

Closure Status			
Disposition:	Company upheld with arrangements	Company Profile:	
Amount Saved:	\$36.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	80354
---------------------------	---	--------------

Customer Info		
Customer:	Jim McClung	Primary Phone: (425) 868-9466
Contact:		Other Phone:
eMail Address:	mcjim@lycos.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	2806-234th Place NE	Mailing Address:
City, State, Zip:	Sammamish, WA 98074	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Miscellaneous Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 04/04/2003
Company Rep:	Chris Hicks	Initially Opened on: 11/20/2002
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Lori Kanz	Closed on: 04/04/2003
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	<p>Received informal complaint from the website 11/15/02:</p> <p>-For years my neighbors and I have had to be awakened by the rumbling of the 3 garbage trucks that pickup our trash before 7 AM. This is too early. Construction workers are not allowed to begin loud work at these hours. Why are waste collectors? I was told twice that rescheduling would not be possible- as if the garbage would disappear if it were not pick up after 8 AM.</p> <p>-I spoke with the various collectors on my route. They said the same thing but one continued to tell me how flexible his shift was. How if he got done early he could get started earlier with his personal pursuits. That is what is really the issue here.</p> <p>-What do you think the company should do to resolve your complaint?</p> <p>I did notice a slight shift to a later pickup. They now start pickups on my street at 6:45. Way too early.</p>
-------------------------------	--

Results:	The county ordinance pertinent to this customer's area states that solid waste pick-up can begin after 6:00 a.m.
-----------------	--

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s): 480-70-386 1

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	80704
---------------------------	---	--------------

Customer Info		
Customer:	Jonathan Wright	Primary Phone: 425-264-0059 ext 227
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	36638 32nd Ave. S.	Mailing Address:
City, State, Zip:	Auburn, WA 98001	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Miscellaneous Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 03/26/2003
Company Rep:	Chris Hicks	Initially Opened on: 12/12/2002
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Lori Kanz	Closed on: 03/26/2003
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	<p>-Customer had a question regarding why the company didn't have to provide him with a 32 gallon can. The customer says that he went to the stores within driving distance and couldn't find a 32-gallon can with wheels. The customer feels the companies should have to offer a full-range of services.</p> <p>-The rep said that the WUTC prohibited the company from offering 32-gallon cans.</p> <p>-The company also refused to send him any tariff information and said that it was a "company secret" but that he could get tariff information from the Commission and gave him the Commission's 800 #.</p>
Results:	<p>-The company's tariff states that a "can" holds more than 20, but not more than 32 gallons. (Item 20, Tariff #15, Page No. 11).</p> <p>-Advised the company that they should have their own tariff available. Company understands.</p>

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s): 480-70-386(b)(i) 1

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	81052
---------------------------	---	--------------

Customer Info		
Customer:	Warren Murray	Primary Phone: (206) 542-2280
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	17351 1st Ave. N.W.	Mailing Address:
City, State, Zip:	Shoreline, WA 98177	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disconnect Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 101-9851
M37365		Status: Closed as of: 01/09/2003
Company Rep:	Chris Hicks	Initially Opened on: 01/06/2003
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Lori Kanz	Closed on: 01/09/2003
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:

- Customer mailed payment on 12/21/02 for \$58.00.
- The company didn't tell him that they had to wait until they received until they picked up the garbage.
- Customer went to bank and found out that the check had been cashed 12/31/02 but the company still did not pick up the garbage on Friday, 1/3/03.
- The customer has missed three garbage pick ups.
- On 12/10 or 12/20 the customer contacted the company to let them know that the check would be mailed on 12/21/02 and he kept that arrangement. Customer feels the company did not honor the arrangement.
- The customer wants the three weeks worth of garbage picked up.

Results:

- Company picked up cust's garbage on 1/6/03.
- The company was in compliance in stopping the cust's service.
- As a courtesy, the company is crediting the return trip charge of \$1.52.

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$1.52	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	81025
---------------------------	---	--------------

Customer Info			
Customer:	Pete Noetzel	Primary Phone:	509-924-8884(h)
Contact:		Other Phone:	
eMail Address:	fcastle@ipeg.com	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	3204 S. Legends Lane	Mailing Address:	PO Box 667
City, State, Zip:	Greenacres, WA 99016	City, State, Zip:	Greenacres, WA 99016
County:	Spokane		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	Other Charges
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	681-1003966-2681-2
M37365		Status: Closed as of:	01/21/2003
Company Rep:	Carol Thoma	Initially Opened on:	01/03/2003
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Nancy Stanton	Closed on:	01/21/2003
Disputed Amount:	176.4	Referral:	
Contacted How?			

Complaint Description:	<p>Mr. feels he has been overcharged \$176.40. When he contacted the company, he claims the reps were rude to him and a supervisor offered him 1/3 of the disputed amt. as a credit. Mr. refused this. Waste Mgmt. is chg. for a two reg. garbage can svc. and Mr. originally ordered 1 can. There are only two people in the household and he had been only putting out 1 can. He is disputing this erroneous charge back to Sept. 3, 2000.</p> <p>Mr. told company that on the bill the bill states one can of service and at the very end of the bill there is a 2 all by itself.</p> <p>A week ago, he rec'd a proposed rate increase. This is when he caught the error. The company tells Mr. he should have notified the company before.</p> <p>Passed to Waste Mgmt. on Fri. 1-3-03 at 4:30 pm to Carol Thoma</p>
Results:	<p>Carol Thoma of Waste Mgmt. agreed to issue this customer full credit of \$176.50. Customer requests a refund rather than a credit. Notified Carol Thoma of violation 480-70-396(2) and the requirement that if customer wants refund, company must issue refund.</p>

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$176.50	Violation(s):	480-70-396(2) 1

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	81251
---------------------------	---	--------------

Customer Info		
Customer:	Joe Avolio	Primary Phone: (425) 226-2861
Contact:		Other Phone:
eMail Address:	avoljoe88@gtcinternet.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	11223 SE 182nd Street	Mailing Address:
City, State, Zip:	Renton, WA 98055	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: Other Charges
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 200-0005164-1055-2
M37365		Status: Closed as of: 02/10/2003
Company Rep:	Dan bridges	Initially Opened on: 01/15/2003
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 02/10/2003
Disputed Amount:	5.32	Referral:
Contacted How?		

Complaint Description:	Disputing \$5.32. Company wouldn't explain why 1/1/03 bill (Dec/Jan/Feb) went up from \$79.50 to \$84.82. Was told that the Mar/Apr/May bill will go back down to \$79.50. Why? The yard waste pick up was reduced to once per month. Why does the cost of service go up during that period?
Results:	Sustained the charges. Approved rate increase. Provided copy of the tariff to the consumer.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	81405
---------------------------	---	--------------

Customer Info			
Customer:	Harvey Hanson	Primary Phone:	(425) 226-3645
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	15726 SE 168th Street	Mailing Address:	
City, State, Zip:	Renton, WA 98058	City, State, Zip:	, WA
County:	King		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	Other Charges
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	200-000 3863-1055-1
M37365		Status: Closed as of:	02/12/2003
Company Rep:	Carol Thoma	Initially Opened on:	01/24/2003
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on:	02/12/2003
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	Company did not provide good explanation why he has to pay the same amount of money for yard waste in the winter months as he does during the other 9 months of the year. Company only picks up once a month in the winter.
Results:	Explained tariff

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	81085
---------------------------	---	--------------

Customer Info			
Customer:	Kevin & Dawn Smathers	Primary Phone:	(509) 465-4892
Contact:		Other Phone:	509-475-0218 - wk
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	4525 W. Ballard Road	Mailing Address:	
City, State, Zip:	Spokane, WA 99208	City, State, Zip:	, WA
County:	Spokane		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Quality Of Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	02/26/2003
Company Rep:	Roxanne Hudgens	Initially Opened on:	01/07/2003
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Lynda Johnson	Closed on:	02/26/2003
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	<p>Customer states that they have been notified by Waste Management that the truck will not continue to pick up refuse down their road. The Co. has recommended the customer's put their containers at the end of the road where the pick up will take place. However, this customer has a dumpster which is impossible to push to the end of the road. Customer wants pick-up to continue, or approval to have Sunshine Disposal come into WM's territory.</p> <p>1/7/03 9:00 AM -- Passed to Roxanne Hudgens, WM-Spokane, via email.</p>
Results:	<p>Co. stated that the customer's road was unsafe to travel during the winter months, and would be picking the refuse up at the end of the customer's driveway. Said customer had only been receiving service since 7/02. Co. stated that they would resume normal pick-up in the Spring.</p>

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	81767
---------------------------	---	--------------

Customer Info		
Customer:	Low Richard Morris	Primary Phone: (509) 448-8630
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	5319 S. Glenrose S	Mailing Address:
City, State, Zip:	Spokane, WA 99223	City, State, Zip: , WA
County:	Spokane	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 02/21/2003
Company Rep:	Roxanne Hudgens	Initially Opened on: 02/18/2003
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Mike Meeks	Closed on: 02/21/2003
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer called to say that he received most recent billing and was charged for recycling and that the bill reflected an increase. Customer's old billing was \$37.53 for 3 months of service. New bill amount is \$44.01. Customer stated he knew that the company received a rate increase of 11% recently, but the math doesn't add up for the new billing when taking into account the rate increase. Customer states he called co. for explanation and was advised that the increase was caused by the county. Customer called the county and was referred to the Commission. Please contact the customer directly and give explanation for the bill items.
Passed to co. via email @ 10:36am on 2 18

Results: Recycle rate went up and was line itemed at the same time. Company also had rate approval in which rates went up 11.47%.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	82401
---------------------------	---	--------------

Customer Info			
Customer:	National Waste Associates	Primary Phone:	860-289-8208 ext 294
Contact:	Cassandra	Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	17620 108th NE	Mailing Address:	
City, State, Zip:	Renton, WA 98055	City, State, Zip:	, WA
County:	King		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Disconnect Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	2190003105
M37365		Status: Closed as of:	04/24/2003
Company Rep:	Carol Thoma	Initially Opened on:	03/27/2003
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Pam Smith	Closed on:	04/24/2003
Disputed Amount:	100	Referral:	
Contacted How?			

Complaint Description:	<p>The customer is a broker for waste service for Schucks Auto Parts . Waste Management disconnected this customer because of a billing dispute. Orginally WM told them they owed 300.00. Now it is down to 100.00 Casandra would like them to start service until they get the billing dispute resolved. WM will not reconnect.</p> <p>3/27 12:11 passed to Dan Bridges at WM. He will reconnect service and call Cassandra to resolve the billing dispute. He will e-mail the results to me.</p>
Results:	Cust has not returned calls, co attempted to contact customer to allocate payments, no return call from customer . Closed

Closure Status			
Disposition:	Company upheld with arrangements	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	480-70-1(b)(ii) 5

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	82200
---------------------------	---	--------------

Customer Info			
Customer:	Dan Miller	Primary Phone:	509-624-8021(h)
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	6104 West Deno Street	Mailing Address:	
City, State, Zip:	Spokane, WA 99224	City, State, Zip:	, WA
County:	Spokane		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	855000106118243
M37365		Status: Closed as of:	04/10/2003
Company Rep:	Roxanne Hudgens	Initially Opened on:	03/17/2003
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Nancy Stanton	Closed on:	04/10/2003
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description: Mr. complaining about due date on Waste Mgmt. bills. He is getting past due amounts sent Jan. 15th for 3 months. On the statement it says pmt. is due Feb. 15th delinq. on March 31st. yet the billing is for service jan thru March. He received the bill on March 14th.

The notice he rec'd is dated March 7th and it states that if company does not receive payment by March 30 service interruption will occur. 12:00 pm stating that the bill is past due and over 60 days late. Mr. is angry that Waste Mgmt. is threatening to disconnect his service for services he has not received yet and wasn't even billed for correctly. I asked Mr. to fax me a copy of the notice he received. He said it would be here today or first thing on Tuesday morning, 3-18.

Passed to Waste Mgmt/Spokane via net w/rrr on Monday, 3-17-03 at 9:15 am

Results: Waste Mgmt. staff have addressed this issue with customer many times. Mr. is being billed properly. Company upheld.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	82532
---------------------------	---	--------------

Customer Info		
Customer:	Jim Butler	Primary Phone: (360) 826-3368
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	31704 Cedar Flats Lane	Mailing Address:
City, State, Zip:	Sedro Woolley, WA 98284	City, State, Zip: , WA
County:	Skagit	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 04/24/2003
Company Rep:	Mark Crook	Initially Opened on: 04/04/2003
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Nancy Paulson	Closed on: 04/24/2003
Disputed Amount:	0	Referral:
Contacted How?		

Complaint Description:	The driver does not compact the garbage before driving up the steep incline to customer's home, and garbage is littered all over. Customer has called customer service many times. The line is busy, no answer, or voice mail. His voice mail messages are not returned.
Results:	The route manager has talked with the driver that services this area and has instructed the driver to make sure that the garbage has been packed before going up the hill. Apparently the container has lots of water in it, and the company made an effort to make sure that the lids stay closed on that container. Most of the problem while going up the hill was not trash coming out of the truck but water from the container. Violation recorded.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s): 480-70-386(1)(b)(i) 1

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	82805
---------------------------	---	--------------

Customer Info			
Customer:	Robert D Miller	Primary Phone:	(509) 924-1994
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	3718 S Union Ct	Mailing Address:	
City, State, Zip:	Spokane, WA 99206	City, State, Zip:	, WA
County:	Spokane		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	681-0027928-2681-6
M37365		Status: Closed as of:	04/21/2003
Company Rep:	Roxanne Hudgens	Initially Opened on:	04/21/2003
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Diana Otto	Closed on:	04/21/2003
Disputed Amount:	8.16	Referral:	
Contacted How?			

Complaint Description:	<p>Mr said that he lives in an area now incorporated as Spokane Valley. As such, he is now required to pay for recycle, which he doesn't use at \$8.16. Mr says Spokane Valley, the city, was contacted and told him that the Commission mandated it. Waste Management Spokane told him he has to pay it. He doesn't believe this is correct. Is this service mandated, and if so, by what jurisdiction?</p> <p>4/21 12:45)passed to Roxanne Hudgens at Waste Mgmt - Spokane via email.</p>
Results:	Recycling is mandatory by Spokane County Ordinance No. 91-0538. UTC sets the recycling rate only.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	82992
---------------------------	---	--------------

Customer Info			
Customer:	Christopher L. & Barb Archut	Primary Phone:	(360) 476-4142 or 4025
Contact:		Other Phone:	360-876-5534 h.
eMail Address:	lcdrstix@aol.com	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	3507 Nanette Lane SE	Mailing Address:	
City, State, Zip:	Port Orchard, WA 98366	City, State, Zip:	, WA
County:	Kitsap		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	07/07/2003
Company Rep:	Terry Bickel	Initially Opened on:	04/25/2003
Rep Email Address:	tbickel@wm.com	Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Nancy Paulson	Closed on:	07/07/2003
Disputed Amount:	48	Referral:	AG's
Contacted How?			

Complaint Description:	Since April 2002, customer has been charged for 64 gal.toter belonging to previous owner. Customer uses a 32 gal. can. Several months later, company said it would no longer pick up from driveway unless an extra fee was paid. If customer did not choose to incur extra charge, he must haul can to a side street for pick up. Garbage can and recycle bins are oftentimes not emptied. Customer has notified company several times and receives either no response or rude customer service.
Results:	Customer was credited for overcharges, and service level was changed. Customer is to call route supervisor for removal of 64gal. cart, and to make arrangements for service at the street or carry-out.

Closure Status			
Disposition:	Company upheld with arrangements	Company Profile:	
Amount Saved:	\$39.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	82953
---------------------------	---	--------------

Customer Info			
Customer:	Linda Hawley-Tomson	Primary Phone:	(509) 292-8434
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	35312 N Newport Highway #220	Mailing Address:	PO Box 234
City, State, Zip:	Chattaroy, WA 99003	City, State, Zip:	Chattaroy, WA 99003
County:	Spokane		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Refusal Of Service Lookup	Complaint Keyword:	(None)
Company ID: M37365	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	950081826218257
Company Rep:		Roxanne Hudgens	Status: Closed as of:
Rep Email Address:		Initially Opened on:	04/24/2003
Agency Rep:	Sheri Hoyt	Quality Review:	<input type="checkbox"/> Done
Disputed Amount:		Closed on:	05/22/2003
Contacted How?		Referral:	

Complaint Description: Ms says her payment posted to the wrong account number, 26814550818, because the company changed her account number without notifying her. Ms pays her bills online and as the change was not known to her, it caused her payment to post to the wrong account. Ms was late paying (payment was due 3/31) and service was discontinued. However, Ms feels that since her bank found the account number difference, and corrected it with the company on 4/21, that the error was caused by the company and it should come pick up her trash immediately at no additional cost to her.

Further, Ms feels that the company was less than helpful to her because she has filed a prior complaint with the UTC against it. Ms feels the company was retaliatory towards her and didn't ask her to have the bank fax proof of payment until after the 4/14 and 4/21 scheduled pickup dates had come and gone, thus causing a further delay in getting her trash picked up.

>When was the customer's account number changed and why?
 >How did the company notify its customer of the change?
 >What is the normal procedure for locating a missing payment that a customer states it made via online banking?
 9:50)passed to Roxanne Hudgens @ WM Spokane via email.

Results: Waste Management's records reflect that Ms called regarding her service on April 21. The voicemail messages indicated she made payment and that she was requesting her garbage to be picked up immediately. On April 22, Ms' bank faxed documentation to Waste Management of the payment, however, the payment was directed to the wrong account number. The account number was changed by Waste Management in December 2000. The correct number is reflected on Ms' bill statement. Waste Management restarted Ms' account that same day, April 22. Her next scheduled pick-up was April 28. Ms were informed by Waste Management that additional charges would apply if you wanted a special pick-up, she declined.

Closure Status

Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	
Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	83200
---------------------------	---	--------------

Customer Info		
Customer:	Shayla Curlott	Primary Phone: (425) 774-6609
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	20430 61st Place West	Mailing Address:
City, State, Zip:	Lynnwood, WA 98036	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disconnect Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 06/19/2003
Company Rep:	Carol Thoma	Initially Opened on: 05/07/2003
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Mike Meeks	Closed on: 06/19/2003
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer called to say that she made payment on her service in the amount of \$45 on Thursday April 30th. Customer states that her normal pick up day is Wednesday. Says company did not pick up today. Customer states service was cut without notice. Customer advises that she did not receive written notice nor did she get phone call. Customer states that co. says they called her cell number but customer states there were no missed calls and no voice mail to the customer.

Customer states she found out that the check is sent to Arizona when she makes payment. Based on information from the customer, please restore this servcie while complaint is being processed.

Need to see bill history, when the billing became past due , and noticing information.

Passed to Waste Management Northwest by email on 5-7 @ 2:05pm

Results: company sent notice of discontinuance of service. Co. restarted service while complaint was being investigated. Customer states she did not get second notice prior to disconnection of the service. Co. could not produce record of phone attempts.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s): 480-70-376(2)(a) 1

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	83428
---------------------------	---	--------------

Customer Info		
Customer:	Lillian Steinberg	Primary Phone: (360) 466-4348
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	404 Nooksack Pl	Mailing Address:
City, State, Zip:	La Conner, WA 98257	City, State, Zip: , WA
County:	Skagit	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Miscellaneous Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 06/26/2003
Company Rep:	Mark Cruk	Initially Opened on: 05/21/2003
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Tani Thurston	Closed on: 06/26/2003
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	<p>Re: Waste Management of Skagit County</p> <p>Customer will be on vacation leaving 5-24-03 and back on 6-7-03. The company picks up every other week. Her next pick up will be 5-30 when she will not be home. She will not have her can out.</p> <p>Last year when this situation happened, the company told her there was a 2-week minimum for no pick-up. This year, the company is telling the customer there is a 4-week no pick up minimum.</p> <p>Customer does not want to be charged for a week she does not need service.</p> <p>Company - In responding to this complaint, please provide tariff sheet relating to this situation.</p> <p>5-21 (1142) emailed complaint to Tim Crosby, WM.</p>
Results:	Company has a policy allowing pickup stoppage for vacations but changed it from the preceeding year. Company should not allow this unless it is in its tariff.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	83527
---------------------------	---	--------------

Customer Info		
Customer:	Mike Mitchell	Primary Phone: (206) 605-2930
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	37520 - 50th Ave So.	Mailing Address:
City, State, Zip:	Auburn, WA 98001	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 07/02/2003
Company Rep:	Phil Scott	Initially Opened on: 05/29/2003
Rep Email Address:	pscott@wm.com	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Nancy Paulson	Closed on: 07/02/2003
Disputed Amount:	41.4	Referral:
Contacted How?		

Complaint Description:	Customer says WM-RST does not pick up recycling on a regular basis. He estimates it's only been picked up twice in past four months. The company advises him to just call each time. Company did not respond to his complaint letter.
Results:	Customer's recycling was located in an obscure location, and company now knows where it is located. Company is giving a courtesy credit for nine months totalling \$41.40. Violation recorded for not responding timely to Staff.

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$41.40	Violation(s): WAC 480-70-386 (1)(b)(i) 1

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	83519
---------------------------	---	--------------

Customer Info			
Customer:	Christine Tyo	Primary Phone:	425-745-6771 contact #?
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	2928 120th Place SW	Mailing Address:	
City, State, Zip:	Everett, WA 98204	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Refusal Of Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	07/03/2003
Company Rep:	Carol Thoma	Initially Opened on:	05/28/2003
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Diana Jones	Closed on:	07/03/2003
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	<p>-Company is refusing to go down the customer's driveway and pick up the garbage-</p> <p>-Ms. called the company the week of May 12, 2003 - company told her a supervisor will get back to her (customer has not received a call from a supervisor (higher level representative) - this would be in violation of WAC 480-70-386 (a)(v) customer never received a call back from a supervisor and/or higher level representative)</p> <p>-Initially, Ms. called Waste Management and a customer service rep told Ms. the reason the driver would not come down the road is:</p> <ul style="list-style-type: none"> -driver could not get the truck by the cars in the road safely -there were pot holes in the road <p>The customer took care of these things.</p> <p>-Ms. states the company has serviced her home for 11 years.</p> <p>-Ms. is disabled.</p> <p>-Ms. states the recycling driver picks up her recycling, but the garbage man will not pick up the garbage.</p> <p>**5/28/03,5:00pm, passed via e-mail to Company/Waste Mng NW/Carol Thoma = response due to DJ Suits by 6/02/03.</p>
-------------------------------	---

Results:	<p>-Company did not refuse service and there was no interruption in her service and they will continue to back down her road and get her serviced. She has filled in some of the pot holes in the road and she said she will maintain the road better for us. Please call me if you have any questions.</p> <p>-company did not refuse the customer service. The supervisor had called her back.</p>
-----------------	--

Closure Status

Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	
Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	83561
---------------------------	---	--------------

Customer Info			
Customer:	Howard Hentel	Primary Phone:	(253) 804-0984
Contact:		Other Phone:	(206) 205-7816
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	38005 192nd SE	Mailing Address:	
City, State, Zip:	Auburn, WA 98092	City, State, Zip:	, WA
County:	King		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	200 0032665
M37365		Status: Closed as of:	07/18/2003
Company Rep:	Dan Bridges	Initially Opened on:	06/02/2003
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Gail Griffin-Wallace	Closed on:	07/18/2003
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	<p>Customer was told that in the summer months, yard waste would be picked up once every week. Now customer is being told once every two weeks.</p> <p>Please provide tariff section that outlines yard waste pick-up schedule. If pick up is every two weeks, why was customer told every week?</p>
Results:	Company tariff shows pick-up schedule on a bi-weekly basis. Customer was given information re: weekly pick up in error.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	83904
---------------------------	---	--------------

Customer Info			
Customer:	Icelandic Horse Acres, Inc.	Primary Phone:	(509) 922-0456
Contact:	Karen Hood	Other Phone:	
eMail Address:	hood@hoodfamily.com	Fax:	(509) 924-5917
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	4227 South Chapman Road	Mailing Address:	
City, State, Zip:	Greenacres, WA 99016	City, State, Zip:	, WA
County:	Spokane		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input checked="" type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON, INC.	Account Number:	
M37365		Status: Closed as of:	08/08/2003
Company Rep:	Roxanne Hudgens	Initially Opened on:	06/23/2003
Rep Email Address:	rhudgens@wm.com	Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Diana Otto	Closed on:	08/08/2003
Disputed Amount:	0	Referral:	
Contacted How?			

Complaint Description:	Fax received. Customer received an invoice to pay by June 30th or she would have a service interruption. On 6/19, the company picked up her dumpster. She says she has a credit for \$200, and her account is paid in full (\$146 last payment). She has 10 foster kids, and needs service. She needs the dumpster re-delivered immediately.
Results:	<p>Customer has not complied with satisfactory payment arrangements, and company may pull dumpster with proper notice as long as there is no credit balance.</p> <p>DJO - 10/1/03 re-opened complaint. Reviewed. Company was notified that it could not disconnect simply because the customer had paid with a check. The company violated the rules of disconnection and was educated how to proceed in future. The company now understands that it may disconnect service only after proper notice has been given and the customer has not paid the bill in any form. Also, the company now understands that a payment arrangement is when a customer and a company have a mutual agreement that a certain amount of money will be paid on a certain date. Requesting payment in cash in itself is not a payment arrangement by which the company may stop service if the customer pays with a check.</p> <p>The company agreed to accept any type of payment from the customer and if proper notice has been given, and the payment is nsf, it will then cancel the service. The customer understands that her payment must be good or her service will be cancelled after proper notice.</p>

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	480-70-376 1, WAC 480-70-376(2a) 1, 480-70-376(2) 1

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	83845
---------------------------	---	--------------

Customer Info			
Customer:	Alesia Graham	Primary Phone:	206-772-9514- res
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	12214 75th Ave. S.	Mailing Address:	
City, State, Zip:	Seattle, WA 98178	City, State, Zip:	, WA
County:	King		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Disconnect Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	2000016564 1005-0
M37365		Status: Closed as of:	09/17/2003
Company Rep:	Carol Thoma	Initially Opened on:	06/19/2003
Rep Email Address:	dbridges@wm.com	Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Lori Kanz	Closed on:	09/17/2003
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	<p>-Customer's bill had been delivered to the neighbor in error.</p> <p>-Customer rec'd notice for \$195.98 past due. If not paid by 5/30/03, would stop service.</p> <p>-Customer paid immediately. Has cancelled check that shows that the company cashed the check on 5/30/03.</p> <p>-Customer has weekly pick up and today was the first pick up the company missed.</p> <p>-Customer contacted company. Rep advised no pick up due to non-payment of the \$195.98. Customer advised that the company cashed the customer's check 5/30/03, so that payment posted PRIOR to the cancellation date. Customer asked that, because this is the company's error in not updating their records, they should come out today and pick up the garbage. Rep said they can't, customer would have to wait until next week.</p> <p>-The customer paid the bill before the due date and the company did not update their records, company should come back out today to pick up the garbage.</p>
Results:	<p>-The customer's payment did post to the account 5/30.</p> <p>-The customer's account was handled incorrectly and was closed even though the payment had been made.</p> <p>-When the customer called in to state they were missed the company should have gone back out and picked up because it was the company's error.</p> <p>-Company issued one-week pick up credit of \$7.72.</p>

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$7.72	Violation(s):	480-70-376 1

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	84643
---------------------------	---	--------------

Customer Info		
Customer:	Don Heinz	Primary Phone: (360) 435-9725
Contact:		Other Phone:
eMail Address:	donengr@msn.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	21820 42nd Drive NE	Mailing Address:
City, State, Zip:	Arlington, WA 98223	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: WMR-0001469-0043-6
M37365		Status: Closed as of: 09/30/2003
Company Rep:	dean kattler	Initially Opened on: 07/23/2003
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 09/30/2003
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Had weekly pick up for past 7 years with NW Recycling. Waste Management bought NW Recycling and now only picks up every other week. Wants to know the following: - How can company raise rates (i.e., charge same amount for less service). - Why wasn't he allowed any say in the matter?
Results:	Provided detailed information to the consumer.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	84451
---------------------------	---	--------------

Customer Info			
Customer:	Raymond Rikansrud	Primary Phone:	(206) 542-1898
Contact:		Other Phone:	(206) 542-1898
eMail Address:	rayrip@mindspring.com	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	2410 NW 201st Lane	Mailing Address:	
City, State, Zip:	Shoreline, WA 98177	City, State, Zip:	, WA
County:	King		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Quality Of Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	101-0004508-2677-1
M37365		Status: Closed as of:	10/27/2003
Company Rep:		Carol Thoma	Initially Opened on:
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Lori Kanz	Closed on:	10/27/2003
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	<p>Received informal complaint form from website 7/10/03:</p> <p>-There is a continuing problem with the garbage and yard waste pickup on this street. A few weeks ago the driver was ready to miss me on purpose- caught him before he left the neighborhood. He said he would have to check to see if I was a distance customer.</p> <p>-I have had the same service here since 1974. I am a distance customer. He finally picked it up but was sure to leave a note the next week that the can was too heavy.</p> <p>-This week I got the bill from Waste Management. It had extra pickup charges for 3-20-03. There was no extra yard waste in my container for pickup on that day or anyway. It also charged me for two yardwaste containers. I only have one.</p> <p>-Speaking with "Phillip" today to report that my yard waste was not picked up he said he would radio dispatch after I explained the truck has already been by and had missed me and my neighbor (at 2422 NW 201 Lane).</p> <p>The ongoing issues with this company in this area are far too frequent to be just accidental. The culture is one of pure monopoly without oversight.</p> <p>-I spoke to two customer representatives. Philip on 7-7-03 and John on 7-10-03. They didn't know when the route supervisor (Bob Curry) would be out again</p>
Results:	-The customer was missed because they have a distance charge on their account. The new driver on the customer's route did not pay close enough attention to this service on the account. The driver was talked to and he understands.

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	84860
---------------------------	---	--------------

Customer Info		
Customer:	Dan Johnson	Primary Phone: (425) 868-2885
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address	
Service Address:	21913 NE 62nd Place
Mailing Address:	
City, State, Zip:	Redmond, WA 98053
County:	King
City, State, Zip:	, WA

Complaint Info	
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business
Complaint Group:	Customer Service Lookup
Complaint Keyword:	(None)
Company ID:	M37365
Account Number:	6001166989-2679-1
Company Name:	WASTE MANAGEMENT OF WASHINGTON , INC.
Status: Closed as of:	08/11/2003
Company Rep:	Carol Thoma
Initially Opened on:	08/05/2003
Rep Email Address:	
Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Pam Smith
Closed on:	08/11/2003
Disputed Amount:	0
Referral:	
Contacted How?	

Complaint Description: Customer received a notice in the mail re: a change in the recycling service. They are moving to a 96 gal recycling cart. It is replacing the 3 tub system. They are not going to pick up the 3 tub system anymore. This is not acceptable to the customer. He has to carry his garbage and recycling in his SUV. He can't fit the 96 gal cart in his car and it is too far to push. He wants to know what the Co plans to do for people in his situation.

Results: Co is changing to 96 gal toters for recycling.

Closure Status	
Disposition:	Company upheld
Company Profile:	
Amount Saved:	\$0.00
Violation(s):	

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	85012
---------------------------	---	--------------

Customer Info		
Customer:	Carolyn Viaeu	Primary Phone: (360) 403-8679
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	39029 State Route 530 NE	Mailing Address:
City, State, Zip:	Arlington, WA 98223	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: Unavailable
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 09/15/2003
Company Rep:	tim crosby	Initially Opened on: 08/13/2003
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 09/15/2003
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Wastemanagement won't deliver bins.
Results:	Company delivered bins 8/14/03.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	85183
---------------------------	---	--------------

Customer Info		
Customer:	The Old Spaghetti Factory	Primary Phone: (425) 672-7006
Contact:	Rob	Other Phone:
eMail Address:		Fax: (425) 672-7158
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	2509 196th Street SW	Mailing Address:
City, State, Zip:	Lynnwood, WA 98036	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input checked="" type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 202-001-0212 2677-2
M37365		Status: Closed as of: 09/19/2003
Company Rep:	Carol Thoma	Initially Opened on: 08/22/2003
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 09/19/2003
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Company refused to provide reference to tariff that company is charging.
Results:	Company provided copy of tariff to the consumer.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	85253
---------------------------	---	--------------

Customer Info			
Customer:	Lesley Koester	Primary Phone:	(425) 957-9447
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	4260 152nd Avenue SE	Mailing Address:	
City, State, Zip:	Bellevue, WA 98006	City, State, Zip:	, WA
County:	King		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	20000139181055-1
M37365		Status: Closed as of:	10/02/2003
Company Rep:		Initially Opened on:	08/27/2003
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Diana Jones	Closed on:	10/02/2003
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description: Customer stated the company received an increase a year ago. Ms. received a notice (she states the commission had sent out) that the increase was approved but service would not change. This notice had a list of communities and it stated by each one if the service would or would not change. Ms. does not have a copy of this notice. Here they get a rate increase and no one is monitoring them. The commission needs to monitor them.

In Ms's community the service did change.

1) The company use to pick up recycling every week, now it is every other week. The customer states they are decreasing their service and they just received an increase. If anything they should be accommodating the customer more. The company did give Ms. a larger bin, but decreased the service.

2) Customer use to pay for 9 months of leaf waste pick up, after the rate increase, the customer is now charged for 12 months instead of 9 months.

The main issue is they decreased their service in the recycling and customers use to be able to pay for 9 months of leaf waste pickup and now they have to pay for 12 months. We awarded them an increase and according to our notice we

****8/27/03, 10:45=passed to Company/Waste Management of Rainier/Dan Bridges = response is due to DJ suits on or before 9/4/03.**

Results:

- Tarrifs are approved by the commission.
- The service is every other week with a larger bin and single stream service. The yardwaste rate was averaged over 12 months rather than a higer rate for nine months and a lower for 3 months.

Closure Status

Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	
Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	84790
---------------------------	---	--------------

Customer Info		
Customer:	Dorene Gerving	Primary Phone: (509) 926-9434
Contact:		Other Phone:
eMail Address:	gerving@peoplepc.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	North 5014 Darin Road	Mailing Address:
City, State, Zip:	Otis Orchards, WA 99027	City, State, Zip: , WA
County:	Spokane	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disconnect Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 08/25/2003
Company Rep:	Roxanne Hudgens	Initially Opened on: 08/01/2003
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 08/25/2003
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Company disconnected service today. They are disputing the mandatory recycling of \$17 per month. They do not want recycling. Do not live within the city limits. - No notice was provided that they would disconnect service.
Results:	Mandatory recycling passed by County.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	84958
---------------------------	---	--------------

Customer Info		
Customer:	Karen Findley	Primary Phone: (425) 397-8362
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address	
Service Address:	3324 Lake Dr.
Mailing Address:	
City, State, Zip:	Olympia, WA 98504
County:	Thurston
City, State, Zip:	, WA

Complaint Info	
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business
Complaint Group:	Disputed Bill Lookup
Complaint Keyword:	(None)
Company ID:	M37365
Account Number:	201-009-2208-2677-1
Company Name:	WASTE MANAGEMENT OF WASHINGTON , INC.
Status: Closed as of:	08/13/2003
Company Rep:	Carol Thoma
Initially Opened on:	08/11/2003
Rep Email Address:	
Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Pam Smith
Closed on:	08/13/2003
Disputed Amount:	5
Referral:	
Contacted How?	

Complaint Description:	Cust had a 5.00 increase. Customer does not believe she was notified prior to the increase. 8/11 passed to Carol via telephone
Results:	Informed customer of the rates, she is going to compare w/ the company

Closure Status	
Disposition:	Company upheld
Company Profile:	
Amount Saved:	\$0.00
Violation(s):	

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	85151
---------------------------	---	--------------

Customer Info		
Customer:	Jody Pugsley	Primary Phone: (425) 347-5688
Contact:		Other Phone:
eMail Address:	j.pugsley@verizon.net	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	5028 125th Place SW	Mailing Address:
City, State, Zip:	Mukilteo, WA 98275	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: Cramming
Company ID:	M37365	Account Number:
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 09/18/2003
Company Rep:	Carol Thoma	Initially Opened on: 08/21/2003
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 09/18/2003
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Disputing 2nd yard waste bin on her bill. Company never told her they were billing her for 2 yard waste containers for 14 years. She only has 1 yard waste containers. Company said they had a billing glitch with their billing company.
Results:	Waste Management agreed to provide 3 years credit for the overcharges. Total adjustment comes to \$264.33.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$264.33	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	84989
---------------------------	---	--------------

Customer Info		
Customer:	John Marden	Primary Phone: (206) 767-4676
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	1206 S Southern St	Mailing Address:
City, State, Zip:	Seattle, WA 98108	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 08/14/2003
Company Rep:	Carol Thoma	Initially Opened on: 08/12/2003
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on: 08/14/2003
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer says his recycling was not picked up this week. All of his neighbors on his road also were missed. Mr said he called the company, and was told that there was a schedule change. Mr said he was not notified of a change, and the rep told him that all customers were notified via the media.

-By what means were these customers notified of the pick-up date change?
-When is the next scheduled pick-up for this customer?

(passed via e-mail to Carol Thoma 8/12, 4:45)

Results: The company did not notify the customer of the schedule change. Violation noted.

Upon receipt of the complaint, the company contacted the customer and promptly picked up his recycling.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s): 480-70-361(5) 1

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	85335
---------------------------	---	--------------

Customer Info		
Customer:	Donia Townsend	Primary Phone: (206) 241-6545
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	2465 S 121st St	Mailing Address:
City, State, Zip:	Seattle, WA 98168	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 09/16/2003
Company Rep:	Carol Thoma	Initially Opened on: 09/03/2003
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on: 09/16/2003
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer says her recycling schedule for yard waste is incorrect. Ms said she got a notice of a change in her recycling pick-up schedule, but the yard waste schedule is incorrect. Ms said she has not been successful in getting her yard waste picked up, or to get a corrected schedule. Her yard waste bin is sitting by the road, as are all of her neighbors' bins.

-Does the company intend to send the cusotmer's a corrected schedule?
 -When can this customer expect her current load of yard waste to be picked up?

(passed via e-mail to Carol Thoma, 9/3, 9:58)

Results: The company sent a truck and a supervisor to the customer's house on 9/4. Ms has had the schedule explained to her, and has received an apology from the supervisor.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s): 480-70-386(1)(b)(i) 1

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	85444
---------------------------	---	--------------

Customer Info		
Customer:	Greg Bawden	Primary Phone: (425) 788-0436
Contact:		Other Phone:
eMail Address:	gjbawden@juno.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	32700 NE 142nd Street	Mailing Address:
City, State, Zip:	Duvall, WA 98019	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 10/22/2003
Company Rep:	Carol Thoma	Initially Opened on: 09/10/2003
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 10/22/2003
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	<p>Cannot use the 96 gallon toters for recycling.</p> <ul style="list-style-type: none"> - Has a 1/2 mile drive to the pickup point. - Would like company to consider smaller containers. - Company has not delivered the new 96 gallon toters yet but will not accept the smaller containers.
-------------------------------	---

Results:	Tariff'd rate and size of toters. Company is looking at this issue at this time.
-----------------	--

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	85674
---------------------------	---	--------------

Customer Info			
Customer:	Ward Roney	Primary Phone:	206-234-7585 - cell #
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	16819 West Snoqualmie River Rd.	Mailing Address:	
City, State, Zip:	Duvall, WA 98019	City, State, Zip:	, WA
County:	King		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	M37365	Account Number:	
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of:	10/27/2003
Company Rep:	Carol Thoma	Initially Opened on:	09/25/2003
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Lori Kanz	Closed on:	10/27/2003
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	-Customer has been trying to get the recycle bins delivered to his house for several weeks. -All of the neighbors have them, but he doesn't. -He and his wife have called the company many times and are told that they will have the bins out but, to date, he still doesn't have the recycling bins.
Results:	-Recycling bins were delivered to customer 10/1/03.

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	85677
---------------------------	---	--------------

Customer Info		
Customer:	Christine Murray	Primary Phone: (425) 706-8471
Contact:	Ron	Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	909 254th Avenue NE	Mailing Address:
City, State, Zip:	Sammamish, WA 98074	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 600-0131796-2679-4
M37365		Status: Closed as of: 10/01/2003
Company Rep:	Carol Thoma	Initially Opened on: 09/26/2003
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Sheri Hoyt	Closed on: 10/01/2003
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	<p>Company has not picked up customer's recyclables since the company switched from stackable bins to the all-in-one recycle bin in late August. Mr has called the company four times to find out why his recyclables are not being picked up, he's been told the flier with the dates of service are incorrect (flier says 4th and 18th of Sept.), that pick-ups are 11th and 25th of Sept. On the 19th, Mr spoke with a woman who told him if no one picked it up on the 25th, to call and the company would come get it on the 26th. No one picked up yesterday so he called today and a man told him the pick-ups would be the 2nd of October and refused to come pick up the recyclables today.</p> <p>>Why is this customer's recyclables not being picked up? >What is the schedule for pick-ups for this customer? 8:52)passed complaint to Carol Thoma @ WM via email.</p>
-------------------------------	---

Results:	The Customer received an incorrect pick up schedule (calendar) from WM. Customer is on odd week schedule - pick up would currently be every other week starting with 9/28. WM supplied the customer with the correct calendar and picked up their service. WM also sent future dated notes to the driver to ensure better service. Customer was given a \$7.50 credit for missed service.
-----------------	---

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$7.50	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	85359
---------------------------	---	--------------

Customer Info			
Customer:	Woodinville Animal Hospital	Primary Phone:	(425) 483-5005
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	16511 140th Place NE	Mailing Address:	
City, State, Zip:	Woodinville, WA 98072	City, State, Zip:	, WA
County:	King		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input checked="" type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	(None)
Company ID:	M37365	Account Number:	
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of:	09/24/2003
Company Rep:	Carol Thoma	Initially Opened on:	09/04/2003
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Pam Smith	Closed on:	09/24/2003
Disputed Amount:	41.8	Referral:	
Contacted How?			

Complaint Description: Customer has 3 issues:
1. Acct # 605-0774646-2679-3
6/1 bill shows yd containser service 1 wk is 45.07
7/1 bill is also 45.07
8/1 bill showed a rate adj and an increase in base rate of 68.46.
9/1 bill rate of 68.46.
Cust contacted the co and they offered no explanation and referred him to the commission.

2. Cust is charged a late payment fee occasionally when the bills are paid on time.
3/03 the bill ws due 3/31 he paid 3/11 w/ check that was deposited 3/25,
C billed him a late fee.
again July bill due 7/31 he paid 7/13 received another late fee.

3. acct # 630-1164407-2679-6 yard waste acct.
This is weekly recycle service. Cust was missed twice, he did not notice, when he did call the Co they told him sorry, since he did not call sooner, there was nothing they could do.

Customer included copies of bills and canceled checks (see file)

9/4 11:21 passed to WM Sno King.

Results: Co credited the late fee and 1 month service.

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$41.80	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	85432
---------------------------	---	--------------

Customer Info		
Customer:	Sally McKissick	Primary Phone: (425) 844-8519
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	19827 238th Avenue NE	Mailing Address:
City, State, Zip:	, WA 98077	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Miscellaneous Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 600103082926793
M37365		Status: Closed as of: 09/24/2003
Company Rep:	Carol Thoma	Initially Opened on: 09/09/2003
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 09/24/2003
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Upset that Waste Management Snoking went to 96 gallon recycling containers. It is simply too large to place in car. There gravel drive way is about 1500 feet. Too far to drag a full 96 gallon recycling container.

- Waste Management reps are passing out incorrect information. Was told that the company has nothing to do with the size of the container used. It is all the state Commission's fault.
- This will ultimately discourage people from recycling since it is too hard.
- Would like the company to consider options to container size.

Results: Company may consider changing if enough complaints are filed.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	85776
---------------------------	---	--------------

Customer Info		
Customer:	Bill Zinsley	Primary Phone: (425) 788-1570
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	15022 223rd Ave NE	Mailing Address:
City, State, Zip:	Woodinville, WA 98072	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 10/13/2003
Company Rep:	Carol Thoma	Initially Opened on: 10/02/2003
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Gail Griffin-Wallace	Closed on: 10/13/2003
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer was missed for recycle pick-up on 9/24 and was told that a truck would come back for the pick-up. Now customer is being told pick-up will be 10/8.

Was a driver dispatched to pick-up recycle?
What is company policy on missed recycle pick-up?

passed to waste management via email
passed 10/2 @ 9:05a

Results: Customer lives in an area where driver has determined it to be unsafe for a truck to navigate. Company has asked customer to place recycle in an area the customer feels impedes foot traffic for school children. An agreement was reached with a property owner (Mr. Allison) to provide upgrades that will allow customer to place recycle in area convenient to all.

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	85897
---------------------------	---	--------------

Customer Info		
Customer:	Tag Greene	Primary Phone: (425) 643-4444
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	4238 144th Lane SE	Mailing Address:
City, State, Zip:	Bellevue, WA 98006	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 220-0000042-2562-2
M37365		Status: Closed as of: 10/13/2003
Company Rep:	Carol Thoma	Initially Opened on: 10/10/2003
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Sheri Hoyt	Closed on: 10/13/2003
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer resides in a housing association development. The Association is actually the customer of record. However, Mr believes he should be able to file this complaint as the bin has been left for him to deal with. WM delivered a large blue recycling bin approximately 2 weeks ago. If Mr didn't want to keep the bin, he was to put it out on the next pick up day and it would be taken away. The large, unsightly bin is still there. Mr has repeatedly called WM about removal of the bin. Mr has been told that the company is behind in picking them up. It will be several more weeks before it gets to it. Mr has asked for a supervisor a couple times. No one has called him back.
 >When will the bin be removed?
 >Why has Mr not been contacted by a supervisor?
 10:49)passed to Carol Thoma @ WM via email.

Results: The bin was picked up the same day the complaint was filed. The customer told the company he was satisfied. The company states neither supervisor was informed Mr had requested a call back.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	86207
---------------------------	---	--------------

Customer Info		
Customer:	Robert & Willy Campbell	Primary Phone: (360) 629-9089
Contact:	Wilhelmina Campbell	Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address	
Service Address: 611 - 310th St. N.E.	Mailing Address:
City, State, Zip: Stanwood, WA 98292	City, State, Zip: , WA
County: Snohomish	

Complaint Info		
Class of Service: <input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group: Customer Service Lookup	Complaint Keyword: (None)	
Company ID: M37365	Account Number:	
Company Name: WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of:	11/04/2003
Company Rep: Kerry Aiton	Initially Opened on:	10/29/2003
Rep Email Address:	Quality Review: <input type="checkbox"/> Done	
Agency Rep: Lori Kanz	Closed on:	11/04/2003
Disputed Amount:	Referral:	
Contacted How?		

Complaint Description: Received informal complaint form:
#1 -6/03 rec'd ltr that would be receiving recycling service 7/03 with a \$5.00/month increase. No information was provided regarding what day of the week or how often the customer would have recycling.
-Customer's neighborhood rec'd recycling container 7/15/03, just a few hours before the recycling truck came by.
-The next Tuesday most people in the neighborhood put out recyclables, but did not get it picked up. Customer contacted company and was told that the recycle p/u was every other week.
-The company did send this customer a stack of recycle schedules that they told her she could hand out around the neighborhood. This is not her job. Why can't the company just send these out to their customers?
#2 - The information provided by the company advises that garbage pick up will be a day late on the following holidays: Thanksgiving, Christmas and New Year's Day. When the garbage was not picked up on a different holiday that customer contacted the company and was told that the route she is on is the only route in Snohomish county that has add'l holidays where there is a one-day delay in pickup.
-The customer asked for a schedule of these holiday so that they will know when to put the garbage out a day late. The company has not provided this information.

The customer feels that the company should mail out a recycling and garbage collection schedule once per year. The company has declined to do this.

Results: -When the customer's new recycle cart was delivered it was to have a recycle pickup calendar attached. Customer called and advised she did receive a schedule onher cart. Customer Service Center offered to send a calendar to her. The center offered to send her add'l calendars, if she wanted to share them with the neighbors.
-The only Holiday's the drivers do not work are Thanksgiving, Christmas and New Years. If the customer was not picked up on a different holiday, the company says that was a driver error and the customer can call and have a driver sent back out for pick-up. All of the

company's calendars explain the Holiday schedule on them and billing will also run a message on the invoices in advance explaining the holiday schedule.

Closure Status

Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories

Industry:	227 - Solid Waste	Docket Number:	
-----------	-------------------	----------------	--

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	85767
---------------------------	---	--------------

Customer Info			
Customer:	RL Industries	Primary Phone:	360-794-1621 ext 35
Contact:	Kevin Burch	Other Phone:	
eMail Address:	kburch@millworkconcepts.com	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	14582 172nd Drive SE	Mailing Address:	
City, State, Zip:	Monroe, WA 98272	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input checked="" type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	(None)
Company ID:	M37365	Account Number:	
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of:	10/16/2003
Company Rep:	Carol Thoma	Initially Opened on:	10/01/2003
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Diana Jones	Closed on:	10/16/2003
Disputed Amount:	500	Referral:	
Contacted How?			

Complaint Description: Mr. just noticed on his bill statement that the billing rate changed from .98cents a minute to a flat rate of \$75 a haul for hardwood sawdust. He began being billed the new flat rate on his August statement.

-Mr. would like to see a copy of the tariff which approves this rate.
-Mr.'s company was not noticed by the company regarding the rate change.
-Mr. states this is a 200 percent increase.

**10/01/03-4:50pm-passed to Co./Waste Management Northwest/Carol Thoma
Response due to DJ Suits on or before 10/03/03.

1)Please provide me with a copy of the tariff filed with the commission that approved the new tariffed rate.

2)Please provide a copy of the notice that went out to the customer's. This customer is a business.

Carol, if this complaint needs to be forwarded to a different staff member, please do so and e-mail me the person's name and e-mail address. I only have your e-mail address.

Results:	-the issue is not tariffed with the commission - non jurisdictional
-----------------	---

Closure Status			
Disposition:	Nonjurisdictional	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	85953
---------------------------	---	--------------

Customer Info		
Customer:	Andrea & Rick Bastien	Primary Phone: (360) 308-8856
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address			
Service Address:	7108 Cobi Place NW	Mailing Address:	
City, State, Zip:	Bremerton, WA 98312	City, State, Zip:	, WA
County:	Kitsap		

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	M37365	Account Number: BRR010230600297
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 10/27/2003
Company Rep:	Carol Thoma	Initially Opened on: 10/15/2003
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Sheri Hoyt	Closed on: 10/27/2003
Disputed Amount:	81.2	Referral:
Contacted How?		

Complaint Description: Customer signed for service beginning July 8, 2003. She states she was not fully informed of the services she would receive for the monthly charges. Specifically, Ms was not informed there was an option of anything besides the 32 gal. can for \$12.60 a month. Ms was not told that anything placed outside of the can would be subject to additional charges. In addition, the customer was not informed when her recyclables would be picked up - she didn't receive the brochure explaining services until a week ago. Ms believes WM should credit the disputed \$81.20 since she was not fully informed of the services WM would be performing for the quarterly charges
>Is WM willing to credit the disputed charges as a one-time goodwill gesture?
10:45)passed to Carol Thoma @ Waste Management via email.

Results: WM states it is the company's policy to inform an applicant for service of the services offered. The selection in Ms' area is anywhere from a 20 gal to 96 gal bin for weekly pick up. It does not unilaterally assign a service to a customer - the customer must pick. The company will ask an applicant how many people are in the household so it can assist in the decision-making process by making recommendations on size needed for an average household of that size. WM records indicate the customer called in at 10:00am on 7/30/03 and changed from the 35 gal cart to a 64 gal cart. Extras out were on 7/16, 7/23, 7/30, 8/6 & 9/24. WM believes this indicates the customer set out extra garbage on the 8/6 and 9/24 pickups with knowledge that there would be an extra charge.

WM states the customer agreed to a credit for 1/2 of the extra charges for the 7/16 & 7/23 pick up dates. The company is willing to give a 1/2 goodwill credit on the first three times the customer had extra pickups - the total for those charges was \$75.40. WM does not believe a full credit is appropriate as the customer increased her bin size - and monthly cost of service - which it believes would reasonably indicate to a customer that service was not on unlimited pickup. WM will credit a total of \$37.70.

WM does not know why the customer just received her Welcome Packet. The employee who sends out the packets is not behind at all. The packet should have been mailed when she

signed for service. The company can only assume the packet she just received was either delayed or that a duplicate was requested by the customer.

Closure Status

Disposition:	Company upheld with arrangements	Company Profile:	
Amount Saved:	\$37.70	Violation(s):	

Categories

Industry:	227 - Solid Waste	Docket Number:	
-----------	-------------------	----------------	--

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	85954
---------------------------	---	--------------

Customer Info			
Customer:	Charles Kleingartner	Primary Phone:	(425) 880-6161
Contact:		Other Phone:	(425) 830-6111
eMail Address:	ckleinga@msn.com	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	3643 E Ames Lake Lane NE	Mailing Address:	
City, State, Zip:	Redmond, WA 98053	City, State, Zip:	, WA
County:	King		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Refusal Of Service Lookup	Complaint Keyword:	(None)
Company ID: M37365	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
Company Rep:	Carol Thoma	Status: Closed as of:	11/20/2003
Rep Email Address:		Initially Opened on:	10/15/2003
Agency Rep:	Pam Smith	Quality Review:	<input type="checkbox"/> Done
Disputed Amount:	0	Closed on:	11/20/2003
Contacted How?		Referral:	

Complaint Description: According to the company the new trucks are too large to go down their road and collect the recycling. Customer spoke to Jeff McCann they set up a meeting for Oct 6th to look at the road and try to figure out a solution but Jeff did not attend the meeting and will not return calls.

10/15 11:16 passed to Carol Thoma vm please all

Results: Co will not go down the road

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	86450
---------------------------	---	--------------

Customer Info		
Customer:	Winfried Falk	Primary Phone: (425) 334-6561
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	1224 79th Avenue SE	Mailing Address:
City, State, Zip:	Everett, WA 98205	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 11/19/2003
Company Rep:	Kerry & Pam Emerick	Initially Opened on: 11/14/2003
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 11/19/2003
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Company has not delivered new containers for recycling. Did not pick up recycling today.
Results:	Company brought out container and picked up the recycling.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	86521
---------------------------	---	--------------

Customer Info		
Customer:	Verrazanos	Primary Phone: (253) 946-4122
Contact:	Tara Adams	Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	28835 Pacific Highway S.	Mailing Address:
City, State, Zip:	Federal Way, WA 98003	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input checked="" type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 11/21/2003
Company Rep:	Kerry Aiton	Initially Opened on: 11/19/2003
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Lynda Johnson	Closed on: 11/21/2003
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer states that for the past 11 years they have scheduled Wednesday pick up of their dumpster located at their restaurant. The dumpster sits in a concrete holder which is easily accessible to the driver. However, a new driver, is refusing to pick up the garbage if there are cars parked on either side of the concrete holder.

The customer said that the cars absolutely do not impede the driver in any way and no other driver has had a problem or left their garbage because of the situation. Customer wants company to pick up the garbage today, as waiting until next Wednesday will result in an unacceptable amount of garbage overflowing from the dumpster.

11/19/03 2:00 PM -- Passed to Kerry & Pam Emerick, via email.

Results: Co. picked up the garbage on the afternoon of 11/19 did site visit and found that there would be no problem making the pick up. Co. said they would educate the driver to maneuver the truck to pick up the dumpster.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	86793
---------------------------	---	--------------

Customer Info			
Customer:	Donna Sabovik	Primary Phone:	(425) 349-1182
Contact:		Other Phone:	(206) 749-4330
eMail Address:	DSabovik@AOL.com	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	PO Box 1098	Mailing Address:	
City, State, Zip:	Mukilteo, WA 98275	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	201-0036340-2677-1
M37365		Status: Closed as of:	12/26/2003
Company Rep:	Kerry & Pam Emerick	Initially Opened on:	12/11/2003
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on:	12/26/2003
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	Objects to new recycling bins.
Results:	Company agreed to smaller bins for consumer.

Closure Status			
Disposition:	Company upheld with arrangements	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	86927
---------------------------	---	--------------

Customer Info		
Customer:	Paul Deusch	Primary Phone: (425) 337-6630
Contact:		Other Phone: (425) 483-5467
eMail Address:	pauld@zipcon.net	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address			
Service Address:	14007 - 69th Drive SE #K-1	Mailing Address:	
City, State, Zip:	Snohomish, WA 98296	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 12/30/2003
Company Rep:	Kerry Aiton	Initially Opened on: 12/19/2003
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Diana Otto	Closed on: 12/30/2003
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	<p>Mr wrote emailed complaint dated 12/16/03 to UTC. Mr's on bi-weekly recycle, but recently the company missed his pick-up and when he contacted it, he was informed he wasn't to be picked up until the next Friday. He says that's 3 weeks. He doesn't believe this is satisfactory service. SEE HARD FILE FOR COMPLETE COPY OF MR'S EMAILED COMPLAINT. 12/19/03 2:08)passed complaint to Kerry & Pam Emerick @ Waste Management via email.</p>
Results:	<p>The company claims it did not change it's scheduled pick up days and that Mr agreed to his pick up on 12/19/03. Bottom line going foward - pick ups every other Friday beginning with 1/16/04. His normal 1/2/03 pick up will be on 1/3/03 due to the New Year's holiday. If any pick up is missed, the customer needs to call the company and it will come back out and either pick up that same day or the following day.</p>

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	86696
---------------------------	---	--------------

Customer Info		
Customer:	Russ Tonkinson	Primary Phone: (360) 403-3005
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address	
Service Address:	20206 Lake Riley
Mailing Address:	
City, State, Zip:	Arlington, WA 98223
County:	Snohomish
City, State, Zip:	, WA

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	M37365	Account Number:
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 12/17/2003
Company Rep:	Kerry Aiton	Initially Opened on: 12/04/2003
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Lynda Johnson	Closed on: 12/17/2003
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer said the company changed its rates and type of service for recycling. His service has been changed from weekly recycling pick-up to all-in-one every other week. However, the company has not provided the larger bin and the smaller bins will not hold two weeks worth of recycling. Customer wants company to provide the larger bin asap.
12/4/03 2:05 PM -- Passed to Kerry Aiton & Pam Emerick, via email.

Results: Co. delivered tote to customer on 12/9/03.

Closure Status	
Disposition:	Consumer upheld
Company Profile:	
Amount Saved:	\$0.00
Violation(s):	

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87031
---------------------------	---	--------------

Customer Info			
Customer:	George Firman	Primary Phone:	(360) 652-5630
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	14119 34th Avenue NW	Mailing Address:	
City, State, Zip:	Marysville, WA 98271	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Quality Of Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	201005437126773
M37365		Status: Closed as of:	01/14/2004
Company Rep:	Kerry Aiton	Initially Opened on:	12/31/2003
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on:	01/14/2004
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	He is 100 percent disabled. Has been having problems with company on/off for past 7 months. His pick up is every other Monday. Company missed his pick up and won't give him a time that they will come back out to pick it up (trash and recycle).
Results:	Picked up on next scheduled pickup day, 1/5.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	86925
---------------------------	---	--------------

Customer Info			
Customer:	Kathy Felsch	Primary Phone:	(509) 722-3349
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	4971 Hunters Shop Rd	Mailing Address:	PO Box 143
City, State, Zip:	Hunter, WA 99137	City, State, Zip:	Hunter, WA 99137
County:	Stevens		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Refusal Of Service Lookup	Complaint Keyword:	(None)
Company ID:	M37365	Account Number:	
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of:	02/24/2004
Company Rep:	Roxanne Hudgens	Initially Opened on:	12/19/2003
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Mike Meeks	Closed on:	02/24/2004
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	Customer called company to order service. Customer provided a petition of over 100 customers who wanted service. Company is not responding to customer regarding providing service. 12-19 (111) emailed complaint to company
Results:	Commission does not have a way to process petitions for service. Customer has 3 options. 1. convince somebody to start a solid waste hauling company and apply to the Commission. 2. Form a neighborhood association and contact Waste Management for service of dumpsters. 3. Contact elected officials and see if they can help.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87042
---------------------------	---	--------------

Customer Info		
Customer:	Hunt Holden	Primary Phone: (425) 771-0177
Contact:		Other Phone:
eMail Address:	huntandmolly.holden@verizon.net	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	3306 214th St SW	Mailing Address:
City, State, Zip:	Lynnwood, WA 98036	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 01/08/2004
Company Rep:	Kerry Aiton	Initially Opened on: 01/02/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Mike Meeks	Closed on: 01/08/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Customer states that normal pick up was Wednesday 12-31n. Co. did not pick up. States the roads were bad. Customer states that he called the co. and was advised that they would resume the pick up on Next Wed. 1-7. Customer states that that is not good enough as next wed is not a recycle pick up date and he has full load of refuse. . Says that he is concerned that animals will be getting into his garbage. Wants garbage picked up today. Passed to co. via email at 1:26pm on 1-2
-------------------------------	---

Results:	Rules allow the company to miss pickups due to weather.
-----------------	---

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87050
---------------------------	---	--------------

Customer Info		
Customer:	Kristin Jagelski	Primary Phone: (360) 403-9232
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address	
Service Address:	13502 170th PI NE
Mailing Address:	
City, State, Zip:	Arlington, WA 98223
County:	Snohomish
City, State, Zip:	, WA

Complaint Info	
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business
Complaint Group:	Customer Service Lookup
Complaint Keyword:	(None)
Company ID:	M37365
Account Number:	
Company Name:	WASTE MANAGEMENT OF WASHINGTON , INC.
Status: Closed as of:	01/09/2004
Company Rep:	Kerry Aiton
Initially Opened on:	01/05/2004
Rep Email Address:	
Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Gail Griffin-Wallace
Closed on:	01/09/2004
Disputed Amount:	
Referral:	
Contacted How?	

Complaint Description: Customer has made several attempts to contact the company on Mondays. Customer always encounters a busy signal. Please explain why customer is having difficulty?

passed to Waste Management Sno-King via email
1/5 @ 10:00am

Results: Company reports that phone problems required repair efforts most of the day.

Closure Status	
Disposition:	Company upheld
Company Profile:	
Amount Saved:	\$0.00
Violation(s):	

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87055
---------------------------	---	--------------

Customer Info			
Customer:	Ray P. White	Primary Phone:	(425) 397-9192
Contact:		Other Phone:	425-299-6103, cell
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	9107 14th Street NE	Mailing Address:	
City, State, Zip:	Everett, WA 98205	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	201-0045545-2677-4
M37365		Status: Closed as of:	01/08/2004
Company Rep:	Kerry Aiton	Initially Opened on:	01/05/2004
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Sheri Hoyt	Closed on:	01/08/2004
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	<p>No trash or recycle pick up on 12-31-03. No explanation from company. Mr has called at least 24 times today and always receives a busy signal. Mr wants to know why no service, will he be charged for that pick up, and when will service be picked up.</p> <p>Approximately 2 months ago, Mr's neighbors received the new blue bin for recycles. Mr did not. He called the company, it apologized for the oversight and said it would deliver the bin. It has not. What is the delay and when will Mr get his new recycle bin? 10:58)passed to Kerry Aiton & Pam Emerick @ WM via email.</p>
Results:	Service was not provided due to weather/road conditions. Company records indicate a recycle bin was dropped off on 11-10-03 after customer's 11-7-03 call. Company will deliver another as soon as weather and road conditions permit.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87407
---------------------------	---	--------------

Customer Info		
Customer:	Dobie Enquisp	Primary Phone: (425) 337-8037
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address			
Service Address:	2521 92nd Place SE	Mailing Address:	
City, State, Zip:	Everett, WA 98208	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	M37365	Account Number:
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 02/05/2004
Company Rep:	Kerry Aiton & Pam Emerick	Initially Opened on: 01/26/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Gail Griffin-Wallace	Closed on: 02/05/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	<p>Customer signed up for service over a month ago and was told she would receive a blue recycle container. Customer has called several time and was told last week that the container would be delivered by Friday of last week. Customer still does not have the container.</p> <p>When can customer expect delivery of the blue recycle container?</p> <p>passed to Sno-King via email 1/26 @ 8:40am</p>
Results:	<p>Recycle container will be delivered by 1/30/04.</p> <p>Customer confirmed delivery of cart on 9/4/04.</p>

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87481
---------------------------	---	--------------

Customer Info		
Customer:	Jenifer Fagg or Paul Nelson	Primary Phone: (509) 745-9745
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	119 Ponderosa Rd.	Mailing Address:
City, State, Zip:	East Wenatchee, WA 98802	City, State, Zip: , WA
County:	Chelan	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 03/08/2004
Company Rep:	Roxanne Hudgens	Initially Opened on: 01/29/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Gail Griffin-Wallace	Closed on: 03/08/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	<p>Customer says she always receives her bill late and has been disconnected several times for failure to pay timely. Customer also states that her pick up is missed several times a month and is then charged for extra bags.</p> <ol style="list-style-type: none"> 1. What is customer's billing cycle (bill mail date, and due date) 2. Please provide billing and payment history for last 12 months. <p>passed to WM - WEN via email 1/29 @ 12:50 pm</p>
Results:	A review of customer billing history indicated that customer had not made payments timely and was suspended for non payment. Customer was credited previously for extra bags. The missed pickups appear to be during the suspension.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87045
---------------------------	---	--------------

Customer Info		
Customer:	Nadine Girard	Primary Phone: (425) 712-0627
Contact:		Other Phone:
eMail Address:	ngirard@msn.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	5315 241st Place SW	Mailing Address:
City, State, Zip:	Mount Lake Terrace, WA 98043	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 4010003470-2677-5
M37365		Status: Closed as of: 01/12/2004
Company Rep:	Pam Emerick	Initially Opened on: 01/02/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on: 01/12/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Company frequently misses her pick up. Company missed again on Wednesday and now they are saying they won't be able to pick up until next week.
Results:	Customer is in City of Mountlake Terrace, which is serviced under contract. This complaint is nonjurisdictional.

Closure Status		
Disposition:	Nonjurisdictional	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87056
---------------------------	---	--------------

Customer Info		
Customer:	David Clay	Primary Phone: (425) 335-4765
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	9307 45th Place SE	Mailing Address:
City, State, Zip:	Snohomish, WA 98290	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 01/08/2004
Company Rep:	Kerry Aiton	Initially Opened on: 01/05/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Ken Chapman	Closed on: 01/08/2004
Disputed Amount:	0	Referral:
Contacted How?		

Complaint Description:	<p>Customer cannot contact carrier by phone. They have been calling since pick-ups were missed last Wednesday. All he gets is a busy signal. Number called is 425-337-1197</p> <p>Customer wants to know if carrier will collect this week. What to do if he self-hauls the trash as dogs are getting into it, etc. Please call customer.</p>
Results:	Carrier contacted customer on 1-6-04 and made commitment to collect missed pick-ups. Carrier also working on phone access issues.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87079
---------------------------	---	--------------

Customer Info			
Customer:	Gwen Hawkins	Primary Phone:	(425) 334-4295
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	525 S Davies Rd	Mailing Address:	
City, State, Zip:	Lake Stevens, WA 98258	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Quality Of Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	01/14/2004
Company Rep:	Kerry Aiton	Initially Opened on:	01/06/2004
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on:	01/14/2004
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description: Customer says her pickup date is the last Wednesday of the month. She says WMS did not pick up last Wednesday, as scheduled. Ms says she has been trying since last Wednesday to call WMS, and the phone has been busy at all times of day and night. She would like pickup before 1/28.

-When will WMS pick up for this customer?

(passed via e-mail to company 1/6, 1:45)

Results: Company picked up on 1/12.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87085
---------------------------	---	--------------

Customer Info		
Customer:	Dorothy Brennan	Primary Phone: (206) 244-9727
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	1202 S 116th St	Mailing Address:
City, State, Zip:	Seattle, WA 98168	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 01/14/2004
Company Rep:	Kerry Aiton	Initially Opened on: 01/07/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on: 01/14/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: 12-31 company did not pick up garbage due to weather conditions. Customer said there was no weather problems on that day. Company shut down around 3pm. Advised customer to put out 2 weeks of garbage the next week.

1-7 company is not picking up due to weather conditions. Advised customer to put out 3 weeks of garbage the next week.

Customer is upset that she will have to hold 3 weeks of garbage for the 1-14 pickup. She is upset that the company did not pick up on 12-31 or thereafter.

Results: Company picked up on 1/14, this customer's scheduled pickup day.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87090
---------------------------	---	--------------

Customer Info		
Customer:	Pamela Mason	Primary Phone: (360) 698-1249
Contact:		Other Phone:
eMail Address:	sunnysclass69@charter.net	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	6106 Northwest Myles Court	Mailing Address:
City, State, Zip:	Bremerton, WA 98312	City, State, Zip: , WA
County:	Kitsap	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: Out Of Service
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: Brr-0021546-0029-6
M37365		Status: Closed as of: 01/21/2004
Company Rep:	Terry Bickel	Initially Opened on: 01/07/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on: 01/21/2004
Disputed Amount:		Referral:
Contacted How?		

Master Complaint:	94589 Click here to locate the associated Master Complaint.
--------------------------	---

Complaint Description:	<p>-NO SERVICE PICKUP-</p> <p>Ms. states the last time the company picked up her garbage was December 24, 2003. Ms. can't speak to a supervisor because they have a recording stating the pickup status. The company won't pickup this week because of the weather. They will pickup the week of 1/19/04. Ms. has no where to put her garbage. She can't understand why the company can't pickup tomorrow(1/8/04).</p> <p>**1/7/04, 12:10pm-passed to Co./Brem-Air-Waste Management/Tammy Lane/cc'd Terry Bickel- response due to DJ Suits on or before 1/14/04</p>
-------------------------------	---

Results:	Picked up 1/14, which was the next scheduled pickup date.
-----------------	---

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87091
---------------------------	---	--------------

Customer Info		
Customer:	Toby Miller	Primary Phone: (425) 487-6475
Contact:		Other Phone:
eMail Address:	tobym@mindspring.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	232 22 8th Place West	Mailing Address:
City, State, Zip:	Bothell, WA 98021	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: Out Of Service
Company ID:	M37365	Account Number:
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 01/15/2004
Company Rep:	Kerry Aiton	Initially Opened on: 01/07/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on: 01/15/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: -NO SERVICE-
Customer's last garbage pickup was on 12/24/03. Customer wanted a refund because they haven't picked up the garbage. The company told him they don't give out refunds, but he can put out an additional can.

-Mr. wants his garbage picked up and a refund for the 2 weeks they didn't pick up.

**1/7, 12:20pm-passed via e-mail to Waste Management- response due to DJ suits on or before 1/14/04.

Results: Company picked up on 1/14, next scheduled date.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87101
---------------------------	---	--------------

Customer Info			
Customer:	John Bush	Primary Phone:	(425) 485-4869
Contact:		Other Phone:	
eMail Address:	hirebush@yahoo.com	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	22631 12th Place West	Mailing Address:	
City, State, Zip:	Bothell, WA 98021	City, State, Zip:	, WA
County:	King		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Quality Of Service Lookup	Complaint Keyword:	Out Of Service
Company ID:	M37365	Account Number:	
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of:	01/20/2004
Company Rep:	Kerry Aiton	Initially Opened on:	01/07/2004
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on:	01/20/2004
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description: -Mr. states the last pick up for the customer's recyclable was on 12/17/04. Company tells Mr. its because of the bad weather. Mr. is very frustrated. The company is not even trying to accommodate. I explained to him that if the weather is not good that the company would pick up the next scheduled day. Mr. doesn't believe this is right. Why can't the company try to schedule a sooner date.

**1/7/04, 4:05-passed via e-mail to Co./Waste Management-Kerry and Pam Emerick. Response is due to DJ Suits on or before 1/14/04.

Results: Picked up on 1/8, earlier than the next scheduled pickup date of 1/14.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87104
---------------------------	---	--------------

Customer Info		
Customer:	David Parker	Primary Phone:
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	8819 14th Place SE	Mailing Address:
City, State, Zip:	Everett, WA 98205	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 01/15/2004
Company Rep:	Kerry Aiton	Initially Opened on: 01/08/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on: 01/15/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer says he has not had service for the last three weeks, and is told that he will have to wait until his next scheduled pick-up, which is next Wednesday.

Customer asks if the company can pick up sooner.

(passed via e-mail to company 1/8, 11:56)

Results: Company picked up on next scheduled day, 1/14.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87124
---------------------------	---	--------------

Customer Info		
Customer:	Jeff Welcome	Primary Phone: (360) 568-1251
Contact:	Rosemary	Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	13312 134th Dr SE	Mailing Address:
City, State, Zip:	Snohomish, WA 98290	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	M37365	Account Number:
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 01/15/2004
Company Rep:	Kerry Aiton	Initially Opened on: 01/08/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on: 01/15/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer did not get service either of the last two Wednesdays. Ms said her road was not bad on 12/31, but admitted that she does not know the route that her driver has to take. She understands that roads may have been bad elsewhere.

Ms says the company told her husband he would have to wait until the next scheduled pick up date. Ms asks if the company can possibly pick up before next Wednesday.

(passed via e-mail to company 1/8, 12:56)

Results: Picked up 1/09, next scheduled pickup date was 1/14.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87125
---------------------------	---	--------------

Customer Info		
Customer:	Mike Powers	Primary Phone: (425) 883-2120
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	21108 NE 129th Ct	Mailing Address:
City, State, Zip:	Woodinville, WA 98077	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	M37365	Account Number:
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 01/15/2004
Company Rep:	Kerry Aiton	Initially Opened on: 01/08/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on: 01/15/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Weekly customer - Wednesdays. Company missed 12/31 and 1/7 pick ups. He said he called the company before the snow came, anticipating problems, and the recording told him to leave the garbage out, and it would get picked up later in the week. It is still out by the road, and he is worried about animals getting into it. The company is now telling him to wait until next Wednesday. He would like to know if company can pick up sooner.

(passed via e-mail to company 1/8, 1:05)

Results: Customer self-hauled. Company says it will provide some credit.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87129
---------------------------	---	--------------

Customer Info		
Customer:	Alan Pargeter	Primary Phone: (206) 988-4817
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	11210 22nd Ave SW	Mailing Address:
City, State, Zip:	Seattle, WA 98146	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	M37365	Account Number:
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 01/15/2004
Company Rep:	Kerry Aiton	Initially Opened on: 01/08/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on: 01/15/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer says the company picked up on 12/31, but missed 1/7. Wants to know if company is willing to pick up before next Wednesday.

(passed via e-mail to company 1/8, 1:46)

Results: Company picked up 1/14, which was the next scheduled pickup date.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87130
---------------------------	---	--------------

Customer Info		
Customer:	Roger Schollenberger	Primary Phone: (425) 334-6710
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	10708 25th Place NE	Mailing Address:
City, State, Zip:	Lake Stevens, WA 98258	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	M37365	Account Number:
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 01/09/2004
Company Rep:	Kerry Aiton	Initially Opened on: 01/08/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on: 01/09/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer says his pick-up has been missed on 12/31 and 1/7. He is worried about animals getting into the garbage if he has to wait another week. He would like to know if the company is willing to pick up earlier than next Wednesday.

(passed via e-mail to company 1/8, 1:51)

Results: Company picked up on 1/8, at 7:30 PM.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87133
---------------------------	---	--------------

Customer Info		
Customer:	Jonathan Ditmars	Primary Phone: (425) 241-9322
Contact:	Deborah Ditmars	Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	1806 225th Place NE	Mailing Address:
City, State, Zip:	Sammamish, WA 98074	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 01/21/2004
Company Rep:	Kerry Aiton	Initially Opened on: 01/08/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on: 01/21/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer says her last two scheduled pick-ups have been missed. She said the birds are picking apart the bags in her neighborhood. She is very concerned about the problems of waiting until next Wednesday.

(passed via e-mail to company 1/8, 2:15)

Results: Missed garbage picked up on next scheduled pickup date - 1/14.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87136
---------------------------	---	--------------

Customer Info		
Customer:	Don Heitlauf	Primary Phone: (425) 766-7853
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	19851 NE 128th Ct	Mailing Address:
City, State, Zip:	Woodinville, WA 98077	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	M37365	Account Number:
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 01/20/2004
Company Rep:	Kerry Aiton	Initially Opened on: 01/08/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on: 01/20/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer says his pick has been missed for two Wednesdays in a row. He is very unhappy at the prospect of having to wait until next Wednesday for pick up. Also wants to know when recycling will be picked up.

(passed via e-mail to company 1/8, 3:31)

Results: Picked up on 1/10, earlier than the next scheduled pickup day of 1/14.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87140
---------------------------	---	--------------

Customer Info		
Customer:	Tom Sams	Primary Phone: (425) 898-9135
Contact:		Other Phone: (206) 674-6553
eMail Address:	tom.sams@expeditors.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	2311 233rd Ave NE	Mailing Address:
City, State, Zip:	Sammamish, WA 98074	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 01/14/2004
Company Rep:	Kerry Aiton & Pam Emerick	Initially Opened on: 01/08/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on: 01/14/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	This every Wednesday customer says his 12/31 and 1/7 pickups were missed. He asks if he can get his garbage picked up before next Wednesday, 1/14. (passed via e-mail to company 1/8, 4:08)
Results:	Company picked up on 1/10.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87144
---------------------------	---	--------------

Customer Info			
Customer:	Jo Ann Snover	Primary Phone:	(425) 869-9131
Contact:		Other Phone:	
eMail Address:	jo.snover@gte.net	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	12208 202nd Ave NE	Mailing Address:	
City, State, Zip:	Woodinville, WA 98077	City, State, Zip:	, WA
County:	King		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Quality Of Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	01/15/2004
Company Rep:	Kerry Aiton	Initially Opened on:	01/08/2004
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on:	01/15/2004
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	<p>Customer's 12/31 and 1/7 pickups were missed. She feels it is unreasonable for her to have to wait until 1/14 for pickup. Ms asks if there is any way to get service earlier.</p> <p>(passed via e-mail to company 1/8, 5:22)</p>
-------------------------------	--

Results:	Picked up on 1/10.
-----------------	--------------------

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87157
---------------------------	---	--------------

Customer Info		
Customer:	Merlin Varner	Primary Phone: (425) 882-0102
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	13329 208th Ave NE	Mailing Address:
City, State, Zip:	Woodinville, WA 98077	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 01/20/2004
Company Rep:	Kerry Aiton	Initially Opened on: 01/09/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on: 01/20/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Wednesday customer - no pickup for the last three weeks. Customer is very unhappy about having to wait an extra week for service. (passed via e-mail to company 1/9, 2:30)
Results:	Company picked up on Saturday, 1/10, earlier than the next scheduled date, 1/14.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87161
---------------------------	---	--------------

Customer Info		
Customer:	Jack Irwin	Primary Phone: (425) 334-5665
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	8430 15th Place SE	Mailing Address:
City, State, Zip:	Everett, WA 98205	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	M37365	Account Number:
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 01/20/2004
Company Rep:	Kerry Aiton	Initially Opened on: 01/09/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on: 01/20/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer has been missed the last two Wednesdays. Mr asks that the company do what it can to pick up before next Wednesday.

(passed via e-mail to company 1/9, 3:25)

Results: Picked up on 1/10, earlier than the next scheduled pickup date, 1/14.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87163
---------------------------	---	--------------

Customer Info		
Customer:	Robin Maass	Primary Phone: 425-771-6919 hm
Contact:		Other Phone: 425-879-6456 cell
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	20618 36th Place W	Mailing Address:
City, State, Zip:	Lynnwood, WA 98036	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 01/20/2004
Company Rep:	Kerry Aiton	Initially Opened on: 01/09/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on: 01/20/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer's pickup has been missed the last two Wednesdays. She is unhappy that she has to wait until next Wednesday for pickup. Ms asks that the company provide service before 1/14.

(passed via e-mail to company 1/9, 3:40)

Results: Picked up 1/10, earlier than the next scheduled pickup date.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87165
---------------------------	---	--------------

Customer Info			
Customer:	Vicki Orendurff	Primary Phone:	(425) 941-0250
Contact:		Other Phone:	(425) 836-8754
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	22025 NE 15th St	Mailing Address:	
City, State, Zip:	Sammamish, WA 98074	City, State, Zip:	, WA
County:	King		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Quality Of Service Lookup	Complaint Keyword:	(None)
Company ID: M37365	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
Company Rep:	Kerry Aiton	Status: Closed as of:	01/21/2004
Rep Email Address:		Initially Opened on:	01/09/2004
Agency Rep:	John Cupp	Quality Review:	<input type="checkbox"/> Done
Disputed Amount:		Closed on:	01/21/2004
Contacted How?		Referral:	

Complaint Description: Customer said her 12/31 and 1/7 pickups have been missed. She said the animals are starting to get into her garbage and she would like to have it picked up earlier than next Wednesday.

(passed via e-mail to company 1/9, 3:54)

Results: Customer was serviced 1/14, which was her next scheduled pickup date.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87166
---------------------------	---	--------------

Customer Info		
Customer:	Sandra Wheeler	Primary Phone: (425) 335-1499
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address	
Service Address:	2 81st Ave SE
Mailing Address:	
City, State, Zip:	Everett, WA 98205
County:	Snohomish
City, State, Zip:	, WA

Complaint Info	
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business
Complaint Group:	Quality Of Service Lookup
Complaint Keyword:	(None)
Company ID:	M37365
Account Number:	
Company Name:	WASTE MANAGEMENT OF WASHINGTON , INC.
Status: Closed as of:	01/15/2004
Company Rep:	Kerry Aiton
Initially Opened on:	01/09/2004
Rep Email Address:	
Quality Review:	<input type="checkbox"/> Done
Agency Rep:	John Cupp
Closed on:	01/15/2004
Disputed Amount:	
Referral:	
Contacted How?	

Complaint Description: Customer says her stop was missed 12/24, 12/31, and 1/7. She said she called the company and was told that she could take the garbage to the dump and get refunded, but she would still be charged for the missed pickups. She feels this is wrong. Ms would like credit for the missed pickups as well as reimbursement for the landfill charge.

(passed via e-mail to company 1/9, 4:09)

Results: Garbage and recycling picked up Saturday 1/10, next scheduled pickup was 1/14.

Closure Status	
Disposition:	Company upheld
Company Profile:	
Amount Saved:	\$0.00
Violation(s):	

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87172
---------------------------	---	--------------

Customer Info			
Customer:	Kathy Purviance	Primary Phone:	425-280-3796 cell
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	10511 46th Place SE	Mailing Address:	
City, State, Zip:	Everett, WA 98205	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Quality Of Service Lookup	Complaint Keyword:	(None)
Company ID:	M37365	Account Number:	
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of:	01/15/2004
Company Rep:	Kerry Aiton	Initially Opened on:	01/09/2004
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on:	01/15/2004
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description: Customer said her 12/31, 1/7 pickups have been missed. She is unhappy at having to wait until next Wednesday to get service, asks if the company can get to her any sooner.

(passed via e-mail to company 1/9, 5:22)

Results: Company picked up 1/10. Next scheduled pickup would have been 1/14.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87173
---------------------------	---	--------------

Customer Info		
Customer:	Peter Hartmaier	Primary Phone: (425) 895-8691
Contact:		Other Phone: (425) 785-1619
eMail Address:	Peter.Hartmaier@GTE.net	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	12501 - 197th Court NE	Mailing Address:
City, State, Zip:	Woodinville, WA 98077	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 01/15/2004
Company Rep:	Kerry Aiton	Initially Opened on: 01/10/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on: 01/15/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer's pickup has been missed the last two Wednesdays. She is unhappy that she has to wait until next Wednesday for pickup. Ms asks that the company provide service before 1/14.

(passed via e-mail 1/10, 10:44)

Results: Company picked up 1/10.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87174
---------------------------	---	--------------

Customer Info		
Customer:	David and Karyn King	Primary Phone: (425) 885-7444
Contact:		Other Phone:
eMail Address:	karynfking@aol.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	12021 198th Court NE	Mailing Address:
City, State, Zip:	Woodinville, WA 98077	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 01/15/2004
Company Rep:	Kerry Aiton	Initially Opened on: 01/10/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on: 01/15/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer's pickup has been missed the last three Wednesdays. He is unhappy that he has to wait until next Wednesday for pickup. Mr asks that the company provide service before 1/14.

(passed via e-mail 1/10, 10:48)

Results: Company picked up 1/14, next scheduled pickup date.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87175
---------------------------	---	--------------

Customer Info		
Customer:	Terri Hendry	Primary Phone: (425) 861-4234
Contact:		Other Phone: (425) 706-2869
eMail Address:	thendyr@microsoft.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	12941 195th pl ne	Mailing Address:
City, State, Zip:	Woodinville, WA 98077	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 01/15/2004
Company Rep:	Kerry Aiton	Initially Opened on: 01/10/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on: 01/15/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer's pickup has been missed the last two Wednesdays. She is unhappy that she has to wait until next Wednesday for pickup. Ms asks that the company provide service before 1/14.

(passed via e-mail 1/10, 10:52)

Results: Company picked up on Saturday, 1/10.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87176
---------------------------	---	--------------

Customer Info		
Customer:	William Sewell	Primary Phone:
Contact:		Other Phone:
eMail Address:	"Sha Ka Ka Estrada" <rtaisoaa@hotmail.com>	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	11107 S.E. 16th Pl. S.E.	Mailing Address:
City, State, Zip:	Lake Stevens, WA 98258	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	M37365	Account Number:
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 01/15/2004
Company Rep:	Kerry Aiton	Initially Opened on: 01/10/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on: 01/15/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer says his garbage has not been picked up for three weeks and he finds it unacceptable the he will have to wait until 1/14. Mr wants to know what can be done to expedite.

(passed via e-mail 1/10, 11:02)

Results: Company picked up on 1/14.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87178
---------------------------	---	--------------

Customer Info		
Customer:	Richard Siers	Primary Phone: (425) 775-1655
Contact:		Other Phone: (425) 294-2627
eMail Address:	richard.w.siers@boeing.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	20613 36th PL. W.	Mailing Address:
City, State, Zip:	Lynnwood, WA 98036	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 01/21/2004
Company Rep:	Kerry Aiton	Initially Opened on: 01/10/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on: 01/21/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Customer says his garbage has not been picked up on over two weeks and his neighborhood is full of garbage. He would like the company to pick up before next Wednesday. (passed via e-mail 1/10, 11:35)
-------------------------------	--

Results:	Picked up 1/10, before next scheduled date of 1/14.
-----------------	---

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87181
---------------------------	---	--------------

Customer Info		
Customer:	Teresa Anderson	Primary Phone: (425) 334-8524
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	1011 Stitch Rd	Mailing Address:
City, State, Zip:	Lake Stevens, WA 98258	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	M37365	Account Number:
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 01/21/2004
Company Rep:	Kerry Aiton	Initially Opened on: 01/10/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on: 01/21/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer's pickup was missed 12/31 and 1/7. Customer is concerned at all the garbage piling up, and asks that the company please pick up before next Wednesday.

(passed via e-mail 1/10, 12:15)

Results: Picked up 1/10, earlier than the next scheduled date of 1/14.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87184
---------------------------	---	--------------

Customer Info			
Customer:	Eric Rathbone	Primary Phone:	(425) 766-9131
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	227 140th Ave NE	Mailing Address:	
City, State, Zip:	Lake Stevens, WA 98258	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Quality Of Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	01/21/2004
Company Rep:	Kerry Aiton	Initially Opened on:	01/10/2004
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on:	01/21/2004
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description: Customer's last two pickups have been missed, and he says he can't get through to the company by telephone. Mr wants to know if the company can get to him sooner than his next scheduled pickup.

(passed via e-mail 1/10, 12:46)

Results: Picked up 1/10, earlier than next scheduled date of 1/14.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87187
---------------------------	---	--------------

Customer Info			
Customer:	Steve Heidenreich	Primary Phone:	(425) 488-7267 wk
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	18406 215th Way NE	Mailing Address:	
City, State, Zip:	Woodinville, WA 98072	City, State, Zip:	, WA
County:	King		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input checked="" type="radio"/> Business		
Complaint Group:	Quality Of Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	01/30/2004
Company Rep:	Kerry Aiton	Initially Opened on:	01/10/2004
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on:	01/30/2004
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description: Customer says the company missed his last two pickups, and he has too much garbage piling up to have to wait until his next scheduled pickup.

(passed via e-mail 1/10, 1:19)

Results: Picked up on next scheduled pickup date, 1/14.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87188
---------------------------	---	--------------

Customer Info		
Customer:	Jill Paulson	Primary Phone: (425) 868-7095
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	1705 224th Ct NE	Mailing Address:
City, State, Zip:	Issaquah, WA 98075	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 02/05/2004
Company Rep:	Kerry Aiton	Initially Opened on: 01/10/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on: 02/05/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer's pickups were missed 12/31 and 1/7. She asks that the company please try to pick up her garbage before 1/14.

(passed via e-mail 1/10 1:26)

Results: Picked up on next scheduled pickup date, 1/14.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87212
---------------------------	---	--------------

Customer Info			
Customer:	Doris Hagen	Primary Phone:	(425) 334-3730
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	10410 Sandy Beach Dr	Mailing Address:	
City, State, Zip:	Lake Stevens, WA 98258	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Quality Of Service Lookup	Complaint Keyword:	(None)
Company ID:	M37365	Account Number:	
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of:	01/13/2004
Company Rep:	Kerry Aiton	Initially Opened on:	01/12/2004
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on:	01/13/2004
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description: Ms says the company is supposed to provide new recycle bins and change to every-other-week service. She says the schedule has changed, but in her entire area people are using the old bins, which are inadequate for the new schedule. She says she has been promised a new bin by the company, but has not gotten it yet.

-When can this customer and her neighbors expect new recycling bins?

(passed via e-mail 1/12, 3:04)

Results: Customer's bin was delivered 1/13.

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87213
---------------------------	---	--------------

Customer Info		
Customer:	Mary Beth Emert	Primary Phone: (425) 880-4162
Contact:		Other Phone: 425-455-5300 wk
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	2622 280th Place NE	Mailing Address:
City, State, Zip:	Redmond, WA 98053	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 01/21/2004
Company Rep:	Kerry Aiton	Initially Opened on: 01/12/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on: 01/21/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer's last two pickups have been missed. She is not pleased at having to wait until the next scheduled pickup date for service, wants pickup sooner.

(passed via e-mail 1/12, 3:17)

Results: Company picked up on 1/12, earlier than the next scheduled date of 1/15.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87240
---------------------------	---	--------------

Customer Info		
Customer:	Terry Penoyer	Primary Phone: (425) 397-6003
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	3806 113th Ave SE	Mailing Address:
City, State, Zip:	Snohomish, WA 98290	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	M37365	Account Number:
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 01/21/2004
Company Rep:	Kerry Aiton	Initially Opened on: 01/13/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on: 01/21/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer says his recycling has not been picked up for three weeks, and he doesn't have a way to store it until his next scheduled pickup. He is thankful that the company picked up his garbage. I told him that catching up on the garbage pickup is likely higher priority to the company at this point than recycling. He said he understands, but would like to see what can be done.

(passed via e-mail 1/13, 4:05)

Results: Recycling was picked up on the next scheduled pickup date, 1/16.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87261
---------------------------	---	--------------

Customer Info			
Customer:	Jane Galusha	Primary Phone:	(360) 658-8100
Contact:		Other Phone:	360-435-5631 hm
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	22921 37th Ave NE	Mailing Address:	
City, State, Zip:	Arlington, WA 98223	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Quality Of Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	05/10/2004
Company Rep:	Kerry Aiton	Initially Opened on:	01/14/2004
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on:	05/10/2004
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description: Customer says her recycle schedule has been changed to every other week, but she still has her old bin, which does not hold two weeks of recyclables.

Customer has several questions:
 -When will she get her new recycling bin?
 -What is her exact schedule?
 -When is her extra recycling from the recently missed pickup to be picked up?

(passed via e-mail 1/14, 12:27)

Results: Waste Management started the customer on a new schedule, but did not intend to provide a new, larger bin to accomodate the new schedule. Customer will attempt to get a new bin with the aid of Snohomish County Solid Waste.

Closure Status			
Disposition:	Nonjurisdictional	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87262
---------------------------	---	--------------

Customer Info		
Customer:	Lynn Rauma	Primary Phone: (425) 377-1851
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	13206 27th St SE	Mailing Address:
City, State, Zip:	Snohomish, WA 98290	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 01/21/2004
Company Rep:	Kerry Aiton	Initially Opened on: 01/14/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on: 01/21/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer says she was supposed to get a new, larger recycle bin in November, and it still has not been delivered. She says she is a weekly customer, Fridays, and does not know if her schedule has changed, but the recyclables are not being picked up in a reliable fashion as they once had been.

What is this customer's recycle schedule?
When can she expect her new bin?

(passed via e-mail 1/14, 12:46)

Results: Recycle bin delivered 1/21. Company will pick up 1/22, to catch up from missed pickups, and recycle schedule is every other Friday, starting with Friday, 1/30.

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87297
---------------------------	---	--------------

Customer Info		
Customer:	Phyllis & Adelbert Nagel	Primary Phone: (360) 435-7293
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	13714 168th St NE	Mailing Address:
City, State, Zip:	Arlington, WA 98223	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 05/06/2004
Company Rep:	Kerry Aiton	Initially Opened on: 01/15/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on: 05/06/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer says her Tuesday garbage pickup has been missed for two or three consecutive weeks.

Ms also adds that her recycling pickup is very inconsistent. I asked if she has her cans out early in the morning. She said they are put out the night before.

-Can the company pick up this customer's garbage before 1/20?
-Do route records show trouble with recycling pickups for this area?

(passed via e-mail 1/15, 3:38)

Results: Company had no record that the customer had ever called to mention a missed recycling pickup.

Garbage was picked up on next regularly scheduled pickup date. Extras were picked up at no extra charge.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87304
---------------------------	---	--------------

Customer Info			
Customer:	Tom Metcalf	Primary Phone:	(360) 779-9626
Contact:		Other Phone:	360-620-3205 cell
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	21228 Stottlemeyer Rd	Mailing Address:	
City, State, Zip:	Poulsbo, WA 98370	City, State, Zip:	, WA
County:	Kitsap		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Quality Of Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	01/20/2004
Company Rep:	Kerry Aiton	Initially Opened on:	01/15/2004
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on:	01/20/2004
Disputed Amount:		Referral:	
Contacted How?			

Master Complaint:	94589 Click here to locate the associated Master Complaint.
Complaint Description:	<p>Customer was missed on 12/31 and 1/7. He understands that the weather conditions were a problem. He is upset because he bought a 45 gallon can to hold the missed garbage, and it was not picked up because it was too heavy.</p> <p>Mr asks if he will be compensated for any of the bill if he hauls his garbage to the landfill.</p> <p>(passed via e-mail 1/15, 5:24)</p>
Results:	Company said it will come out to pick up the missed garbage and this week's garbage at no additional charge. The customer had put out the 45 gallon can, larger than the company's 32 gallon limit, and the can had many discarded tiles and other debris which was very heavy.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87344
---------------------------	---	--------------

Customer Info		
Customer:	Dorothy Olson	Primary Phone: (425) 334-6703
Contact:	Bill Weimer	Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	2618 107th Dr NE	Mailing Address:
City, State, Zip:	Lake Stevens, WA 98258	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 01/22/2004
Company Rep:	Kerry Aiton	Initially Opened on: 01/20/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on: 01/22/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer said her garbage pickup was missed two weeks in a row. It was picked up yesterday, the next scheduled day.

Ms is unhappy with the service she is getting for recycling. She said it took five week, three calls to finally get her bin after her schedule was changed from weekly to every other week.

Ms said she has a recycling calendar, and until the recent snow related delays, she has had her recycling picked up on the weeks that are highlighted in blue. When her stop was missed last week she was told that the highlighted weeks are not necessarily her pickup weeks. Ms said there is nothing on the calendar to indicate otherwise. She is now very confused by her calendar and would like to speak with someone from the company, a supervisor, that can tell her what exactly she should expect for a recycling schedule.

(passed via e-mail 1/20, 3:20)

Results: Customer was provided a new calendar. Ms says she now understands the schedule.

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87437
---------------------------	---	--------------

Customer Info		
Customer:	William Gardner	Primary Phone: (425) 868-0629
Contact:	Carol J Gardner	Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address			
Service Address:	1015 216th Ave NE	Mailing Address:	704 - 228th Ave. NE, PMB 436
City, State, Zip:	Sammamish, WA 98074	City, State, Zip:	Sammamish, WA 98074
County:	King		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Quality Of Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	06/17/2004
Company Rep:	Kerry Aiton	Initially Opened on:	01/27/2004
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on:	06/17/2004
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	<p>Customer got a new mailing address in November 2002. She did not move to another address. Ms says the company began to miss pickups, and when she would call the company she was told that she had moved, so the garbage was not picked up. Ms says she explained that she had only gotten a new mailing address and she still lived at the same street address. Service would be normal for a while, and the same thing would happen again in a few months.</p> <p>Ms says she feels the company should credit for the six pickups that have been missed since she got a new mailing address.</p> <p>-Do records show if this customer self-hauled when her pickups were missed? -What do records show regarding the customer's calls to report missed pickups? -Was the change in mailing address the cause for the misses?</p> <p>(passed via e-mail 1/27, 7:34)</p>
Results:	Route records do not show missed pickups or notes that the customer called to report missed pickups. Company had wrong address at one point, but the problem was corrected. Account has been paid in full and closed.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87513
---------------------------	---	--------------

Customer Info			
Customer:	Ed Reichelt	Primary Phone:	(425) 397-9414
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	6129 61st Ave SE	Mailing Address:	
City, State, Zip:	Snohomish, WA 98290	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	201-0054378-2677-8
M37365		Status: Closed as of:	02/09/2004
Company Rep:	Kerry Aiton & Pam Emerick	Initially Opened on:	02/02/2004
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Gail Griffin-Wallace	Closed on:	02/09/2004
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	Customer has not received his recycle bin. Why? When will he receive it? passed to WM/Sno-King via email 2/2 @ 8:25
Results:	Customer's recycle bin was delivered and confirmed by the customer.

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87640
---------------------------	---	--------------

Customer Info		
Customer:	Guy Baltzelle	Primary Phone: (425) 788-8045
Contact:		Other Phone: (206) 369-0270
eMail Address:	guy.baltzelle@attws.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	17030 183rd Place NE	Mailing Address:
City, State, Zip:	Woodinville, WA 98072	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID: M37365	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
Company Rep:	Kerry Aiton & Pam Emerick	Status: Closed as of: 07/19/2004
Rep Email Address:		Initially Opened on: 02/09/2004
Agency Rep:	Gail Griffin-Wallace	Quality Review: <input type="checkbox"/> Done
Disputed Amount:		Closed on: 07/19/2004
Contacted How?		Referral:

Complaint Description: Customer says Waste Management published a recycle schedule that it did not keep, and that after a regular schedule was realized, yard waste pick ups went undone. Customer then wrote a letter, and did not receive a response.

Please provide a copy of the schedule given the customers outlining the dates of recycle and yard waste pick up.
Please explain why the customer's correspondence has not been address.
What are the reasons for the scheduling confusion?

passed to waste management via email 2/9 @11:25a

Results: Waste Management apologizes for the inconsistent service. It explains that the vendor contracted to deliver the new recycle carts attached the wrong schedule. The correct schedule was mailed to customers on February 9, 2004. Waste Management advised me that its pick up schedule is now stable.

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87861
---------------------------	---	--------------

Customer Info		
Customer:	Rocki Garber	Primary Phone:
Contact:		Other Phone: (425) 339-8682
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	10330 Lundeen Parkway	Mailing Address:
City, State, Zip:	Lake Stevens, WA 98258	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 03/03/2004
Company Rep:	Kerry Aiton & Pam Emerick	Initially Opened on: 02/23/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 03/03/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Company continues to miss pick ups. Most recent miss was last week. Her neighbor's garbage is still out on the street awaiting pick up.
Results:	Garbage has been picked up.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87547
---------------------------	---	--------------

Customer Info		
Customer:	Mark Cassell	Primary Phone: (425) 556-3842
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	21411 Wildwood Dr	Mailing Address:
City, State, Zip:	Snohomish, WA 98296	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Miscellaneous Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 02/10/2004
Company Rep:	Tim Crosby	Initially Opened on: 02/03/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Tani Thurston	Closed on: 02/10/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Last 11-03 company mailed postcard to customer saying the company was no longer picking up the small individual recycle containers. Instead the company was going to place bulk curbside container to each home. To date, the company has not provided these containers but told the customer that last week would be the last time it would pickup the smaller containers. Company keeps promising the deliver the bulk containers over the past few weeks.

Customer wants the company to deliver the bulk containers as promised.

2-3 (919) emailed complaint to Dean Kattler, Environmental Waste of Skagit County per rolodex information.

Results: Company delivered a single stream cart on 2-4-04. Company stated it has a number of cars on back order.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87632
---------------------------	---	--------------

Customer Info			
Customer:	Lothur Wallner	Primary Phone:	(509) 276-8476
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	1876 Horseshoe Lake Rd	Mailing Address:	
City, State, Zip:	Deer Park, WA 99006	City, State, Zip:	, WA
County:	Spokane		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Miscellaneous Lookup	Complaint Keyword:	Boundary
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	03/02/2004
Company Rep:	Greg Hale	Initially Opened on:	02/09/2004
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Diana Otto	Closed on:	03/02/2004
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	<p>Mr lives in an area where there is currently no garbage pick up. Excess Disposal recently stopped serving the area. Waste Management, according to the customer, is the nearest provider. Mr says that he requested service from Waste Management and it told him to call our agency to request the service. Is Waste Mgmt. willing to serve this customer? If so, why is it necessary for the customer to call here if the company is willing? Why wouldn't Waste Mgmt. file a tariff to do so?</p> <p>2/9/04 9:25)passed to Roxanne Hudgens @ Waste Mgmt. via email.</p>
Results:	The company does not believe it to be prudent to expand their existing service area based on the request of a single customer. Co. is unwilling to service the customer.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87707
---------------------------	---	--------------

Customer Info		
Customer:	William Bowden	Primary Phone:
Contact:		Other Phone:
eMail Address:	K17AO@juno.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	100 Trail View Lane	Mailing Address:
City, State, Zip:	Ellensburg, WA 98926	City, State, Zip: , WA
County:	Kittitas	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Miscellaneous Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 03/22/2004
Company Rep:	Roxanne Hudgens	Initially Opened on: 02/12/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Lori Kanz	Closed on: 03/22/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	<p>E-mail forwarded from Penny Hansen, WUTC Public Involvement Coordinator. The following is a summary of the customer's concerns. The full e-mail is in the first complaint activity.</p> <p>-Customer opposes rate increase request by Waste Management.</p> <p>-Customer was also notified that he would have a 45% to continue curbside recycling. The customer has had this service for two years. The rep from Waste Management said that the 45% increase was because the customer lives on a private road. The company called the customer regarding this increase, no written notice has been received.</p>
Results:	<p>-The company said the customer was not told that the fee was an increase. It was determined that the customer was on a private road and the company was driving up the road to service the address. He was told that the charge was a drive in fee (for which the company is tarified).</p> <p>-After reviewing the addresses it was determined that the company was servicing more than one account up the customer's road and therefore would not be charging drive in fee. It was taken off his account, and he has never been charged for the service.</p>

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	87683
---------------------------	---	--------------

Customer Info		
Customer:	Carrie La Jeunesse & Dave Rosenberg	Primary Phone: (360) 871-4076
Contact:		Other Phone: (360) 871-1065
eMail Address:	daveandcarrie@charter.net	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address	
Service Address:	9340 Friends Ln. SE
Mailing Address:	
City, State, Zip:	Port Orchard, WA 98367
County:	Kitssap
City, State, Zip:	, WA

Complaint Info	
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business
Complaint Group:	Quality Of Service Lookup
Complaint Keyword:	(None)
Company ID:	M37365
Account Number:	BRR-4585
Company Name:	WASTE MANAGEMENT OF WASHINGTON , INC.
Status: Closed as of:	02/21/2004
Company Rep:	Terry Bickel
Initially Opened on:	02/10/2004
Rep Email Address:	
Quality Review:	<input type="checkbox"/> Done
Agency Rep:	John Cupp
Closed on:	02/21/2004
Disputed Amount:	
Referral:	
Contacted How?	

Master Complaint:	94589 Click here to locate the associated Master Complaint.
--------------------------	---

Complaint Description:	<p>Customer says she has tried to resolve a safety issue with Waste Management, but has not been successful.</p> <p>Customer says she has put the her cans by the highway at the end of her narrow driveway. She says the driver always puts the cans back in the middle of her driveway, which means she sometimes has to stop along the edge of the highway (no shoulder), which is dangerous, or she turns into her driveway and has to stop because the cans are in the middle of the driveway, leaving the rear of her car out in the busy highway.</p> <p>Customer says they have made many attempts with the company to try to get the driver to put the cans on the edge of the driveway.</p> <p>-Can the company fulfill this customer's request?</p> <p>(passed via e-mail to Terry Bickel, cc to Tammy Lane 2/10, 5:05)</p>
Results:	Company states the the very narrow drive makes it difficult to put the cans anywhere that does not partially block the drive. The company has notified drivers of the problem. WMS says it will attempt to keep the cans out of the way as much as possible, but requests that the customers provide more space for the cans.

Closure Status	
Disposition:	Company upheld
Company Profile:	
Amount Saved:	\$0.00
Violation(s):	

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	88125
---------------------------	---	--------------

Customer Info			
Customer:	George Firman	Primary Phone:	(360) 652-5630
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	14119 34th Ave NW	Mailing Address:	
City, State, Zip:	Marysville, WA 98271	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	03/18/2004
Company Rep:	Bill	Initially Opened on:	03/09/2004
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Pam Smith	Closed on:	03/18/2004
Disputed Amount:	0	Referral:	
Contacted How?			

Complaint Description:	<p>Customer has recycling service. He is the only house on the street. Waste Management frequently forgets to pick up his service. His service was missed again Monday. The container is still on the curb. Customer would like it picked up asap and the problem solved. Customer did not call WM today, he is tired of contacting them.</p> <p>3/9 12:20 passed to WM via e-mail and Carol. lvm for Carol informing of complaint. Please pick up his recyclables today and explain why this customer continues to be missed.</p>
Results:	Co has provided a calendar, credited 6.35

Closure Status			
Disposition:	Company upheld with arrangements	Company Profile:	
Amount Saved:	\$6.35	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	88555
---------------------------	---	--------------

Customer Info		
Customer:	Carol Norton and David Wright	Primary Phone: (425) 357-9768
Contact:	Carol	Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address			
Service Address:	14200 69th Drive SE, G-2	Mailing Address:	
City, State, Zip:	Snohomish, WA 98296	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 201-0120151-2677-9
M37365		Status: Closed as of: 04/19/2004
Company Rep:	Kerry Aiton	Initially Opened on: 03/31/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Sheri Hoyt	Closed on: 04/19/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Ms signed up for service three months ago. Ms was told the company was using new receptacles for the recycle toters and one would be delivered soon. Ms has not received the toter and has been given a different excuse each time she calls as to why one hasn't been delivered - company contracts delivery out and they have no control, the manufacturing plant burned down, not enough toters to go around, etc. Ms' neighbor moved in after her and their toter has already been delivered. Ms doesn't understand why her toter hasn't been delivered.
 >What is the delay in delivering this customer's toter?
 >Why would a customer signing up for service after this customer did, get their toter first?
 >When will a toter be delivered to this customer?
 11:25)passed to Kerry Aiton & Pam Emerick @ WM via email.

Results: WM states it hired an out of state firm to do the initial delivery of over 70,000 toters. That company failed to deliver to all households and WM is attempting to get toters to all households that were missed. If a customer calls multiple times, they are likely to receive one first. The toter was delivered the day this complaint was filed.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	88139
---------------------------	---	--------------

Customer Info		
Customer:	Nickie Buck	Primary Phone: (360) 377-3855
Contact:	Frank Mattos	Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address			
Service Address:	1208 NE Vena Avenue	Mailing Address:	
City, State, Zip:	Bremerton, WA 98311	City, State, Zip:	, WA
County:	Kitsap		

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disconnect Lookup	Complaint Keyword: (None)
Company ID:	M37365	Account Number:
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 03/22/2004
Company Rep:	Kerry Aiton	Initially Opened on: 03/09/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Sheri Hoyt	Closed on: 03/22/2004
Disputed Amount:		Referral:
Contacted How?		

Master Complaint:	94589 Click here to locate the associated Master Complaint.
-------------------	---

Complaint Description:	<p>Mr is a customer of Brem-Air Disposal. For the past 5 months, the company has been picking up his trash that he places in a customer-owned can. Last week, company failed to pick up his trash. When he called Brem-Air, he was told the reason for no service was because he's using a 50 gallon can instead a 32-gallon can. Mr was not aware the can was too big, nor was he ever told by the company previously. The company told Mr that he will need to get a smaller can before it will pick up again. Customer asked to dispute with supervisor, was not allowed to speak with one.</p> <p>>What notice did Brem-Air give this customer prior to discontinuing service >Was Mr refused contact with a supervisor and if so, why? 3:00)passed to Kerry Aiton & Pam Emerick at WA.UTC@WM.COM.</p> <p>*Note - I spoke with customer, Nickie Buck, she authorized her husband, Frank, to discuss her account and file this complaint.</p>
------------------------	--

Results:	Records indicate customer decreased to a 32 gal container on 11/3/2003. On 3/3/04, Brem-Air tagged the can advising customer was using an overweight container. The container was not serviced. Company indicates the over-sized can was picked up previously as the previous driver had a front loader. The new driver has a side loader. Truck configuration made it impossible to continue taking the over-sized/over-weight van. Brem-Air's Tariff No. 14, Original Revised Page No. 4 supports the company's decision not to service the container any longer. Records indicate customer was not refused supervisor.
----------	---

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	88099
---------------------------	---	--------------

Customer Info		
Customer:	IvoryWood Apartments	Primary Phone: (425) 481-5005
Contact:	Maria Lange	Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address			
Service Address:	8700 NE Bothell Way, Ste K-202	Mailing Address:	
City, State, Zip:	Bothell, WA 98011	City, State, Zip:	, WA
County:	King		

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input checked="" type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	M37365	Account Number:
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 07/20/2004
Company Rep:	Kerry Aiton & Pam Emerick	Initially Opened on: 03/08/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Gail Griffin-Wallace	Closed on: 07/20/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer questions rental fees for recycle service. Customer has 12 carts, but has been charged for 14. Now this fee does not appear on customers recent bill.

Provide billing & payment history for last 6 months.
 Break down the per container rate for '96 Gal cart paper'.
 Identify the location in your tariff where rate can be found for '96 Gal cart paper'.

passed to WM-SnoKing via email 3/11 @ 2:20pm

Results: Waste Management issued credits totaling \$4,498.90, representing overcharges for recycle services.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$4,498.90	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	88146
---------------------------	---	--------------

Customer Info		
Customer:	John E. Ardans	Primary Phone: (425) 486-3558
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address			
Service Address:	2200 196th St. SE, Unit 8	Mailing Address:	
City, State, Zip:	Bothell, WA 98012	City, State, Zip:	, WA
County:	King		

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 03/12/2004
Company Rep:	Kerry Aiton & Pam Emerick	Initially Opened on: 03/10/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Lynda Johnson	Closed on: 03/12/2004
Disputed Amount:		Referral: U.S. Mail
Contacted How?		

Complaint Description: Customer has individual waste pick-up by the Co. under contract with the mobile home park where he lives, using a 32-gallon container. The customer pays separately for yard waste pick up, as not all people in the park need the service. The Co. has began charging the customer \$1.15 per month surcharge (which he feels is not clearly defined on his bill). When he called the Co. he was told he was not eligible for a waiver of the surcharge. Customer wants refund of surcharge and waiver for future surcharge fees, as he does pay for the waste pick-up through the mobile home park. Customer also would like Co. to clearly identify the surcharge on the monthly billing statements.
3-10-04 2:55 PM -- Passed to Kerry Aiton & Pam Emerick, WMW, via email.

Results: Co. is removing surcharge and has issued a credit of \$3.45 for previous charges.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$3.45	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	88086
---------------------------	---	--------------

Customer Info			
Customer:	Brian Connolly	Primary Phone:	(425) 430-2564
Contact:		Other Phone:	(206) 604-3968
eMail Address:	brian.connolly@pse.com	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	13312 SE 184th Street	Mailing Address:	
City, State, Zip:	Renton, WA 98058	City, State, Zip:	, WA
County:	King		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Quality Of Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	200-0024405-2565-3
M37365		Status: Closed as of:	03/19/2004
Company Rep:	Kerry Aiton & Pam Emerick	Initially Opened on:	03/08/2004
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on:	03/19/2004
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	Company keeps missing pick ups. Can only give 2 weeks of credit.
Results:	Company stated that they do not have records of missed pickups for 4 weeks in a row.

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	88687
---------------------------	---	--------------

Customer Info		
Customer:	Mike Collins	Primary Phone: 206-355-6853 cell
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	20426 129th SE	Mailing Address:
City, State, Zip:	Snohomish, WA 98296	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 04/13/2004
Company Rep:	Kerry Aiton & Pam Emerick	Initially Opened on: 04/12/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Gail Griffin-Wallace	Closed on: 04/13/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Customer was told that he would receive his new recycle bin several months ago however he is still waiting, as are several of his neighbors. Wher will the new recycle bins be delivered? passed to Waste Management via email 4/12 @ 2:30p
Results:	Company confirmed delivery 4/12. Delay was due to not being able to receive additional bins from the supplier. Company expects to have all bins delivered by the end of this month.

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	88953
---------------------------	---	--------------

Customer Info			
Customer:	David Lawrence	Primary Phone:	(425) 357-9315
Contact:		Other Phone:	(425) 330-3020
eMail Address:	dhlaw@att.net	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	15526 67th Dr SE	Mailing Address:	
City, State, Zip:	Snohomish, WA 98296	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	201-0057669-2677-7
M37365		Status: Closed as of:	07/09/2004
Company Rep:	Kerry Aiton	Initially Opened on:	04/28/2004
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Sheri Hoyt	Closed on:	07/09/2004
Disputed Amount:	10.8	Referral:	
Contacted How?			

Complaint Description: Received complaint via the web.

1) Customer states WM overcharges. For example, it bills for extras that don't exist. Mr has written to WM about the extras and it just continue to invoice. Mr says the company's excuse is it is not set-up to deal with correspondence that is submitted with payment.

2) WM does not pick up garbage on a consistent basis. For example: failed to pick up trash Friday, April 9. Mr said he:

- a. Called the company Friday night by phone and left message;
- b. Sent an email on Monday when no response to a. was received;
- c. Called on Tuesday when no response to e-mail was received;
- d. Mr received a phone call Wednesday - customer service person said would have operations person call him - never happened; and
- e. Mr called 4 more times on Wednesday and Thursday including corporate HQ in Texas - all promised a response from operations person. Have not received a call from anyone.

3) Mr says WM has a voicemail system that does not explain what will happen when you report a missed pick up. WM having hours that end at 5:00pm when most people get home after 5:00pm, then call and get a non-informative voice message and then a return call is not made to let customers know what will happen.

8:55)passed to Pam Emerick & Kerry Aiton @ WA.UTC@WM.COM.

Results: 1) Waste Management's records indicate it picked up extra trash on three occasions, billed on the December 2003, January and February 2004, invoices. The extras totaled \$10.80. To satisfy the complaint, as a courtesy, Waste Management credited Mr's account \$10.80. Further, his account has been noted that the driver shall call the company's office if there is extra trash with his can. And, the driver shall call in prior to leaving the residence.

2) Waste Management's records do not indicate the trash was missed on April 9. However, it did receive Mr's message on April 12, 2004, that the trash was not picked up, and a ticket was made on that same day for the driver to return to get the trash. Records indicate the trash was picked up on April 12, 2004. Waste Management has noted the account for the driver to pick up the trash on each scheduled collection day.

3) The Commission has reviewed its records and found that its Motor Carrier Safety staff audited Waste Management in March 2004. At that time, staff audited the company's safety practices and found that it complies with federal and state standards. Drivers that operate vehicles in an unsafe way are the responsibility of the local law enforcement agency who would deal with the problem as a traffic law infraction. If Mr's observes the drivers operating in an unsafe manner, he should take this matter to his city or county law enforcement agency.

4) Waste Management received Mr's email regarding the missed pickup. However, because a ticket had already been opened as a result of the voicemail message he had already left, the Customer Service Representative believed the matter was taken care of.

Closure Status			
Disposition:	Company upheld with arrangements	Company Profile:	
Amount Saved:	\$10.80	Violation(s):	
Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	89133
---------------------------	---	--------------

Customer Info		
Customer:	Jeff Smith	Primary Phone: (425) 481-6784
Contact:	Belinda Smith	Other Phone:
eMail Address:	turnkeytelecom@att.net	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address			
Service Address:	22011 Paradise Lake Rd	Mailing Address:	
City, State, Zip:	Snohomish, WA 98296	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 201-0022892-2677-7
M37365		Status: Closed as of: 07/01/2004
Company Rep:	Kerry Aiton & Pam Emerick	Initially Opened on: 05/12/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Diana Jones	Closed on: 07/01/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:

-Scheduled pickup was 5/7/04, no show, company committed to Monday, no show, company committed to Tuesday-no show, customer called today and the company said its to late in the day to pick up so they will try to pick up on Thursday.

-Before the beginning of January 2004, the company use to pick up the recycling every week. Now, beginning January 2004, the company picks up every other week. Since January, the company has missed picking up the recycling 4x.

-Customer has called the company each time. Ms. called the company each time they missed the pick up, each time she left a message with her name and phone number for a return call and never received a return call.

-The company has told the customer they have missed their pickups because they have a lack of drivers, yardwaste and garbage are priority and apparently one time they didn't see the recycling. The customer said that they live on a busy road so she doesn't see how they could miss the recycling.

5/12/04, 1:30pm-passed via e-mail to Co./Waste Management/Kerry Aiton-Pam Emerick-response due to DJ Suits on or before 5/14/04.

Results:

The driver thought that there was no service at the address. The company advised the driver to tag potential non-customers first and service them until they have had a change to respond to the notification. It has been said that the driver will be picking up every other week recycle service day.

The company apologize for the inconvenience. The company did apply a credit in the amount of \$2.94.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$2.94	Violation(s):

Categories		
-------------------	--	--

Industry:	227 - Solid Waste	Docket Number:	
-----------	-------------------	----------------	--

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	89251
---------------------------	---	--------------

Customer Info			
Customer:	Martha Lake Plaza	Primary Phone:	(206) 920-7250
Contact:	John Henrichs	Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	1233 164th Street SW	Mailing Address:	c/o Group VI, PO Box 12151
City, State, Zip:	Lynnwood, WA 98037	City, State, Zip:	Mill Creek, WA 98082-0151
County:	Snohomish		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input checked="" type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	202-0000133-2677-2
M37365		Status: Closed as of:	06/25/2004
Company Rep:	Tom Leland	Initially Opened on:	05/20/2004
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Sheri Hoyt	Closed on:	06/25/2004
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	<p>Customer's 2 yard dumpster has always been contained in a cinderblock area and Mr paid a monthly rollout fee. Recently, when the route driver changed, the company decided it would no longer do the rollout as it is a potential L&I issue for the driver. In addition, the dumpster had a bad wheel so the company replaced the container with one without wheels. WM claimed a drainage grate could potentially catch a wheel. Mr does not think so, however, he's more than happy to replace the drainage cover with a smaller grate. The company is insisting the dumpster be left in an area that is in the way and is blocking easy access to the property. Mr wants to know why he cannot continue to pay the rollout fee for the service he has been paying for for years and why he cannot have a dumpster with wheels.</p> <p>>Please provide me the tariff reference for this customer's service.</p> <p>>When did WM discontinue rollout services?</p> <p>>Why can this customer not have a dumpster with wheels?</p> <p>9:45)passed to WM @ WA.UTC@WM.COM via email.</p>
Results:	<p>The company states it discontinued the rollout service when a driver was injured doing so last year. Company and customer came to an agreement to put the wheels back on and place it in a new spot for company rollout.</p> <p>VIOLATION NOTED for late response.</p>

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	480-70-386(1)(b) 2

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	89373
---------------------------	---	--------------

Customer Info		
Customer:	John Dugger	Primary Phone:
Contact:	Laura	Other Phone: (360) 652-0160
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	5231 Silvana Terrace Rd	Mailing Address:
City, State, Zip:	Stanwood, WA 98292	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Delayed Service Lookup	Complaint Keyword: (None)
Company ID: M37365	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
Company Rep:	Pam Emerick	Status: Closed as of: 06/01/2004
Rep Email Address:		Initially Opened on: 05/27/2004
Agency Rep:	John Cupp	Quality Review: <input type="checkbox"/> Done
Disputed Amount:		Closed on: 06/01/2004
Contacted How?		Referral:

Complaint Description: Ms said she has been promised her new recycling bin several times by several company representatives over the last few weeks, but she has still not received the new bin. Ms said the company took her old bin, so she has no recycling bins but she knows she will be charged for the service.

-When can this customer expect her new bin?

(passed via e-mail to Kerry Aiton & Pam Emerick - 5/27, 2:23)

Results: Cart was delivered Friday, 5/28, at 12:10 pm.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	89034
---------------------------	---	--------------

Customer Info		
Customer:	James Clem	Primary Phone: (425) 355-7888
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	1427 100th SW, #20	Mailing Address:
City, State, Zip:	Everett, WA 98204	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	M37365	Account Number:
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 05/05/2004
Company Rep:	Kerry Aiton & Pam Emerick	Initially Opened on: 05/05/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on: 05/05/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customers bill for December, January and February was \$32.80. Customer mailed his payment of \$32.80 on 1/10/04. Following bill showed that the customer paid the \$32.80, but showed the previous balance as \$33.77, and showing \$.97 as past due. Customer was charged a \$1.00 late fee.

When was the customer's \$32.80 payment received?
Why did the 4/1/04 bill show a previous balance of \$33.77?

(passed via e-mail to company 5/5, 8:16)

Results: There was a glitch between the company's billing system and the system that records billing histories. The problem has been corrected. Waste Management acknowledged that a late fee credit was warranted and the \$32.80 payment satisfied the balance due.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$1.97	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	89215
---------------------------	---	--------------

Customer Info		
Customer:	Judy Strunk	Primary Phone: (206) 595-8301
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	18340 Meridian Ave N	Mailing Address:
City, State, Zip:	Seattle, WA 98133	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	M37365	Account Number:
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 06/15/2004
Company Rep:	Tim Crosby	Initially Opened on: 05/18/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Tani Thurston	Closed on: 06/15/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer said company is now refusing to drive down her private driveway to pickup her garbage. Company has been driving down the same driveway for the past 40 years without problem. Customer now has to haul the garbage up the road. Company advised customer that it has now decided not to drive down this road. Although, the customer said that company is driving down this driveway to pick up her yard wastes.

Customer does not understand what conditions are causing the company to now not drive down her driveway. The company did not explain this to her.
Also, why is the company picking up her yardwastes and not her garbage?

5-18 (124) emailed complaint to Tim Crosby

Results: Company has new trucks with wide wheel base. Customer's trees are scratching the trucks. Customer needs to trim the trees so truck can access road safely.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s): 480-70-386 10

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	89259
---------------------------	---	--------------

Customer Info		
Customer:	Timberbrook Condos / Cole Property Management	Primary Phone:
Contact:	Ron Skorka	Other Phone: (425) 489-1831
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	16518 23rd Ave SE	Mailing Address:
City, State, Zip:	Bothell, WA 98012	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID: M37365	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
Company Rep:	Tom Leland	Status: Closed as of: 06/02/2004
Rep Email Address:	tleland@wm.com	Initially Opened on: 05/20/2004
Agency Rep:	John Cupp	Quality Review: <input type="checkbox"/> Done
Disputed Amount:		Closed on: 06/02/2004
Contacted How?		Referral:

Complaint Description:	<p>Customer says his condominium complex's recycling pickup has been missed two out of the last three weeks. He said he never has a problem with garbage pickup, and the recycling problem is quite recent. He is concerned that he cannot get an answer from the company as to why the service has been so inconsistent lately.</p> <p>Waste Management, please investigate and respond.</p> <p>(passed via e-mail to Kerry Aiton 5/20, 3:32)</p>
Results:	The customer's recycling schedule was changed from every week to every other week. The company did not give seven day notice of the schedule change, per the WAC. Violation noted.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s): 480-70-361(5) 1

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	89572
---------------------------	---	--------------

Customer Info			
Customer:	Elizabeth Sealman	Primary Phone:	(425) 483-0228
Contact:	Marvin, son	Other Phone:	(360) 805-4930
eMail Address:	marvinsealman@yahoo.com	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	15714 180th PI NE	Mailing Address:	
City, State, Zip:	Woodinville, WA 98072	City, State, Zip:	, WA
County:	King		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	08/03/2004
Company Rep:	Jeff McMahon	Initially Opened on:	06/14/2004
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Diana Otto	Closed on:	08/03/2004
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description: Mr's Mom, account holder, is 65 years old, fighting cancer. She and her son are very frustrated working with Waste Management concernig the recycling toter. Apparently, when she first put it out, it was next to the garbage can and the driver was unable to pick it up. He left her note why and she moved the garbage can to the other side of the driveway. Since April, four times, the driver has picked up the recyle toter and taken it about 150 feet away down the street and dumped it in the ditch. It is very difficult for Mrs to get it back home. She has called and complained and so has Mr. Then, last Wednesday, the driver didn't pick up the recycle at all. The customer's believe the driver is intentially troubling them for call a complaint in against him. They called the company to complain about the missed pick up and were promised it would be picked up on Thursday - it wasn't. Called again and promised it would be picked up on Friday. It wasn't. Mr called again today and was told someone would pick it up today and someone will call him back. Mr doesn't believe it will be picked up today and was very upset that it takes all these calls to get the problem resolved, which it isn't yet.

6/14/04 9:15)passed to Kerry Aiton and Pam Emerick @ Waste Management by email. Kerry and Pam - new complaint - please forward this complaint to the appropriate Waste Management office, because I'm not sure where it should go. Thanks.

Results: Customer's pick-up day is Friday, not Wed. Customer's recycle bin was far beyond 5 feet from the road as required by tariff/rules for pick up. Company came out and took the recycle the morning the complaint was opened. Customer was notified by the company that walk-in distance charges may apply if over 5 " from road.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	89765
---------------------------	---	--------------

Customer Info		
Customer:	Elizabeth Kometz	Primary Phone: (425) 335-1366
Contact:		Other Phone: 425-238-0987 cell
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	6732 - 28th St. SE	Mailing Address:
City, State, Zip:	Snohomish, WA 98290	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 08/04/2004
Company Rep:	tim crosby	Initially Opened on: 06/25/2004
Rep Email Address:	tcrosby@wm.com	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Nancy Paulson	Closed on: 08/04/2004
Disputed Amount:	0	Referral:
Contacted How?		

Complaint Description: Customer said the garbage truck left a blue goeey substance on her driveway approximately 6/10, and again on 6/18. The truck leaves droplets of this substance wherever it goes. She said this happened about 6/10/04. She called the customer service center, and spoke with a supervisor who told her the route manager would call her back. To date, she has received no call-back.

Results: Company issued credit, \$17.37, for one month's service.

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$17.37	Violation(s):

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	89471
---------------------------	---	--------------

Customer Info		
Customer:	Donna M Lawson	Primary Phone: (206) 444-0999
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address			
Service Address:	5737 26th Ave NE	Mailing Address:	1819 S 116th St Apt 306
City, State, Zip:	Seattle, WA 98105	City, State, Zip:	Seattle, WA 98168
County:	King		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	(None)
Company ID:	M37365	Account Number:	
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of:	06/16/2004
Company Rep:	Kerry Aiton	Initially Opened on:	06/07/2004
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Diana Otto	Closed on:	06/16/2004
Disputed Amount:	30.03	Referral:	
Contacted How?			

Complaint Description: Mrs moved from the service address listed above when she sold the house at the end of April. She had yardwaste service with Waste Management. She called it and advised it to pick up the container and to provide her with a final bill amount because she was moving out of state and didn't want to find out 10 years from now she owed some old bill. The rep advised her that she owed \$60.06. She paid it. Three weeks later she received a letter she owed another amount. She called and explained the problem and was told ok not ot pay. This Saturday she received a letter from the company again stating she owes \$30.03. She called the company and it claims she signed up for a one-year contract for yard waste from March, 2004 to April, 2005. Mrs said she did not sign up for a year contract for service -- didn't sign anything with Waste Mmgt. The rep eventually said she would reduce it to a 6 month amount of \$15. Mrs said no, she was willing to pay only for 1 month of service and not for service she didn't order or use. The rep was unwilling to reduce the bill to a one-month rate.

6/7/04 10:17)passed to Kerry Aiton & Pam Emerick @ Waste Mgmt - Seattle, via email.

Results: Company removed the \$30.03 charge as of 6/7/04.

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$30.03	Violation(s):	

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	89509
---------------------------	---	--------------

Customer Info		
Customer:	A & H Stores	Primary Phone: (425) 255-7083
Contact:	Mr. Stacey Hendrickson	Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address			
Service Address:	1 Bellis Fair Parkway #332	Mailing Address:	1420 Maple Ave. SW #201
City, State, Zip:	Bellingham, WA 98226	City, State, Zip:	Renton, WA 98055
County:	Whatcom		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input checked="" type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	(None)
Company ID:	M37365	Account Number:	
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of:	07/21/2004
Company Rep:	Kerry Aiton & Pam Emerick	Initially Opened on:	06/08/2004
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Lynda Johnson	Closed on:	07/21/2004
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description: Customer stated that he receives the same service at both of his Hallmark Stores. Customer believes each store has a once per week pick-up of an approx. 2 yrd dumpster. One store is billed \$30 per month (A & H Hallmark, 220 E. College Way, Suite 130, Mt. Vernon) and the other \$300 per month (1 Bellis Fair Parkway, #332, Bellingham, WA). Customer feel higher rate is unfair and doesn't understanding the price difference. Customer has attempted to contact the Co., however, no one will call him back with an explanation.
6/8/04 2:10 PM -- Passed to Kerry Aiton & Pam Emerick, via email.

Results: Customer's rates are determined by the county the store is in. The account in Bellis Fair Mail is a Roll-Off account. Customer Pays per square footage for a monthly amount of \$295.00, which is the Whatcom County rate.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	89778
---------------------------	---	--------------

Customer Info		
Customer:	G. Doten	Primary Phone:
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	12514 - 52nd PL W	Mailing Address:
City, State, Zip:	Mukilteo, WA 98275	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	M37365	Account Number:
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 06/29/2004
Company Rep:		Initially Opened on: 06/28/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Mike Meeks	Closed on: 06/29/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	<p>jj - received letter of complaint regarding Waste Management NW. Assigned to Mike on 06/23/04.</p> <p>Customer is disputing charges for overweight container. Says that she never has overweight container. Called the company and was advised that there were "bundles" outside her can. Says that they were not hers. Rep. that she spoke with advised that they may have been left there by somebody else.</p> <p>Second issue is that the customer sent a letter with payment dated March 21, '04 but states she has not received a response. Do you have record of receiving the letter and was it responded to? Please advise.</p> <p>Passed to Waste Management at 10:55am on 6-28.</p>
Results:	Co. agreed to credit \$7.20 for the overweight charges.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$7.20	Violation(s): 480 70 361(3) 1

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	89438
---------------------------	---	--------------

Customer Info			
Customer:	Thomas Doll	Primary Phone:	206-242-1524 serv
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	12029 16th Ave S	Mailing Address:	
City, State, Zip:	Seattle, WA 98168	City, State, Zip:	, WA
County:	King		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Quality Of Service Lookup	Complaint Keyword:	(None)
Company ID:	M37365	Account Number:	
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of:	06/09/2004
Company Rep:	Dan	Initially Opened on:	06/03/2004
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Pam Smith	Closed on:	06/09/2004
Disputed Amount:	0	Referral:	
Contacted How?			

Complaint Description: Customer is upset that the WM Rainier will not go down his driveway. He said the Co has not given him a valid reason. There are 3 houses that affected.

6/3 11:27 passed to WM Rainier

Results: Under City of Burien.

Closure Status			
Disposition:	Nonjurisdictional	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	89522
---------------------------	---	--------------

Customer Info		
Customer:	Shahab Nazifpour	Primary Phone: (206) 290-5343
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	5671 95th Place SW	Mailing Address:
City, State, Zip:	Mukilteo, WA 98275	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 06/18/2004
Company Rep:	Tim crosby	Initially Opened on: 06/09/2004
Rep Email Address:	tcrosby@wm.com	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Nancy Paulson	Closed on: 06/18/2004
Disputed Amount:	0	Referral:
Contacted How?		

Complaint Description: Customer just moved into a rental home. He said the company told him that although he signed up for garbage and yardwaste service, it would take 6 weeks to deliver his can/toter and bins. He said he was told he needed to purchase special bags to use until the delivery came. He also said the representative refused to give him the WUTC phone number. He doesn't feel he should have to buy bags to use until the cans arrive.

Results: The cans/toter and bins were delivered on 6/10/04.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	89771
---------------------------	---	--------------

Customer Info		
Customer:	Basil Grieco	Primary Phone: (206) 772-6833
Contact:		Other Phone: same
eMail Address:	griebj11@comcast.net	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	12646 84th Ave South	Mailing Address:
City, State, Zip:	Seattle, WA 98178	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 200-0001090-2565-0
M37365		Status: Closed as of: 08/18/2004
Company Rep:	dan bridges	Initially Opened on: 06/28/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Mike Meeks	Closed on: 08/18/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Customer states that recyclable pick up is missed consistently. Customer also advised that the company is difficult to get in touch with when there are problems. Please scroll down to see customer's comments. Passed to Waste Management Rainier @ 8:15am on 6-28.
Results:	Company states that they have resolved Mr.'s problems.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	89831
---------------------------	---	--------------

Customer Info		
Customer:	Amor Mondares	Primary Phone: (425) 338-1253
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	2414 136th Place SE	Mailing Address:
City, State, Zip:	Bothell, WA 98012	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID: M37365	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 201010477426778
Company Rep:	Tom Leland	Status: Closed as of: 07/07/2004
Rep Email Address:		Initially Opened on: 07/01/2004
Agency Rep:	Sheri Hoyt	Quality Review: <input type="checkbox"/> Done
Disputed Amount:		Closed on: 07/07/2004
Contacted How?		Referral:

Complaint Description:	<p>Customer has made complaints to WM that the driver is not putting his garbage can back where he gets it. Instead, the driver places his can on his neighbor's property. His neighbor gets angry about the can being on his property and has complained to Mr about it. Since Mr has to live next door to this person, he does not want the can placed on his neighbor's property, causing problems. Mr spoke with a female supervisor last week and was told the driver's supervisor would be notified. Today was Mr's trash pick up day. Mr said the driver repeatedly revved his truck engine loudly and had music blaring. Mr feels that is retaliation because of his complaint. Mr only wants his can placed back on his property after it's dumped.</p> <p>>Was the driver told this customer complained?</p> <p>>Is the driver retaliating for the complaint by creating loud noises early in the morning? 9:15)passed complaint to WA.UTC@WM.COM via email.</p>
-------------------------------	--

Results:	WM states the drivers routinely "pack" their loads. As customer lives in a cul-de-sac with many other homes, and packing would be necessary, customer may be mistaking the sound of the machinery for an engine revving. The driver has been counseled to return the can to the correct location and keep the noise down while in the cul-de-sac.
-----------------	---

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	89880
---------------------------	---	--------------

Customer Info		
Customer:	Green Acres Landscape	Primary Phone:
Contact:	Beryle Murray	Other Phone: (425) 493-2507
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	4201 Russell Rd	Mailing Address:
City, State, Zip:	Mukilteo, WA 98275	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input checked="" type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID: M37365	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
Company Rep:	Pam Emerick	Status: Closed as of: 07/13/2004
Rep Email Address:		Initially Opened on: 07/06/2004
Agency Rep:	John Cupp	Quality Review: <input type="checkbox"/> Done
Disputed Amount:		Closed on: 07/13/2004
Contacted How?		Referral:

Complaint Description: Customer says she occasionally needs extra yard waste pickups, which the company will not perform until it has a truck in her area. She feels it is not right that she should have to pay high rates for service only to be told it is not available when she needs it.

Waste Management, what is standard company policy for extra pickups?

Results: Company set the customer up with an extra yard waste container, which the customer can call and wait to have emptied.

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	90119
---------------------------	---	--------------

Customer Info		
Customer:	Barbara Lehning	Primary Phone: (425) 482-9245
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	2200 196th. St. SE Unit 41	Mailing Address:
City, State, Zip:	Bothell, WA 98012	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 201 0048571 2677 7
M37365		Status: Closed as of: 08/03/2004
Company Rep:	Pamela	Initially Opened on: 07/21/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Pam Smith	Closed on: 08/03/2004
Disputed Amount:	27.6	Referral:
Contacted How?		

Complaint Description: recieved letter (see file)
customer has been charged a surcharge of 1.72 /month for yard wast pick up.
Customer called re: the charge and the co sustained the charges. Others have called and the charge has been dropped. According to the tariff the charge is assessed if a customer does not recieve garbage service. The park does received service as part of the rent.

7/21 11:32 passed to WM NW - please review this. I have checked a previous complaint #88146 opened in March of this year, Mr. Ardans. the surcharges was credited because it was found that it should not apply because the customer did receive garbage service. Please review all accts, which customers have been charged this and for how many months? All charges should be credited.

Results: co credited all charges

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$27.60	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	90323
---------------------------	---	--------------

Customer Info		
Customer:	Kent Richardson	Primary Phone: (509) 226-0811
Contact:		Other Phone:
eMail Address:	namckayq@ipeg.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	20421 East Lakeview Road	Mailing Address:
City, State, Zip:	Otis Orchards, WA 99027	City, State, Zip: , WA
County:	Spokane	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 08/23/2004
Company Rep:	Roxanne Hudgens	Initially Opened on: 08/04/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 08/23/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Wants to know why company does not provide curbside recycling. Company has even refused to provide the binges (recycling containers).
Results:	Containers belong to city of Spokane. Referred consumer to the city.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	90436
---------------------------	---	--------------

Customer Info		
Customer:	Michael Anderson	Primary Phone: (206) 440-5376
Contact:		Other Phone:
eMail Address:	shootmeyouremail@yahoo.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	1023 NE 158th	Mailing Address:
City, State, Zip:	Shoreline, WA 98155	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 08/17/2004
Company Rep:	Kerry Aiton & Pam Emerick	Initially Opened on: 08/12/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Gail Griffin-Wallace	Closed on: 08/17/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	<p>Customer is selling home and has asked to have recycle bin picked up. Each time, pick up is promised but not done.</p> <p>Please verify recycle bin has been picked up or release customer from responsibility.</p> <p>passed to WM via email 8/12 @3:55p</p>
Results:	Company has picked up a green yard waste container which was at the curb. Customer referred container as grey recycle, however, any additional containers were not at the curb, rather at the side of customer's house.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	90305
---------------------------	---	--------------

Customer Info		
Customer:	Steve Garitone	Primary Phone: (253) 381-4262
Contact:		Other Phone:
eMail Address:	sgaritone@bannerbank.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	908 Cline Street	Mailing Address:
City, State, Zip:	Port Orchard, WA 98366	City, State, Zip: , WA
County:	Kitsap	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 09/22/2004
Company Rep:	Tammy Lane	Initially Opened on: 08/04/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Suzanne Stillwell	Closed on: 09/22/2004
Disputed Amount:	300	Referral: via 800 number
Contacted How?		

Complaint Description: Escalated to supervisor (DJ)
 Owner of service address, 908 Cline Street, Port Orchard, WA, 98366, is disputing a prior tenants bill (Katie Oslin) which is around \$300. The company put a lien on the owners home because of an outstanding bill of the prior tenant. Customer states the account was in the name of the tenant and he is not responsible for any outstanding bill from a prior tenant.

Customer wants the lien removed. Company should be locating the prior tenant for payment of service.

8/4/04, 8:47, passed via e-mail to Co./Waste Management Brem-Air/Tammy Lane/cc'd Terry Bickel. Response due to DJ Suits on or before August 6, 2004.

Results: The City of Port Orchard's Ordinance #1725 allows the company (under contract with the City) to put a lein on the land or home owner when bills are not paid.

Closure Status		
Disposition:	Nonjurisdictional	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	90339
---------------------------	---	--------------

Customer Info			
Customer:	Talon Swanson	Primary Phone:	N/A
Contact:		Other Phone:	(206) 684-2261
eMail Address:	talon.swanson@metrokc.gov	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	11911 East Marginal Way S, Bldg C	Mailing Address:	
City, State, Zip:	Tukwila, WA 98168	City, State, Zip:	, WA
County:	King		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input checked="" type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	700-0091836-2565-7
M37365		Status: Closed as of:	08/23/2004
Company Rep:	Kerry Aiton & Pam Emerick	Initially Opened on:	08/05/2004
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Diana Jones	Closed on:	08/23/2004
Disputed Amount:	631.23	Referral:	via WUTC website
Contacted How?			

Complaint Description:	<p>See activity which contains customer's original complaint information.</p> <p>Company billed the business for service on 6/9/04. The customer has a copy of a dump slip to prove the Company did no service the dumpster on 6/9/04 The customer is disputing the total billed amount of \$631.23.</p> <p>8/5/04, 10:45am, passed via e-mail to Co./Waste Management of Seattle/Kerry Aiton and Pam Emerick. Response due to DJ Suits on or before 8/9/04.</p>
Results:	Company's record shows it provided service on that date, however, after speaking directly to the customer, decided to credit 608.92 plus taxes.

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$608.92	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	90427
---------------------------	---	--------------

Customer Info			
Customer:	Michael Walsh	Primary Phone:	(425) 747-4929
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	14559 SE 50th St/	Mailing Address:	
City, State, Zip:	Bellevue, WA 98006	City, State, Zip:	, WA
County:	King		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	200-0007540-2565-8
M37365		Status: Closed as of:	08/16/2004
Company Rep:	Kerry Aiton & Pam Emerick	Initially Opened on:	08/12/2004
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Gail Griffin-Wallace	Closed on:	08/16/2004
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description: Customer subscribes to yard waste service. When truck came around today, it failed to empty the customer's container. Customer had not compacted, nor overfilled the container. When customer called to have container emptied, he was told there would be a \$5.00 charge. What is WM's policy regarding this issue.

passed to WM via email 8/12 @11:30a

Results: Company returned to empty container at no charge to customer.

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$5.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	90508
---------------------------	---	--------------

Customer Info		
Customer:	West Ridge Apartments	Primary Phone:
Contact:	Duane Sterley	Other Phone: (425) 308-0572
eMail Address:	manager@everett-apartments.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address	
Service Address:	628 128th Street SW
Mailing Address:	
City, State, Zip:	Everett, WA 98204
County:	Snohomish
City, State, Zip:	, WA

Complaint Info	
Class of Service:	<input type="radio"/> Residential <input checked="" type="radio"/> Business
Complaint Group:	Quality Of Service Lookup
Complaint Keyword:	(None)
Company ID: M37365	WASTE MANAGEMENT OF WASHINGTON , INC.
Account Number:	202-0009601-2677-9
Status: Closed as of:	10/13/2004
Company Rep:	Carol Thoma
Initially Opened on:	08/17/2004
Rep Email Address:	
Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Roger Kouchi
Closed on:	10/13/2004
Disputed Amount:	
Referral:	
Contacted How?	

Complaint Description:	Company removed the recycling bins almost 1 1/2 months ago. Still have not replaced the bins. Garbage is stacking up.
Results:	Company serviced the recycle containers on Thursday (9/30/04)

Closure Status	
Disposition:	Consumer upheld
Company Profile:	
Amount Saved:	\$0.00
Violation(s):	

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	90368
---------------------------	---	--------------

Customer Info			
Customer:	Michelle Richie	Primary Phone:	360-308-9268 hm #
Contact:		Other Phone:	360-372-2492 (new home)
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	4261 Dewatto Rd	Mailing Address:	3222 NE McWilliams
City, State, Zip:	Seabeck, WA 98380	City, State, Zip:	Bremerton, WA 98311
County:	Kitsap		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Refusal Of Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	09/07/2004
Company Rep:	Terry Bickel	Initially Opened on:	08/09/2004
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Diana Otto	Closed on:	09/07/2004
Disputed Amount:		Referral:	
Contacted How?			

Master Complaint:	94589 Click here to locate the associated Master Complaint.
--------------------------	---

Complaint Description:	<p>Mrs wants a 1 1/2 yard dumpster at her new home @ 4261 Deatto Rd., Seabeck. She first ordered the service on 7/27 from Waste Management, due for the container to be in place on 8/3. On 8/3, there was some kind of a mix-up with the neighbor being accused of fraud by the company somehow in connection with her. She has no connection with the customer who lives maybe 1 mile away. Then the company said it would deliever the dumpster last Friday, 8/6. Her Dad waited at the new house all day but the dumpster didn't arrive. The area is a gated community, but the company had been advised, by fax from Mrs, of the gate code to get in or it could have pushed the button for her property and her Dad would have let them in. She contacted the company again, and now the company says it won't serve her at all. Mrs is very frustrated and needs the service. She already has service with Waste Management at her current residence @ 3222 NE McWilliams, Rd., Bremerton. She said the telephone # of Waste Management she's been working with is 360-674-3166.</p> <p>8/9/04 9:43)passed to Tammy Lane, cc Terry Bickel @ Waste Management Brem-Air via email.</p>
-------------------------------	---

Results:	Company provided the dumpster, but claims it did not have the gate code. Company is not sure if it will be able to provide winter-time service.
-----------------	---

Closure Status			
Disposition:	Company upheld with arrangements	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	90771
---------------------------	---	--------------

Customer Info		
Customer:	Alex Ignatenko	Primary Phone: (425) 775-2677
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	5803 202nd Street SW	Mailing Address:
City, State, Zip:	Lynnwood, WA 98036	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: Unavailable
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 09/22/2004
Company Rep:	Carol Thoma	Initially Opened on: 09/02/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 09/22/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	No pick up. Service is supposed to be picked up on Wednesdays. Can't contact company. Company's VM says they will respond on Monday.
Results:	Old account was closed. Consumer needs to contact company to establish new account.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	90830
---------------------------	---	--------------

Customer Info			
Customer:	Pershing Beglau	Primary Phone:	425-348-9487 serve
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	5304 92nd St SW	Mailing Address:	
City, State, Zip:	Mukilteo, WA 98275	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	201000750626772
M37365		Status: Closed as of:	09/16/2004
Company Rep:	Kerry Aiton	Initially Opened on:	09/08/2004
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Pam Smith	Closed on:	09/16/2004
Disputed Amount:	0	Referral:	
Contacted How?			

Complaint Description: Customer is elderly, has once/month pick up. His current can is 32 gallon and not on wheels (he supplies the can). He would like a wheeled can. Co told him they could not provide a wheeled 52 gal rolling can unless he signs up for weekly service. It is too physically difficult to maneuver his can.
9/8 1:19 passed to WM NW via e-mail

Results: Co upheld. customer would like once/month wheeled service.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	91094
---------------------------	---	--------------

Customer Info		
Customer:	Bear Creek Shopping Center and Bear Creek Village	Primary Phone: (425) 803-4602
Contact:	Doug Bailey	Other Phone:
eMail Address:	dbailey@rreef.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address			
Service Address:	17122, 17124, 17196, 17208, 17256 NE Redmond Way	Mailing Address:	3006 Northup Way, #301
City, State, Zip:	Redmond, WA 98052	City, State, Zip:	Bellevue, WA 98004
County:	King		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input checked="" type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	(None)
Company ID: M37365	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	505-501941, 505-1165262, 505-1143135, 505-1137062, 505-501984
Company Rep:	Kerry Aiton	Status: Closed as of:	09/28/2004
Rep Email Address:		Initially Opened on:	09/24/2004
Agency Rep:	Sheri Hoyt	Quality Review:	<input type="checkbox"/> Done
Disputed Amount:		Closed on:	09/28/2004
Contacted How?		Referral:	

Complaint Description: Customer has questions regarding tariffed charges. I was unable to locate the charges in the company's tariff as he described them. Mr says he is being charged, on account #505-1165262, \$26.36 for a "Gate Fee Flat" and, on account #505-501984, \$39.54 for "Gate Fee Flat".
>Please provide tariff reference for this charge.

Also, customer is wanting to lock either the gate or dumpster because of unauthorized dumping. Mr was quoted a one-time \$20.00 lock/key charge in addition to \$18.50 monthly charge for the service.
>Please provide applicable tariff references for the services.
2:48)passed to Kerry Aiton & Pam Emerick @ WA.UTC@WM.COM via email.

Results: Both accounts are served through contract with the City of Redmond and are outside of the Commission's authority.

Closure Status			
Disposition:	Nonjurisdictional	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	90913
---------------------------	---	--------------

Customer Info		
Customer:	Tam Nguyen	Primary Phone: (206) 365-5613
Contact:	contact Sunny	Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	2026 N 154th Ct	Mailing Address:
City, State, Zip:	Seattle, WA 98133	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Miscellaneous Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 09/23/2004
Company Rep:	Tom	Initially Opened on: 09/14/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Pam Smith	Closed on: 09/23/2004
Disputed Amount:	0	Referral:
Contacted How?		

Complaint Description:	<p>According to a neighbor, the garbage truck hit a tree across the street from cutomers house and drug a 30 ft branch into his yard. Customer contacted WM to ask them to remove the branch. The will not remove it. Customer does not want to have to pay to remove the branch from his yard.</p> <p>9/14 2:21 passed to WM via e-mail Kerry and Pam Please find out if this limb is from a WM truck. If it is, it should be removed.</p>
Results:	Co will remove branch

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	90784
---------------------------	---	--------------

Customer Info		
Customer:	Cliff Bengston	Primary Phone: (360) 659-1357
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	7411 Hermosa Beach Road	Mailing Address:
City, State, Zip:	Marysville, WA 98271	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 09/23/2004
Company Rep:	Carol Thoma	Initially Opened on: 09/03/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 09/23/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Company almost always misses his yardwaste pickup. He is getting tired of having to call the company each time.
Results:	Company apologized and promised to put reminders on the account to make sure consumer is picked up.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	90865
---------------------------	---	--------------

Customer Info			
Customer:	Richard Stubbs	Primary Phone:	(425) 487-2063
Contact:		Other Phone:	(425) 487-2063
eMail Address:	dstubbs007@comcast.net	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	16409 N.E. 160th Street	Mailing Address:	
City, State, Zip:	Woodinville, WA 98072	City, State, Zip:	, WA
County:	King		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Quality Of Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	600031230826799
M37365		Status: Closed as of:	10/01/2004
Company Rep:	Chris Hicks	Initially Opened on:	09/10/2004
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Sheri Hoyt	Closed on:	10/01/2004
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	<p>Received complaint via the web. Mr says his recycle materials are dumped in with the regular trash by the company driver. He confronted the driver, he was told it's because he puts the cans too close together and that it was just too much of a hassle to separate the commodities anyway. This last week, Mr separated his recycle and trash receptacles by 8 feet. The driver still combined the commodities. Mr believes this defeats the concept of recycling.</p> <p>>Is the driver combining the commodities? >And if so, why? >Is this customer in an area with mandatory recycling and if so, how does combining the commodities fulfill the county's solid waste plan? 1:12)passed to Kerry Aiton & Pam Emerick @ WM via email.</p>
-------------------------------	---

Results:	Although the driver denies combining the commodities, the company is concerned that it happened to begin with. The company contacted the customer directly and provided him a phone number to call should he see the driver combine the trash and recycles again.
-----------------	---

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	480-70-386(1)(b) 5

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	91192
---------------------------	---	--------------

Customer Info		
Customer:	Robert F. Hansbrough	Primary Phone: (360) 638-1867
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	5538 NE Ponderosa Blvd	Mailing Address:
City, State, Zip:	Hansville, WA 98340	City, State, Zip: , WA
County:	Kitsap	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: NSR 0006885-0029-7
M37365		Status: Closed as of: 10/14/2004
Company Rep:	Pam Emerick	Initially Opened on: 10/04/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Sheri Hoyt	Closed on: 10/14/2004
Disputed Amount:		Referral:
Contacted How?		

Master Complaint:	94589 Click here to locate the associated Master Complaint.
--------------------------	---

Complaint Description:	<p>Up until a month ago, WM was picking up Mr's shredded paper in a semi-transparent bag for recycling. A month ago, the company stopped taking it. Mr has been given conflicting information as to why -- 1) the bag is not transparent enough and 2) the company cannot accept shredded paper as the fibers are chopped up and cannot be recycled. Mr was told to put his shredded paper in the trash.</p> <p>>Why is this customer's shredded paper not being picked up and what needs to be done for the paper to be eligible for recycling?</p> <p>9:21)passed to Kerry Aiton & Pam Emerick @ WM via email.</p>
-------------------------------	---

Results:	The company does not accept shredded paper as a recycle commodity as it has no intrinsic value. Recycled paper must be "washed" to remove the printing. Shredded paper cannot be "washed". WM agreed to mail a brochure to customer outlining garbage and recycle guidelines.
-----------------	---

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s): 480-70-386(1)(b)(i) 6

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	91414
---------------------------	---	--------------

Customer Info		
Customer:	Ken Fisher	Primary Phone: (425) 271-7227
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	18718 140th Ave Se	Mailing Address:
City, State, Zip:	Renton, WA 98058	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 200000374225654
M37365		Status: Closed as of: 11/30/2004
Company Rep:	Kerry & Pam Emerick	Initially Opened on: 10/21/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Gail Griffin-Wallace	Closed on: 11/30/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer's service was missed on regular pick up day. When customer called, he was told that a truck would pickup the next day. When this was not done, customer called again and was told the next day. When trash was not picked up customer called and asked who he could complaint to other than the company. Representative rudely hung up the phone without providing our number after the customer asking if the representative understood what he was asking and she replied yes.

Verify pick-up day.
 Will company send truck for pickup or double up on next scheduled day?
 Please address why company did not provide our number.
 How does company plan to handle missed pick-ups in the future.

passed to snoking via email 10/21 @ 8:55a

Results: Company has picked up waste and providing coaching to its representative.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	91226
---------------------------	---	--------------

Customer Info			
Customer:	Doug Jenne	Primary Phone:	(360) 692-1071
Contact:		Other Phone:	
eMail Address:	stump82@comcast.net	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	637 NE Libra Lane	Mailing Address:	
City, State, Zip:	Bremerton, WA 98311	City, State, Zip:	, WA
County:	Kitsap		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	BRC 0102 311 0029 7
M37365		Status: Closed as of:	10/07/2004
Company Rep:		Initially Opened on:	10/06/2004
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Mike Meeks	Closed on:	10/07/2004
Disputed Amount:	33.68	Referral:	
Contacted How?			

Master Complaint:	94589 Click here to locate the associated Master Complaint.
--------------------------	---

Complaint Description:	<p>Customer called to say that he ordered dumpster (6 Yard) left at property. Was advised that the charge would be "about \$75". Customer paid this amount by credit card as a deposit. When co. hauled dumpster he was informed that the ticket was going to be \$108. Customer says that he was misinformed by Rep. and thinks the company should do a better job of quoting rates. Says that he believes he should only have to pay \$75. Please provide a breakdown of the rates for this service. Customer was advised to call the county. He did so, but was told by the county to call the Commission. Passed to Waste Management @ 11:44 am on 10-6</p>
-------------------------------	---

Results:	Company charged the tariffed rates. Company Rep advised that customer's are told twice what the charges will be when the order the container.
-----------------	---

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	91228
---------------------------	---	--------------

Customer Info			
Customer:	Barbara and Ron Volland	Primary Phone:	(206) 941-7777
Contact:	Ron	Other Phone:	
eMail Address:	ronvolland@hotmail.com	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	37844 35th Way South	Mailing Address:	
City, State, Zip:	Auburn, WA 98001	City, State, Zip:	, WA
County:	King		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	800-0004447-1055-2
M37365		Status: Closed as of:	12/20/2004
Company Rep:	Kerry Aiton & Pam Emerick	Initially Opened on:	10/06/2004
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Diana Jones	Closed on:	12/20/2004
Disputed Amount:	30	Referral:	via 800 number
Contacted How?			

Complaint Description:	<p>Customer was charged for 10 X-tra bags in a three month period for the amount of \$100.00. Customer states he had put out 3 X-tra bags in a three month period. The customer is disputing \$30.00.</p> <p>In addition, the customer feels two representatives were not customer oriented. The first representative was Claudia. Mr. states Claudia was rude, she kept interrupting, would not listen, would not give a last name and had no employee number. The second representative was a supervisor, Amanda Winesbury. The representative would not believe what the customer was saying. The customer was speaking with the manager regarding tariffs. At the end of the conversation the representative said you either believe the company driver or not and hung-up on the customer.</p> <p>10/6/04, 12:45, passed via e-mail to Company/Waste Management-Kerry Aiton and Pam Emerick. Response due to DJ Suits on or before October 8, 2004.</p>
Results:	Per company records, the customer was charged correctly. (See hard file which contains the billing information).

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	91400
---------------------------	---	--------------

Customer Info			
Customer:	William Otani	Primary Phone:	(206) 542-0865
Contact:		Other Phone:	
eMail Address:	otaniw@aol.com	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	20315 Greenwood Avenue West	Mailing Address:	
City, State, Zip:	Seattle, WA 98133	City, State, Zip:	, WA
County:	King		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	1010009280-2677-2
M37365		Status: Closed as of:	11/01/2004
Company Rep:	Kerry & Pam Emerick	Initially Opened on:	10/20/2004
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on:	11/01/2004
Disputed Amount:	5.9	Referral:	
Contacted How?			

Complaint Description:	Disputing extra charges on bill. Charging him for extras. The extra can belongs to the house behind him. He put his address on his can. Company removed the charges for 4/15 - 6/24 but will not remove the most recent billing on 7/15/04 for \$5.90.
Results:	Company agreed to credit the disputed amount.

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$5.90	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	91723
---------------------------	---	--------------

Customer Info		
Customer:	Mrs. Charles Power	Primary Phone: (206) 772-4121
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	6451 South 120th St.	Mailing Address:
City, State, Zip:	Seattle, WA 98178	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 12/16/2004
Company Rep:	Liz Rodger, Kerry Aiton	Initially Opened on: 11/16/2004
Rep Email Address:	lrodger@wm.com, kaiton@wm.com	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Nancy Paulson	Closed on: 12/16/2004
Disputed Amount:	0	Referral:
Contacted How?		

Complaint Description:	Customer says her last recycle pickup was 10/29. She called the company several times(11/5,11/12,11/15,11/16), and each time it told her a truck would be sent out. To date, the recyclables have not been picked up.
Results:	Company took pictures of location for driver's route book, and issued credit for one month's service (\$12.63 + tax).

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$12.63	Violation(s):

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	92056
---------------------------	---	--------------

Customer Info			
Customer:	Mike Ellis	Primary Phone:	(425) 271-3443
Contact:		Other Phone:	(425) 643-4400
eMail Address:	mikeellis495@aol.com	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	1627 111th Pl Se	Mailing Address:	
City, State, Zip:	Renton, WA 98055	City, State, Zip:	, WA
County:	King		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	02/01/2005
Company Rep:	Robert Koppang	Initially Opened on:	12/21/2004
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Diana Otto	Closed on:	02/01/2005
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description: Mr stated that since Sept. his pick-up day of the week has changed 3 times, and not once was he notified in advance. He said that the most recent was last week, it changed from Thursday to Wed. No one in the neighborhood apparently got advance notice, so they didn't put their cans out on Wed. They put them out on Thursday and they are still sitting there full. He called the company and was told notice was on the cans. He said it wasn't on his can, it wasn't on 3 other neighbor's cans that he spoke with, and clearly it wasn't on anyone else's because everyone's cans are still sitting out. He said that doesn't think this is right. Please advise why this is happening and does the company plan on going back out to pick-up the trash?
12/21/04 1:05)passed to Dan Bridges at Waste Management - Rainier, via email.

Results: Company advised that notices for the day change were put on cans on 12/13/04, but Mr's can would not have been out since he is a once a month customer. However, his pick up would not have been missed either, because it was not his day to be picked up. It appears both the company and the customer were correct on different points of the complaint.

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	480-70-386(1)(b)(i) 1

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	92079
---------------------------	---	--------------

Customer Info		
Customer:	Susanne Dubois	Primary Phone: (425) 788-4568
Contact:		Other Phone:
eMail Address:	sedubois@cablespeed.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	16107 Kelly Road NE	Mailing Address:
City, State, Zip:	Duvall, WA 98019	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 12/30/2004
Company Rep:	Kerry & Pam Emerick	Initially Opened on: 12/27/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Diana Jones	Closed on: 12/30/2004
Disputed Amount:		Referral: via WUTC website
Contacted How?		

Complaint Description:	<p>See activity which contains customer's original complaint information.</p> <p>10/29/04, customer paid \$331.74 on her residential account from her checking account and should have paid the amount for the rental dumpster instead.</p> <p>Customer left three messages and received no return call. Finally, the customer got the problem resolved but complains the customer service is horrible. The company is understaffed.</p> <p>12/27/04, 8:55, passed via e-mail to Company/Waste Management. Response due to DJ Suits on or before 12/29/04.</p>
Results:	Company records show it does have sufficient staff available. (see activity) Company does not know why the customer was experiencing such a difficult time, and apologizes for any inconvenience.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	91925
---------------------------	---	--------------

Customer Info			
Customer:	Mike Mitchell	Primary Phone:	(253) 661-1849
Contact:		Other Phone:	(206) 605-2930
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	37520 50th Ave So.	Mailing Address:	
City, State, Zip:	Auburn, WA 98001	City, State, Zip:	, WA
County:	King		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Quality Of Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	12/27/2004
Company Rep:	Liz Rodger	Initially Opened on:	12/07/2004
Rep Email Address:	Irodger@wm.com, moram@wm.com	Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Nancy Paulson	Closed on:	12/27/2004
Disputed Amount:	13.8	Referral:	
Contacted How?			

Complaint Description:	Customer's recyclables have been picked up just one time in three months. He left a message for a supervisor to call back, and his call has not been returned. He made numerous other calls to the company, and the line is usually busy.
Results:	Company issued three months recycle credit, and spoke with the route driver.

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$13.80	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	92053
---------------------------	---	--------------

Customer Info		
Customer:	Alan Ahrens	Primary Phone: (206) 772-0395
Contact:		Other Phone: (425) 761-5790
eMail Address:	aahrens@csc.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	8236 S. 123rd Place	Mailing Address:
City, State, Zip:	Seattle, WA 98178	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 12/27/2004
Company Rep:	dan bridges	Initially Opened on: 12/21/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 12/27/2004
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Company does not pick up regularly. Wants credit for missed pickups.
Results:	Company agreed they missed 4 pick up. 4 times for misses; 8/24/2004, 9/29/2004, 11/15/2004 and 12/21/2004. Company agreed to give consumer 1 month credit for \$9.85, there is no tax on this service.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$9.85	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	92080
---------------------------	---	--------------

Customer Info		
Customer:	Alan Ahrens	Primary Phone: (206) 772-0395
Contact:		Other Phone: (425) 761-5790
eMail Address:	aahrens@csc.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	8236 S. 123rd Place	Mailing Address:
City, State, Zip:	Seattle, WA 98178	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: Out Of Service
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 01/11/2005
Company Rep:	Kerry & Pam Emerick	Initially Opened on: 12/27/2004
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Diana Jones	Closed on: 01/11/2005
Disputed Amount:		Referral: via WUTC website
Contacted How?		

Complaint Description:	<p>See activity which contains customer's original complaint information. November 18, 2004, company has not picked up the yardwaste container.</p> <p>12/27/04, 9:15, passed via e-mail to Company. Response due to DJ Suits on or before 12/29/04.</p>
Results:	<p>Roger Kouchi forwarded complaint number 92053 (Alan Ahrens), to the company, December 21. Credit for the 4 missed services has been issued. Roger closed the complaint December 22.</p> <p>Company records show the customer's yardwaste was not put out for pickup on 12/24/04.</p>

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	92150
---------------------------	---	--------------

Customer Info		
Customer:	Jeannette Israelson	Primary Phone: (206) 242-8521
Contact:		Other Phone: (206) 802-2262
eMail Address:	israelsonjtj@comcast.net	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	2730 S 125th Pl	Mailing Address:
City, State, Zip:	Seattle, WA 98168	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 02/07/2005
Company Rep:	Kerry Aiton	Initially Opened on: 01/04/2005
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Diana Otto	Closed on: 02/07/2005
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	<p>Mrs wrote 12/30/03 emailed complaint. States that every week Waste Management doesn't take all of her trash or yardwaste. Claims she has to call the company every week and that the company promises to come back out and get the remainder of trash or yardwaste, but doesn't do it timely. This has been an on-going problem for several years. She was further upset because she was told by a company rep recently that no complaints had been filed at the company -- just service discussions. She feels each time she calls it is a complaint. She was never told she had to request a "complaint ticket."</p> <p>1/4/04 9:40)passed complaint to Kerry & Pam Emerick via email.</p>
Results:	<p>Company knew there was a problem and had been monitoring the pick up since the beginning of the year. Driver must report pick up to manager. No problems in 2005 so far. Rep. informed Mrs incorrectly. Complaint tickets do not need to be requested. Complaint tickets on file for Mrs are dated 7/8/03 and 12/30/04.</p>

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	92156
---------------------------	---	--------------

Customer Info		
Customer:	Joan McDowell	Primary Phone: (253) 833-7772
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	34852 53rd Avenue South	Mailing Address:
City, State, Zip:	Auburn, WA 98001	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID: M37365	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 3-0183-0014799 (Rabanco)
		Status: Closed as of: 01/13/2005
Company Rep:	Carol Thoma	Initially Opened on: 01/04/2005
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 01/13/2005
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Waste Management took over Rabanco's customers and changed pick up date to the 10th without notification. The original pick up date under Rabanco was the 3rd. Recycling is piling up due to the holidays. Waste Management isn't willing to do anything.
Results:	Company is allowing extra recycling on the 10th at no additional charge.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	92393
---------------------------	---	--------------

Customer Info		
Customer:	Peggy Hill	Primary Phone: (425) 861-6546
Contact:		Other Phone: 206-660-9684 (cell)
eMail Address:	peggyhill@msn.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	12509 197th Court NE	Mailing Address:
City, State, Zip:	Woodinville, WA 98077	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 60000356572695
M37365		Status: Closed as of: 01/26/2005
Company Rep:	Carol Thoma	Initially Opened on: 01/25/2005
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 01/26/2005
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Disputing 2 years of yard waste service bills. Has never used this service.
Results:	Company agreed to refund 2 years (\$210).

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$210.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	92160
---------------------------	---	--------------

Customer Info		
Customer:	Bruce Nicholson	Primary Phone: (360) 874-1528
Contact:		Other Phone:
eMail Address:	CBnicholson99@msn.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	1208 SW Harper Road	Mailing Address:
City, State, Zip:	Port Orchard, WA 98367	City, State, Zip: , WA
County:	Kitsap	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 01/05/2005
Company Rep:	Terry Bickel	Initially Opened on: 01/04/2005
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Mike Meeks	Closed on: 01/05/2005
Disputed Amount:		Referral:
Contacted How?		

Master Complaint:	94589 Click here to locate the associated Master Complaint.
--------------------------	---

Complaint Description:	<p>Customer called to say that the company has not been picking up the waste at his home. lives in a new development that has a new access road. Says 5 othjers live in the same area. Says that in the past, the residents of his road used to put the cans at a central pick up point because the road was not good. Now the road is 2 lane blacktop and wants the truck to pick up at his home. Says that it is not feasible to have to pack his solid waste 1/2 mile when the road is ok.</p> <p>Customer states that the truck still has to be turned around to pick up at the group location. just want the company to be flexible and drive an extra 1/2 mile to pick up at customer's home.</p>
-------------------------------	---

Results:	Company sites a safety issue and that the road is private.
-----------------	--

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	92237
---------------------------	---	--------------

Customer Info		
Customer:	June Raker	Primary Phone: (360) 297-7554
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	12380 NE Brigantine Ct.	Mailing Address:
City, State, Zip:	Kingston, WA 98346	City, State, Zip: , WA
County:	Kitsap	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: NSR 0026598- 0029-2
M37365		Status: Closed as of: 01/12/2005
Company Rep:	Carol Thoma	Initially Opened on: 01/11/2005
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Pam Smith	Closed on: 01/12/2005
Disputed Amount:	0	Referral:
Contacted How?		

Master Complaint:	94589 Click here to locate the associated Master Complaint.
--------------------------	---

Complaint Description:	<p>Customer put her yard waste out Friday , 1/7. That is her yard waste day. She had the waste in 2 - 32 gal containers, instead of the 64 gal container. They did not pick it up. She called the Co and told her she needs to label it. She was not informed earlier that it needed to be labeled. She labeled the cans on Friday and they have yet to pick them up. She has called Monday and Friday and both times they told he they would pick it up that day.</p> <p>1/11 2:25 sent to Carol at Waste Management</p>
-------------------------------	---

Results:	co picked up yard waste, Customer is satisfied.
-----------------	---

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	92315
---------------------------	---	--------------

Customer Info			
Customer:	Steven M. Eddy	Primary Phone:	(253) 661-2469
Contact:		Other Phone:	
eMail Address:	mister_ed1017@msn.com	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	1825 SW 331st Place	Mailing Address:	
City, State, Zip:	Federal Way, WA 98023	City, State, Zip:	, WA
County:	King		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Quality Of Service Lookup	Complaint Keyword:	Out Of Service
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	01/31/2005
Company Rep:	Kerry & Pam Emerick	Initially Opened on:	01/19/2005
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Diana Jones	Closed on:	01/31/2005
Disputed Amount:		Referral:	via WUTC 800
Contacted How?			

Master Complaint:	94589 Click here to locate the associated Master Complaint.
--------------------------	---

Complaint Description:	<p>Customer said he called the company and advised it that he had garbage out for a pick up the week of January 10, 2005. Mr. did have wood at the curbside and was not sure if it was recyclable or considered solid waste. The company showed up and refused the pickup because wood is not considered a recyclabe. The customer said that he could leave the wood out for the next pick up, but it would get rained on. The company said it would not be a problem.</p> <p>The company committed to come back the week of 1/17/05. Company said it would cost the customer an additional fee of around \$3 for 32 gallons or equivalent for solid waste. The week of 1/18/05, the customer called the company to make sure it was going to pickup the wood. At that time, the company quoted a new price of \$4. The company said they had made a mistake. The company was to pickup of the wood 1/19/05 (today). The company showed up, but the driver said they looked in the box, dumped the trash can, but did not take the box of wood. The driver said they would not take it because the box and the wood are wet. The driver did say that if the customer helped load, he could pick up the wood.</p> <p>Customer spoke to a supervisor. He went over all the information and the supervisor said that the customer would have to help the driver load the wood. The customer states he continues to have problems with the company and the scheduled pick ups. The supervisor at no time gave the customer the WUTC phone number.</p> <p>-If possible, please have a driver pick up the customer's goods today.</p> <p>1/19/05, 10:20am-passed to Waste Management of Washington/Kerry and Pam. Response due to DJ Suits on or before 1/21/05.</p>
-------------------------------	--

Results:	Customer's wood was picked up on 1/19/05.
-----------------	---

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	480-70-386(1)(b)(i) 2
Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	92705
---------------------------	---	--------------

Customer Info		
Customer:	Ron Volland	Primary Phone: (206) 941-7777
Contact:		Other Phone:
eMail Address:	ronvolland@hotmail.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	37844 35th Way S.	Mailing Address:
City, State, Zip:	Auburn, WA 98001	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 02/28/2005
Company Rep:	Dan Bridges, cc Liz Rodger	Initially Opened on: 02/24/2005
Rep Email Address:	dbridges@wm.com, Lrodger@WM.com	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Dennis Shutler	Closed on: 02/28/2005
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Mr is upset that his garbage was not picked up today. Mr claims the lid on his solid waste receptacle was only 2 inches from being secured. Mr also stated the garbage contained within the receptacle had not yet been compacted, had it been the lid would have easily closed, in fact the weight of his hand easily closed and secured the lid. Mr is also upset because now he expects he will be charged additional fees for someone coming back to his residence to empty his garbage receptacle.
Results:	Waste Management has previously informed Mr to ensure the lids were closed and secure on his garbage containers in order to be picked up.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	92538
---------------------------	---	--------------

Customer Info		
Customer:	Pine Grove Sales	Primary Phone: (206) 241-4802
Contact:	Neil Gracey	Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	206 S. 108th Place	Mailing Address:
City, State, Zip:	Seattle, WA 98168	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input checked="" type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 400002135825657
M37365		Status: Closed as of: 03/02/2005
Company Rep:	Kerry & Pam Emerick	Initially Opened on: 02/08/2005
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Diana Jones	Closed on: 03/02/2005
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	<p>Customer use to be serviced by Sea-Tac Disposal. Waste Management took over the customer's service around January 2005. Customer was notified by Waste Management of when his garbage would be picked up. The customer use to have the garbage picked up every other week pickup, but now the company picks up every week. The charge for weekly pick-up is \$80.74. Customer said he was never notified that the cost of pick up would go up. Customer was charged around \$43 and \$45 with Sea-Tac Disposal every other week.</p> <p>Customer states that if he was notified of the pickup change and the rate hike, he would have cancelled his service.</p> <p>2/8/05, 10:50am, passed via e-mail to Waste Management. Response due to DJ Suits on or before 2/10/05.</p>
-------------------------------	---

Results:	<p>Company states a letter was sent to the customer. Waste Mangement is not required to notify the customers of a change in rates.</p> <p>The company offers once a week service service. The company did credit the customer's account \$35.96 as a courtesy.</p>
-----------------	--

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$35.96	Violation(s):

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	92738
---------------------------	---	--------------

Customer Info			
Customer:	Hally Magnuson	Primary Phone:	(509) 218-2673
Contact:		Other Phone:	509 489-2273 ext 45 - work
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	7007 N Whitehouse	Mailing Address:	
City, State, Zip:	Spokane, WA 99208	City, State, Zip:	, WA
County:	Spokane		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	455084908426814
M37365		Status: Closed as of:	03/10/2005
Company Rep:	Roxanne Hudgens	Initially Opened on:	02/28/2005
Rep Email Address:	rhudgens@wm.com	Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Dennis Shutler	Closed on:	03/10/2005
Disputed Amount:	59.21	Referral:	
Contacted How?			

Complaint Description:	Ms obtained a money order and paid \$86.56 on her account on 1/22/05. Ms stated Waste Mgt recorded the proper receipt number for the money order but failed to record the correct amount of the money order for her payment, only crediting Ms' account \$27.35. Ms does not feel it's her place to have to chase the cashing/depositing records of the company.
Results:	Waste Mgt requested a copy of the cashed money order to verify the amount listed on the back. The company will reimburse her for the expense in obtaining the money order copy. Ms refuses to work with myself and/or the company.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	92877
---------------------------	---	--------------

Customer Info		
Customer:	Sue Stern	Primary Phone: 509-884-1011 cbr #
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address			
Service Address:	118 N Linden Ln	Mailing Address:	
City, State, Zip:	East Wenatchee, WA 98802	City, State, Zip:	, WA
County:	Douglas		

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	M37365	Account Number:
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 07/11/2005
Company Rep:	Shelly Cargo	Initially Opened on: 03/14/2005
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Diana Otto	Closed on: 07/11/2005
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Mrs garbage has been stopped due to a residential past due bill of \$101.17. She also owes \$135.00 on a commercial account which was set up by Mrs on behalf of the entire neighborhood. Mrs has been told that account is at a collection agency and that she needs to pay not only the residential past due amount, but all of the commercial account prior to her residential service restoral. However, the company was unable to tell her what collection agency is handling her commerical account, but that she has to pay it rather than Waste Mgmt. Mrs can pay \$101.17 today, and \$45 of the commercial bill only. The remainder to be paid over the next few weeks. The supervisor would not allow arrangements. Finally, why is the customer's residential service being held hostage over the commercial account, if she can pay all of the residential service charges today?
3/14/05 2:50)passed to Ted Woodard @ Waste Mgmt. - Wenatchee, via email.

Results: Customer paid \$159.66 (\$101.17 + \$58.49) on ezpay and made arrangements for \$45 x 3 months. The collection agency is Dun & Bradstreet. Mrs was allowed to pick up a toter on 3/15/05 from the company to restart her residential service.

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	92743
---------------------------	---	--------------

Customer Info		
Customer:	Jennifer Scott	Primary Phone: (253) 835-0530
Contact:		Other Phone: (206) 826-4122
eMail Address:	Jennifer.scott@expeditors.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	35428 Military Rd. South	Mailing Address:
City, State, Zip:	Auburn, WA 98001	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input checked="" type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 03/02/2005
Company Rep:	Kerry & Pam Emerick	Initially Opened on: 03/01/2005
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Diana Jones	Closed on: 03/02/2005
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	<p>See activity which contains customer's original complaint information.</p> <p>Customer states they were advised by previous provider, Sea-Tac Disposal that at the first of the year their garbage service provider changed. Their first bill was an 18% increase. There was no increase in service, only an increase in the bill. Customer received no notice of the increase.</p> <p>3/1/05, 11:10am, passed via e-mail to Waste Management/Kerry & Pam Emerick. Please respond to DJ Suits on or before 3/3/05.</p>
Results:	<p>The company's rates being charged were approved by the Washington Utilities and Transportation Commission (WUTC). Waste Management is required by law to charge the rates. The company's rates were recently audited by the state and the company does not anticipate any further rate increases in the foreseeable future.</p> <p>Notification, of Waste Management rates, was not a requirement of the customer trade. As a courtesy, all new customers, in south King county, received a letter.</p>

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	93249
---------------------------	---	--------------

Customer Info			
Customer:	Jody Smith	Primary Phone:	(425) 898-7753
Contact:		Other Phone:	(425) 283-7091
eMail Address:	the1jode@hotmail.com	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	626 219th Ave NE	Mailing Address:	
City, State, Zip:	Sammamish, WA 98074	City, State, Zip:	, WA
County:	King		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	home address
M37365		Status: Closed as of:	05/04/2005
Company Rep:	Chris	Initially Opened on:	04/19/2005
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Pam Smith	Closed on:	05/04/2005
Disputed Amount:	0	Referral:	
Contacted How?			

Complaint Description: received internet complaint

In the 3 years we have lived we have had but problems with them missing our recycle & trash even though it is on a main intersection.. I have had to make hundreds of phone calls & talked with numerous supervisors & yes normally it is resolved & they end up resending someone out to pick up. But everytime they change tere days of pick-up which about a year ago & now they sent out the wrong new schedules to the wrong places. So last time it took me 6-8 months by calling every week to tell them they missed us. Well now again they are changing & put notices on our cans & once again gave us North King County schedules which is not us. So our recyle was suppose to go out yesterday & I called them to confirm & told them they sent the wrong schedules again they didn't care to hear that. But I was told to put it out & still has not been picked up. So I call again today & talk to supervisor Tessa at ext. 51016 & she tells me they cant pick it up until the 28th of April. I have explained I can not get the recycle back up to my house cause its uphill & I can't do it & her suggestion was to cart the stuff down & leave it ther. Well this is on a main road & lots of traffic & kids walking by & dumps cans over all the time.This is unacceptable. I am very upset & don't know where else to turn. I told Tessa we will be filing a complaint to the Better Buisness Berau & she said its o.k. So obviously she could care less.I think they are the worse people & service I have ever dealt with..

4/19 1:23 sent to WM via e-mail

Results: service has improved

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	93275
---------------------------	---	--------------

Customer Info		
Customer:	Herb Doup	Primary Phone: (425) 868-6914
Contact:		Other Phone:
eMail Address:	articrose@comcast.net	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address			
Service Address:	11 NE 20th Way	Mailing Address:	
City, State, Zip:	Sammamish, WA 98074	City, State, Zip:	, WA
County:	King		

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 600-0126849-2679-8
M37365		Status: Closed as of: 04/28/2005
Company Rep:	Chris Hicks	Initially Opened on: 04/22/2005
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Diana Jones	Closed on: 04/28/2005
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	<p>Company has not picked up the customer's recyclables for 3 weeks. Company told the customer it would be an additional two weeks before the company will pick up his recyclables. The customer's pick up day is every other Thursday.</p> <p>The company's customer representative told the customer there has been route change, but did not explain the change.</p> <p>4/22/05, 9:42am, passed via email to Co./Waste Management-Kerry and Pam. Please respond to DJ Suits on or before 4/26/05.</p>
Results:	<p>Company had a very large re-route and some customers had to wait up to three weeks for their recycling to be picked up. The company corrected the problem in the call center.</p> <p>Company sent a representative to the customer's area on 4/22/05 for pickup. The customer's regular pick up is going to be on 4/28/05.</p> <p>Customer will receive credit to his account for 2 weeks of recycle service.</p>

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$2.56	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	93114
---------------------------	---	--------------

Customer Info			
Customer:	Reliable Transfer & Storage	Primary Phone:	(206) 523-2560
Contact:	Sandra D. White	Other Phone:	(206) 764-4900
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	9301 4th Ave S	Mailing Address:	
City, State, Zip:	Seattle, WA 98108	City, State, Zip:	, WA
County:	King		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input checked="" type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	Cramming
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	400-0021353-2565-8
M37365		Status: Closed as of:	04/28/2005
Company Rep:	Customer Service	Initially Opened on:	04/06/2005
Rep Email Address:	dbridges@wm.com	Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Dennis Shutler	Closed on:	04/28/2005
Disputed Amount:	32.3	Referral:	
Contacted How?			

Complaint Description:	Customer's service was changed from Rabanco to Waste Management of Rainier because of territorial boundaries. Service charges were increased from \$35.48 per mo. to \$67.78 per mo. Customer is upset they are required to pay more for the same service and feels the monthly charges should remain at \$35.48 per mo.
Results:	This customer was part of WUTC approved territory trade with the Rabanco/Allied companies. The company stated that it appeared Ms' previous service may have included container service every other week, that Waste Management had been providing service weekly. The company is willing to switch Ms' service back to service every other week and credit her account for charges to date. I called Ms and told her that her service has been setup to reflect (1) 1yd container picked up every other week with the first pick up to reflect every other week will be on 5/11/05 and every other week thereafter. Waste Management submitted a credit to Ms' account in the amount of \$77.45 including tax back to the date her service was started.

Closure Status			
Disposition:	Company upheld with arrangements	Company Profile:	
Amount Saved:	\$77.45	Violation(s):	480-70-386(1)(b)(i) 3

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	93290
---------------------------	---	--------------

Customer Info		
Customer:	Cheryl Murphy	Primary Phone: (360) 403-8418
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	30517 Ranstad Road	Mailing Address:
City, State, Zip:	Arlington, WA 98223	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Miscellaneous Lookup	Complaint Keyword: (None)
Company ID:	M37365	Account Number:
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 04/27/2005
Company Rep:	Kerry & Pam Emerick	Initially Opened on: 04/25/2005
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Mike Meeks	Closed on: 04/27/2005
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Customer states that trucks are speeding. Says she has called the company but Reps. seem to not be concerned. Says she has video tape of the trucks speeding. Indicates that if the company doesn't do something, she will contact the media. Trucks are going to North Cedar Creek "Wood products. Are these your trucks? Customer states that when she called she asked for a Supv. but was told that none was available, and co. Rep. also stated that it wasn't one of their trucks.
Results:	Co. contacted drivers and advised of the speed limits. Co. gave point of contact if there are speeding problems in the future.

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	93521
---------------------------	---	--------------

Customer Info			
Customer:	Mark Cassell	Primary Phone:	(425) 556-2842
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	21411 Wildwood Dr.	Mailing Address:	
City, State, Zip:	Snohomish, WA 98296	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	05/19/2005
Company Rep:	Pam Emerick	Initially Opened on:	05/17/2005
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Pam Smith	Closed on:	05/19/2005
Disputed Amount:	0	Referral:	
Contacted How?			

Complaint Description:	<p>Customer contacted Commission due to rate increase and has a problem with the way they collects the garbage. After they fill the truck the garbage goes on the street. Customer would like them to be neater, maybe they could compact they stuff in the truck more often to keep it from flying out of the truck. Customer also sent two e-mail complaints to the main office and they went unanswered.</p> <p>5/17 9:16 sent to wa utc wm.com</p>
Results:	Co discussed service issue w/ manager and driver. No violation re: unanswered letters, ddi not ha ve e-mail letter back up.

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	93613
---------------------------	---	--------------

Customer Info		
Customer:	Annette Therrien	Primary Phone: 360-691-1072 serv
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	16906 119th St NE	Mailing Address:
City, State, Zip:	Arlington, WA 98223	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	M37365	Account Number:
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 06/15/2005
Company Rep:	Kerry Aiton	Initially Opened on: 05/25/2005
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Pam Smith	Closed on: 06/15/2005
Disputed Amount:	0	Referral:
Contacted How?		

Complaint Description:	Customer is upset over the customer service received from the Co. The collector has refused to collect garbage in the past. He did not pick up some styrofoam she had set out today. 5/25 1:03 sent to WM NW via e-mail. Please look at the acct notes for past issues. What is the procedure if a customer has extra items next to the can that they would like picked up?
Results:	provided information. customer transported material and it was accepted. closed

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	93551
---------------------------	---	--------------

Customer Info		
Customer:	Charles Morgan	Primary Phone: (206) 246-7883
Contact:		Other Phone:
eMail Address:	tonguehappy96@msn.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	12460 14th Avenue South	Mailing Address:
City, State, Zip:	Seattle, WA 98168	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 06/14/2005
Company Rep:	Kerry & Pam Emerick	Initially Opened on: 05/19/2005
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 06/14/2005
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Waste Management told consumer that the WUTC was responsible for mandatory recycling in his area. When he signed up for service, he was asked if he wanted a recycling container. He wasn't informed about mandatory recycling.
Results:	Explained that King County has mandatory recycling.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	93619
---------------------------	---	--------------

Customer Info		
Customer:	Scott Smith	Primary Phone: (360) 825-8336
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	21510 SE 392nd St	Mailing Address:
City, State, Zip:	Enumclaw, WA 98022	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Miscellaneous Lookup	Complaint Keyword: (None)
Company ID:	M37365	Account Number:
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 05/31/2005
Company Rep:		Initially Opened on: 05/25/2005
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Tani Thurston	Closed on: 05/31/2005
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	<p>Company says they will no longer provide service directly to the customer on the county-maintained road. Customer has to haul the can to intersection of 212th and 392nd. This is about 1/4 mile from the customer's residence. Customer says this is on a crest of a hill and is not a safe place for the truck to pick up the can. Customer called company to find out why this change of service. Company would not explain. Customer wants to know why company is changing the service.</p>
Results:	<p>The company found many customers on its rural routes with drive in service that the driver should not be servicing. If there is not room to safely turn around the truck, the company is having customers bring the cans to the main road. The company has begun a unsafe stop process that brought these turn around areas to its attention and it is addressing the problem. In the past the company did not focus on safety as it should have been. This customer lives on a road that does not have a safe turn around area.</p>

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	93413
---------------------------	---	--------------

Customer Info		
Customer:	Sahlee Country Club	Primary Phone: (425) 868-8800
Contact:	Lee Castro	Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	21200 Sahlee Ct.	Mailing Address:
City, State, Zip:	Sammamish, WA 98074	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input checked="" type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 07/28/2005
Company Rep:	Kerry & Pam Emerick	Initially Opened on: 05/06/2005
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Lynda Johnson	Closed on: 07/28/2005
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	<p>Customer has trash compactor disposal unit which was leaking. He had a repair person attempt to repair. Repair person stated there was nothing wrong with the unit, it was leaking because WM was not correctly latching down the unit after dumping the trash. Customer said he has attempted to resolve the issue with the Co., however, felt the Co. did not care and was not willing to correctly latch the unit.</p> <p>5/6/05 4:40 PM -- Passed to WM Complaint Rolodex, via email.</p>
Results:	Co. never responded to complaint. Customer did not call back to state problem was on-going

Closure Status		
Disposition:	No findings	Company Profile:
Amount Saved:	\$0.00	Violation(s): 480-70-386 56

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	93493
---------------------------	---	--------------

Customer Info		
Customer:	Kirsten Taniguchi	Primary Phone: (425) 844-4479
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	14021 237th PI NE	Mailing Address:
City, State, Zip:	Woodinville, WA 98077	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	M37365	Account Number:
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 06/02/2005
Company Rep:		Initially Opened on: 05/13/2005
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Tani Thurston	Closed on: 06/02/2005
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	<p>Customer says company is continually missing pickup. This has been happening about a dozen times over the past three months. Customer wants consistent pickup service.</p> <p>5-13 (222) emailed complaint to company</p>
Results:	<p>Company stated this is a new street somewhat hidden with 2 house on it (1 started service in the last 25days) It is also so new that it does not show on the Thomas guide maps. There also is some confusion as to when the every other pick up week is for the recycle. It may just be a delay in notification.</p> <p>Company alerted the all of drivers to the problem, updated all maps and will be monitoring the pick up times each week. This should take care of the problem.</p>

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	93883
---------------------------	---	--------------

Customer Info		
Customer:	Michael Carroll	Primary Phone: (425) 385-8998
Contact:		Other Phone:
eMail Address:	mdcarro@pacbell.net	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	2000 Village Green Dr #7	Mailing Address:
City, State, Zip:	Mill Creek, wa 98012	City, State, Zip: , WA
County:	snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 07/19/2005
Company Rep:	Kerry & Pam Emerick	Initially Opened on: 06/21/2005
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 07/19/2005
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Trash bins were not delivered in a timely manner.
Results:	Carts delivered to the consumer.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	93776
---------------------------	---	--------------

Customer Info		
Customer:	Wes Voorhies	Primary Phone: (425) 493-6693
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	5500 Harbor Pt. Blvd. H202	Mailing Address:
City, State, Zip:	Mukilteo, WA 98275	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 06/29/2005
Company Rep:	Pam Emerick	Initially Opened on: 06/09/2005
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Pam Smith	Closed on: 06/29/2005
Disputed Amount:	0.15	Referral:
Contacted How?		

Complaint Description:	<p>Customer is confused over the new rate increase. According to the notice he received his old rate for one can is 17.75 proposed is 18.85. The Co told him the new rate was 19.00. I do not show the 18.85 rate on any of my Company notice information. Also wants to know what MSW means on the bill.</p> <p>6/9 10:50 called Pam at WM lvm to call</p>
Results:	rate is 19.00. Co upheld

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	93792
---------------------------	---	--------------

Customer Info			
Customer:	Naomi King	Primary Phone:	(253) 839-5464
Contact:		Other Phone:	206-228-5464 cell #
eMail Address:	naomi_king@msn.com	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	27013 Pacific Hwy S #206	Mailing Address:	
City, State, Zip:	Des Moines, WA 98198	City, State, Zip:	, WA
County:	King		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	06/13/2005
Company Rep:	Terry Bickle	Initially Opened on:	06/13/2005
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Diana Otto	Closed on:	06/13/2005
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	<p>Mrs received a letter dated 6/9/05 stating she must pay \$252.35 by 6/25/05 or lein will be placed on her rental property.</p> <p>Renters, Melissa & Tyler Ryberg incurred bill @ 821 Hull Ave, Port Orchard, 98366. Their forwarding address is 531 Whitehall St., Allentown, PA 18102. Apparently, the customers won't pay and now Brem-Air is attempting collection from Mrs, the owner of the property.</p> <p>Habitat of Humanity is buying the property from Mrs, but this is holding up the sale. She's anxious for a findings. By what rule/law is Brem-Air attempting to collect this past due charge belonging to another customer?</p> <p>6/13/05 11:05)passed to Mike Frye, cc to Terry Bickle, @ Waste Mgmt.</p>
-------------------------------	--

Results:	City of Port Orchard has authority over the garbage service, rather than the WUTC. Unable to resolve.
-----------------	---

Closure Status			
Disposition:	Nonjurisdictional	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	93818
---------------------------	---	--------------

Customer Info		
Customer:	Larry Ellifritz	Primary Phone: (509) 230-6441
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	East 24317 Huppert Lane	Mailing Address:
City, State, Zip:	Otis Orchards, WA 99027	City, State, Zip: ,
County:	Spokane	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 681-0282219
M37365		Status: Closed as of: 07/05/2005
Company Rep:	Roxanne Hudgens	Initially Opened on: 06/15/2005
Rep Email Address:	rhudgens@wm.com	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Dennis Shutler	Closed on: 07/05/2005
Disputed Amount:	0	Referral:
Contacted How?		

Complaint Description:	Mr states there is plenty of room for company vehicles to turn around next to the location where he has placed his containers for years. Mr states the companies driver will not drive down his lane unless he can see the container from Oakland Road. However, Mr moves the container if the wind is blowing to keep it from falling over and that is when the driver cannot see it from Oakland Road. Mr also states the driver has been rummaging through his garbage recently.
Results:	On June 16, 2005 Jody Hirzel met with Mr and they agreed on a container placement location and on a location where the company vehicle can turn around. The company stated its driver hasn't been rummaging through Mr's trash, that the driver noticed some oil jugs in a bag and wanted to make sure that they were empty.

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	94082
---------------------------	---	--------------

Customer Info			
Customer:	Don Bergau	Primary Phone:	(360) 373-6018
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	1927 Burwell Street	Mailing Address:	
City, State, Zip:	Bremerton, WA 98337	City, State, Zip:	, WA
County:	Kitsap		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	BCR-0103852-0029-9
M37365		Status: Closed as of:	07/20/2005
Company Rep:	Mike frye	Initially Opened on:	07/08/2005
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on:	07/20/2005
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	Pick up is supposed to be on Tuesday (7/5/05). Company picked up his recycling but not his garbage. Has called back many times to an avail.
Results:	Nonjurisdictional. Referred consumer to city of Bremerton.

Closure Status			
Disposition:	Nonjurisdictional	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	94230
---------------------------	---	--------------

Customer Info		
Customer:	Bonnie Salter	Primary Phone: (360) 445-2427
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	23946 Pavilion Dr	Mailing Address:
City, State, Zip:	Mount Vernon, WA 98274	City, State, Zip: , WA
County:	Skagit	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 09/21/2005
Company Rep:	Tim Crosby	Initially Opened on: 07/25/2005
Rep Email Address:	tcrosby@wm.com, lwillis@wm.com	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Nancy Paulson	Closed on: 09/21/2005
Disputed Amount:	0	Referral:
Contacted How?		

Complaint Description: The new driver on her route would not empty the 44 gallon can as it was overweight. This is the same size can the customers have been using for 11 years. She called the company, and a rep said to rebag it, and a truck would be out Thursday to pick it up. It was not picked up on Thursday so the customer called again and was told a truck would be out Friday. No truck came out then either. The customer understands the overweight issue but is upset that the bags were not picked up when promised. She requests assurance that she will not be charged for 'extra' on the next scheduled pick up date.

Results: The customer purchased a regulation size can. The company did not charge for 'extra' bags.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	94254
---------------------------	---	--------------

Customer Info		
Customer:	Merwin Linsley	Primary Phone: (360) 692-4944
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	9010 NW Shelley Ct	Mailing Address:
City, State, Zip:	Silverdale, WA 98383	City, State, Zip: , WA
County:	Kitsap	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: BRR27254
M37365		Status: Closed as of: 07/29/2005
Company Rep:	Mike frye	Initially Opened on: 07/26/2005
Rep Email Address:	mfrye@wm.com	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Nancy Paulson	Closed on: 07/29/2005
Disputed Amount:	0	Referral:
Contacted How?		

Master Complaint:	94589 Click here to locate the associated Master Complaint.
Complaint Description:	The customer has not received a bill in about a year. He has the bill automatically deducted from his checking account but feels he should receive a notice of how much will be deducted for each billing cycle. He's spoke with the company but the answer is never clear.
Results:	The new bookkeeping system will generate a withdrawal notice.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	94137
---------------------------	---	--------------

Customer Info			
Customer:	Marsha LeRoy	Primary Phone:	(425) 313-9767
Contact:		Other Phone:	(425) 313-9767
eMail Address:	Marsha.LeRoy@Comcast.net	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	1050 Greenwood Blvd SW	Mailing Address:	
City, State, Zip:	Issaquah, WA 98027	City, State, Zip:	, WA
County:	King		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Miscellaneous Lookup	Complaint Keyword:	(None)
Company ID: M37365	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
Company Rep:	Pam Emerick	Status: Closed as of:	07/19/2005
Rep Email Address:		Initially Opened on:	07/15/2005
Agency Rep:	Mike Meeks	Quality Review:	<input type="checkbox"/> Done
Disputed Amount:		Closed on:	07/19/2005
Contacted How?		Referral:	

Complaint Description:	Customer states she was advised to put batteries in the garbage rather than have them sorted into hazardous waste. Please see customer's comments by scrolling down.
-------------------------------	--

Results:	Customer has service through contract with City of Issaquah. Company agreed to contact customer directly.
-----------------	---

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	94332
---------------------------	---	--------------

Customer Info		
Customer:	Cliff Bengston	Primary Phone: (360) 659-1357
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	7411 Hermosa Beach Rd.	Mailing Address:
City, State, Zip:	Marysville, WA 98271	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 08/08/2005
Company Rep:	Tom	Initially Opened on: 08/02/2005
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Pam Smith	Closed on: 08/08/2005
Disputed Amount:	0	Referral:
Contacted How?		

Complaint Description:	<p>Customer has been waiting all summer for the gree bin. He has also been waiting for the smaller blue bin for 5 months. He currently have a 96 gal. He has been calling for the past few months and they kept promising him that it would be soon. They told him finally today that he would not receive the green bin this summer.</p> <p>8/2 2:26 sent to Co via e-mail . Please check on the status of the green and blue bin.</p>
Results:	bill received.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	94344
---------------------------	---	--------------

Customer Info		
Customer:	Allen Day	Primary Phone: (425) 868-1451
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	26030 NE 80th Street	Mailing Address:
City, State, Zip:	Redmond, WA 98053	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 08/11/2005
Company Rep:	Greg Hale	Initially Opened on: 08/03/2005
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Diana Jones	Closed on: 08/11/2005
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	<p>Customer states about two months ago Waste Management dropped off a blue and green bin. Staring six weeks ago the customer began calling the company. Each time he calls, the company promises to pick up the bins. As of today, the bins are still in front of his house.</p> <p>Please pick up the bins immediately. Mr. spoke with a supervisor, Debbie 425-814-1695.</p> <p>8/3/05, 9:50AM, passed via e-mail to Company/Waste Management. Please respond to Diana (DJ) Suits on or before 8/5/05.</p>
Results:	The company removed the bins 8/4/05. Since the customer was not in the Company's system, it took sometime to communicate bins were left at the customer's house and needed to be removed.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s): 480-70-386(b)(i) 4

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	94453
---------------------------	---	--------------

Customer Info			
Customer:	John and Diana Mead	Primary Phone:	425-821-8210 work
Contact:		Other Phone:	206-660-7095? cellular
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	10644 NE, 147th Street	Mailing Address:	
City, State, Zip:	Bothell, WA 98011	City, State, Zip:	, WA
County:	King		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	08/25/2005
Company Rep:		Initially Opened on:	08/11/2005
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Diana Jones	Closed on:	08/25/2005
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description: No matter where the customer puts the garbage bins, the company seems to re-place it in their flower beds. Mr. put stakes around the flower beds and it continues.

Mr. has called several times and asked for a supervisor call back. Mr. has not received a call back. Mr. said he would appreciate a call from a supervisor to see what is going on and maybe suggest to him how to solve the problem.

8/11/05, 1:45, passed via e-mail to Company/Waste Management. Please respond to Diana (DJ) Suits on or before 8/15/05.

Results: When the carts are placed back on the ground they will be put back exactly where the driver had picked them up from, this will prevent any harm to the nearby bushes or sticks.

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	94583
---------------------------	---	--------------

Customer Info			
Customer:	Nick Penovich	Primary Phone:	(360) 876-8938
Contact:		Other Phone:	360-876-3734 (work)
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	2713 Andersen Hill Rd. SW	Mailing Address:	
City, State, Zip:	Port Orchard, WA 98367	City, State, Zip:	, WA
County:	Kitsap		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	01/09/2006
Company Rep:	Kerry & Pam Emerick	Initially Opened on:	08/23/2005
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Gail Griffin-Wallace	Closed on:	01/09/2006
Disputed Amount:		Referral:	
Contacted How?			

Master Complaint:	94589 Click here to locate the associated Master Complaint.
--------------------------	---

Complaint Description:	<p>Customer has had his recycle missed several times over the last few months. Company says they will resolve but things go along well for a month and then service is missed again. Service was missed today. If customer saves up in a can for the next pick up, he is charged for an extra can.</p> <p>Please advise how Waste Management will resolve this issue?</p> <p>passed to waste management via email 8/23 @ 11:55am</p>
-------------------------------	--

Results:	Customer was advised that pack out for recycle is not a tariffed item. However, company has agreed to do the pack out at no charge until a decision is made regarding the matter.
-----------------	---

Closure Status			
Disposition:	Company upheld with arrangements	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	94588
---------------------------	---	--------------

Customer Info		
Customer:	Elaine Ficociello	Primary Phone: (360) 308-9930
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	4877 Chad Court	Mailing Address:
City, State, Zip:	Silverdale, WA 98383	City, State, Zip: , WA
County:	Kitsap	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 09/06/2005
Company Rep:	Terry Bickel	Initially Opened on: 08/23/2005
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 09/06/2005
Disputed Amount:		Referral:
Contacted How?		

Master Complaint:	94589 Click here to locate the associated Master Complaint.
Complaint Description:	Waste Management (Kirkland Call Center and the local Waste Management office) is giving inconsistent information to consumers about recycling service
Results:	Company will continue to offer carry out recycling service until further notice.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	94645
---------------------------	---	--------------

Customer Info		
Customer:	Rebecca Mitchell	Primary Phone: (360) 697-5632
Contact:		Other Phone:
eMail Address:	rmitchelle@seattletimes.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	15875 Virginia Loop NE	Mailing Address:
City, State, Zip:	Poulsbo, WA 98370	City, State, Zip: , WA
County:	Kitsap	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 09/15/2005
Company Rep:	Terry bickel	Initially Opened on: 08/26/2005
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 09/15/2005
Disputed Amount:		Referral:
Contacted How?		

Master Complaint:	94589 Click here to locate the associated Master Complaint.
Complaint Description:	Company provides conflicting info on recycling carry outs.
Results:	Company agreed to continue providing carry out service for recycling until further notice.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	94671
---------------------------	---	--------------

Customer Info		
Customer:	Ramona Park	Primary Phone: (360) 698-3120
Contact:		Other Phone:
eMail Address:	rmmprk4@netscape.net	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	11673 Vantage Vista Place NW	Mailing Address:
City, State, Zip:	Silverdale, WA 98383	City, State, Zip: , WA
County:	Kitsap	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: BRR-0114770-0029-0
M37365		Status: Closed as of: 09/06/2005
Company Rep:	Rebecca Spencer	Initially Opened on: 08/29/2005
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 09/06/2005
Disputed Amount:		Referral:
Contacted How?		

Master Complaint:	94589 Click here to locate the associated Master Complaint.
Complaint Description:	(((see paper files))) Copy of consumer's complaint letter. Company did not provide enough blue recycling bins and failed to pick up the recycling on the specified day. - Took 6 days for supervisor to return call.
Results:	Has the recycling bins.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	94589
---------------------------	---	--------------

Customer Info		
Customer:	Master Complaint - Kitsap County Solid Waste Division	Primary Phone: (360) 337-4898
Contact:	Dave Peters	Other Phone:
eMail Address:	DPeters@co.kitsap.wa.us	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	614 Division Street, MS-27	Mailing Address:
City, State, Zip:	Port Orchard, WA 98366	City, State, Zip: , WA
County:	Kitsap	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Master Complaint Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 08/31/2005
Company Rep:	Terry bickel	Initially Opened on: 08/23/2005
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 08/31/2005
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Thanks for your willingness to cooperate with Kitsap County to resolve customer complaints and policy issues. I look forward to receiving the contact information for the staff in Consumer Affairs. Here is a copy of the complaint I referred to showing the lack of consistent messages being given by the Kirkland Call Center and the local Waste Management office. This message was sent to Terry Bickel at Waste Management.
Results:	Master Complaint. See individual complaints.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	94366
---------------------------	---	--------------

Customer Info		
Customer:	Keith Hamilton	Primary Phone:
Contact:		Other Phone: (425) 706-9886
eMail Address:	hamiltonkeith@hotmail.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	2218 246th PI NE	Mailing Address:
City, State, Zip:	Redmond, WA 98074	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 08/11/2005
Company Rep:	Kerry Aiton	Initially Opened on: 08/04/2005
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Diana Jones	Closed on: 08/11/2005
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	<p>URGENT-NO CONTAINERS</p> <p>Customer states, after four weeks of starting new service with Waste Management, they still have not delivered containers.</p> <p>8/4/05, 3:00, passed via e-mail to company/Waste Management. Please respond to Diana (DJ) Suits on or before 8/8/05.</p>
Results:	Company picked up containers on 8/9/05. Company states there is always a supervisor available to speak with.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s): 480-70-386(b)(i) 2

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	94481
---------------------------	---	--------------

Customer Info		
Customer:	Dona Wiant - Riverside Mobile Home Park	Primary Phone: (360) 403-7368
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address			
Service Address:	105 E. Cox Ave. #3	Mailing Address:	105 E. Cox Ave. #3
City, State, Zip:	Arlington, WA 98223	City, State, Zip:	Arlington, WA 98223
County:	Snohomish		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input checked="" type="radio"/> Business		
Complaint Group:	Quality Of Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	08/18/2005
Company Rep:		Initially Opened on:	08/15/2005
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Diana Jones	Closed on:	08/18/2005
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description: Customer states she is the Manager of a mobile home park. The park has a dumpster for recycling. The last two pickups, which are scheduled for Tuesday's, the recycling has not been picked up.

The customer cannot get through to the company. When the customer calls the company and waits for the next representative, the customer waited one time for 45 minutes. She had to hang up because no-one would answer.

The recycling is now beginning to attract rodents.

The city of Arlington tried to get involved and it can't get through to the company.

8/15/05, 12:10, passed via e-mail to the Company/Waste Management. Please respond to Diana (DJ) Suits on or before 8/17/05.

Results: The owner of the property, Mrs. Stimuch, set up the account with once-a-month recycle collection and did not tell or forgot to tell her property manager Donia.

The company have since changed the account to weekly pick up and credited the account per the City contract the amount owed for recycling charges since they are embedded in the rates there.

Closure Status			
Disposition:	Company upheld with arrangements	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	94669
Customer Info		
Customer:	Mrs. Plum	Primary Phone: (360) 308-9448
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	
Address		
Service Address:	9767 Windcove Lane	Mailing Address:
City, State, Zip:	Silverdale, WA 98383	City, State, Zip: , WA
County:	Kitsap	
Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Refusal Of Service Lookup	Complaint Keyword: (None)
Company ID: M37365	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
Company Rep:	Rebecca Spencer	Status: Closed as of: 09/08/2005
Rep Email Address:		Initially Opened on: 08/29/2005
Agency Rep:	Roger Kouchi	Quality Review: <input type="checkbox"/> Done
Disputed Amount:		Closed on: 09/08/2005
Contacted How?		Referral:
Master Complaint:	94589 Click here to locate the associated Master Complaint.	
Complaint Description:	Consumer (360) 308-9448 called on 8/29/2005. Complaint: she is 96 yrs old, and cannot haul her recycling to the curb. Curb is about 100 feet from her home. Had stroke on right side. Unable to bring recycling to curb. - Company has picked it up in the past. Missed 8/25/05 pick up. Next pick up should be 9/1/05 (every other Thursday).	
Results:	Company agreed to continue carry out service for recycling until further notice.	
Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):
Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	94839
---------------------------	---	--------------

Customer Info		
Customer:	Laura Blair	Primary Phone: (425) 754-5875
Contact:		Other Phone:
eMail Address:	lblair@comcast.net	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	1416 94th Drive SE	Mailing Address:
City, State, Zip:	Everett, WA 98205	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 201013371226773
M37365		Status: Closed as of: 10/06/2005
Company Rep:	WA.UTC@WM.COM	Initially Opened on: 09/14/2005
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Diana Jones	Closed on: 10/06/2005
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	<p>Customer states the last three months, week after week (12 weeks), each time the garbage is picked up every Wednesday morning, the company leaves the cans in the middle of the street in the customers culdesac. Each week the customer calls the company and it states it will be taken care of and nothing happens. One time the can was left by her car. Customer leaves the can on the sidewalk where it should properly be placed. The customer would like the can left back in the proper place. Customer would like to know what the company is going to do to take care of the problem.</p> <p>9/14/05, 4:20, passed via e-mail to Waste Management. Please respond to Diana (DJ) Suits on or before 9/16/05.</p>
Results:	<p>The company representative talked to the drivers about the recycle. The driver was advised to putt back the carts from where they service them and if the driver knocks over a can or cart it is to pick them up and put the cans back in place.</p> <p>A screen 4 note has been put on the route sheets to remind the drivers to put the cans back from where they service them, no exceptions.</p>

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	94952
---------------------------	---	--------------

Customer Info		
Customer:	John Smith	Primary Phone: (425) 397-7005
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	4925 125th Ave. SE	Mailing Address:
City, State, Zip:	Snohomish, WA 98290	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 10/26/2005
Company Rep:	Kerry & Pam Emerick	Initially Opened on: 09/22/2005
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Lynda Johnson	Closed on: 10/26/2005
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Customer recently moved and began service with the Co. He has been waiting for his trash and recycle bins for 3 weeks. The Co. is now telling him it could be between 2 days and 1 month before he receives the bins. Customer is tired of putting his trash and recycling in bags and dragging them to the pick-up area. Please deliver bins to the customer ASAP. 9/22/05 10:25 AM -- Passed to Kerry Aiton & Pam Emerick, via email.
Results:	Co. dropped off recycle bins. Violation Noted.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s): 480-70-386(b)(i) 1

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	94995
---------------------------	---	--------------

Customer Info		
Customer:	Chris Flint	Primary Phone: 425-749-8059 h.
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address	
Service Address:	4332 147th PI SE
Mailing Address:	
City, State, Zip:	Bothell, WA 98012
County:	King
City, State, Zip:	, WA

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	M37365	Account Number:
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 10/12/2005
Company Rep:	Robert Curry	Initially Opened on: 09/26/2005
Rep Email Address:	rcurry@WM.COM	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Nancy Paulson	Closed on: 10/12/2005
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: The customer ordered a 32 gallon can and a recycling container when he moved into his home, about 40 days ago. To date, neither has been delivered. He spoke with the manager several times and was told his is a priority case. He places his solid waste in bags and recyclables in a box, clearly marked. One week, 4 out of 5 bags were picked up, and the recycling is intermittent.

Results: The recycling was delivered 9/29/05.

Closure Status	
Disposition:	Consumer upheld
Company Profile:	
Amount Saved:	\$0.00
Violation(s):	

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	94859
---------------------------	---	--------------

Customer Info		
Customer:	Joanne Martin, William Wallace	Primary Phone: (360) 674-2743
Contact:		Other Phone:
eMail Address:	greenthumbmartin@juno.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	4955 Victory Drive SW	Mailing Address:
City, State, Zip:	Port Orchard, WA 98367	City, State, Zip: , WA
County:	Kitsap	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 10/12/2005
Company Rep:		Initially Opened on: 09/16/2005
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Mike Meeks	Closed on: 10/12/2005
Disputed Amount:	39.97	Referral:
Contacted How?		

Complaint Description: Customer called to say that she has had her account sent to a collection agency in Canada. Says that she had autopay and apparently there was a change in June and the autopay did not happen. Customer says that she did not receive any notices prior to finding out that the account had been sent to collection. Customer feels that this probably involves every customer that had autopay in June. Wants the account pulled back from Collection and assurances that the information was not sent to a credit reporting agency. Customer is mostly concerned about other customers that are being blindsided by this issue. Customer says that she is gone for long periods of time and was just lucky to be home at the time the notice arrived.

Is this an issue that Waste Management is on top of?

Passed to Waste Management @ 9:14 am on 9-16.

Results: Customer got a late notice because they switched their auto pay system over to another. Sent detail about how to proceed with auto pay in the future.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	94804
---------------------------	---	--------------

Customer Info		
Customer:	Andy Chitwood	Primary Phone: (509) 448-2279
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	6326 S Moran Drive	Mailing Address:
City, State, Zip:	Spokane, WA 99223	City, State, Zip: , WA
County:	Spokane	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 681-0263532-2681-9
M37365		Status: Closed as of: 09/13/2005
Company Rep:	Roxanne Hudgens	Initially Opened on: 09/12/2005
Rep Email Address:	rhudgens@wm.com	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Dennis Shutler	Closed on: 09/13/2005
Disputed Amount:	0	Referral:
Contacted How?		

Complaint Description: Mr states both solid waste and recyclable items are being spilled onto the roadway as the containers are being unloaded into the company's vehicles by the company's employees, ultimately being blown by area winds into Mr's yard. Mr claims when his lawn clipping container is emptied into the company's vehicles, not all waste is removed which takes up space the next weeks clippings could have occupied. Mr claims he placed several pieces of cardboard out to be removed for recycling but the company's employees left every piece when only a few pieces were in excess of the 3-foot acceptable limit. Mr states the company's employees should have removed those pieces under the 3-foot acceptable limit. Mr stated he called the company to complain but is not satisfied with the company's response.

Results: Waste Management sat with the three drivers for the three lines of business in question and came up with the following solutions. The refuse driver will make sure that any trash that happens to blow out of his truck while dumping his carry can in to his hopper will be placed back into his truck, the yard waste driver will double check the cart after emptying to ensure that no debris has been left behind in the cart and the curbside recycle driver will be instructed to take all acceptable recycling material and to utilize the companies "Hall or Call" procedures when leaving behind any unacceptable recycling materials which includes leaving a tag stating why the specific material was left and notifying our dispatch office to give the customer a courtesy call as well.

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	94940
---------------------------	---	--------------

Customer Info		
Customer:	Jesse Wells	Primary Phone: (360) 668-2242
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	16126 95th Ave SE	Mailing Address:
City, State, Zip:	Snohomish, WA 98296	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	M37365	Account Number:
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 09/26/2005
Company Rep:	Kerry & Pam Emerick	Initially Opened on: 09/21/2005
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on: 09/26/2005
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer says his driver is unwilling to drive down his driveway. He said he is physically disabled, and is unable to meet the driver's demand that the recycling container be put within two feet of the main driveway. Mr said his disability makes this impossible. He said some drivers are willing to take care of him and others are not.

Waste Management, is there a way to accommodate this customer?

(passed via e-mail to WM, Pam & Kerry - 9/21, 3:54)

Results: Company said the customer's service was inconsistent due to training issues. The issue is said to be resolved, and the customer should get the service he requests.

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	95205
---------------------------	---	--------------

Customer Info		
Customer:	Gerald B. Treacy, Jr.	Primary Phone: (360) 697-3193 (H)
Contact:		Other Phone: (360) 697-4142 (O)
eMail Address:	gbtreacy@aol.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	15809 Virginia Point Rd. NE	Mailing Address:
City, State, Zip:	Poulsbo, WA 98370	City, State, Zip: , WA
County:	Kitsap	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 12/12/2005
Company Rep:	Terry Bickel	Initially Opened on: 10/19/2005
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 12/12/2005
Disputed Amount:		Referral:
Contacted How?		

Master Complaint:	94589 Click here to locate the associated Master Complaint.
Complaint Description:	Company is refusing carry out service.
Results:	Trees limbs over driveway.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	95188
---------------------------	---	--------------

Customer Info			
Customer:	Effie Marie Douglas	Primary Phone:	(206) 718-3873
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	18026 236th Ave NE	Mailing Address:	
City, State, Zip:	Woodinville, WA 98072	City, State, Zip:	, WA
County:	King		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Deposit Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	10/21/2005
Company Rep:	West WA Complaint	Initially Opened on:	10/18/2005
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Gail Griffin-Wallace	Closed on:	10/21/2005
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	<p>Customer is being asked to pay a deposit of three months advance service. Please identify where in your tariff it allows for deposit or request for advance payment.</p> <p>passed to Waste Mgmt via email 10/18 @ 10:55am</p>
Results:	<p>Company is allowed to collect deposit as provided under WAC 480-70-411 (3)</p> <p>The customer has an past due balance of \$122.17 dating back to 12/31/2002. The customer was informed to restart service that they must first pay their outstanding balance plus, a deposit of \$89.34 (3/12 of the estimated annual billing).</p>

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	95070
---------------------------	---	--------------

Customer Info			
Customer:	Berthalou Hines	Primary Phone:	206-306-1662 Michelle
Contact:	Michelle	Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	845 Shannon Drive SW	Mailing Address:	
City, State, Zip:	Port Orchard, WA 98367	City, State, Zip:	, WA
County:	Kitsap		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	10/27/2005
Company Rep:	Terry	Initially Opened on:	10/04/2005
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Pam Smith	Closed on:	10/27/2005
Disputed Amount:	0	Referral:	
Contacted How?			

Complaint Description:	Customer is disabled, and had requested drive up pickup at her door. They told her they charge per foot for door pickup. She wants to know if Co. can exempt her from the charge for pickup.
Results:	co does not have exemptions for garbage pick up at door. Customer is exempt from recycling service.

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	95089
---------------------------	---	--------------

Customer Info		
Customer:	Troy & Cindy Pempeit	Primary Phone: (425) 357-9252
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	13028 58th Drive SE	Mailing Address:
City, State, Zip:	Snohomish, WA 98296	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: new account
M37365		Status: Closed as of: 10/13/2005
Company Rep:	Kerry & Pam Emerick	Initially Opened on: 10/06/2005
Rep Email Address:	WA.UTC@WM.COM	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Dennis Shutler	Closed on: 10/13/2005
Disputed Amount:	0	Referral:
Contacted How?		

Complaint Description:	Ms started service six weeks ago and Waste Management promised to deliver her three cans (1-garbage, 1-recycling, 1-yard waste) but Waste Management failed to deliver them. Ms called in to the company two weeks later and Waste Management again promised delivery of her three cans but again failed to meet its commitment. Ms states garbage is being strewn across her neighborhood by critters because they continue to shred the plastic bags she uses and places out for removal of her garbage. Ms wants Waste Management to deliver her the three containers she was promised.
Results:	Waste Management delivered the three containers (1-garbage, 1-recycling, 1-yard waste) on 10-07-05.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	95351
---------------------------	---	--------------

Customer Info		
Customer:	Gene Welsh	Primary Phone: (425) 898-7371
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	4228 201st Ave. NE	Mailing Address:
City, State, Zip:	Sammamish, WA 98074	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	M37365	Account Number:
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 11/22/2005
Company Rep:	Kerry & Pam Emerick	Initially Opened on: 11/03/2005
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Lynda Johnson	Closed on: 11/22/2005
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer states he was on vacation a couple weeks ago and while he was gone, the Co. took his yard waste container. Customer wants the container back, however, the Co. told him that he must have discontinued service, which was way the container was removed. Customer said he never discontinued service and wants his container back asap.
11/3/05 10:00 AM -- Passed to Kerry Aiton and Pam Emerick, via email.

Results: Co. delivered yard waste container on 11/10/05.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	95433
---------------------------	---	--------------

Customer Info		
Customer:	Behm's Center	Primary Phone: (509) 926-1424
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	9405 E Sprague Avenue	Mailing Address:
City, State, Zip:	Spokane, WA 99206-3694	City, State, Zip: , WA
County:	Spokane	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input checked="" type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 681-0914746-2681-8
M37365		Status: Closed as of: 11/15/2005
Company Rep:	Roxanne Hudgens	Initially Opened on: 11/14/2005
Rep Email Address:	rhudgens@wm.com	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Dennis Shutler	Closed on: 11/15/2005
Disputed Amount:	0	Referral: Atty Gen office
Contacted How?		

Complaint Description:	Mr states Waste Management is mailing invoices to customers two to three weeks before the invoice date, not posting payments made the prior month and causing a balance due to appear when the balance is paid in full. Thus, every customer appears as though they are one month behind in their payments. Waste Management cashes customer's payments on receiving them but does not post those payments directly to the customer's account in a timely manner. Mr is concerned that Waste Management's business practice causes his credit report to show he is "slow to pay".
Results:	On May, 2005 Waste Mgt's. Billing Department in Kirkland, WA decided that commercial accounts would be billed out mid-month instead of end-month in order to ease up the congestion of billing an entire state out in a 2-day period. Waste Mgt. worked with its Billing Department to have the commercial invoices generation date changed back to the end of the month, and on 11-04-05 Waste Mgt. determined that commercial billings would revert back to end of month billings.

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	95547
---------------------------	---	--------------

Customer Info		
Customer:	Wendy McClure	Primary Phone: (360) 779-3820
Contact:		Other Phone:
eMail Address:	wendymac3@earthlink.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	1829 NW Finn Hill Road	Mailing Address:
City, State, Zip:	Poulsbo, WA 98370	City, State, Zip: , WA
County:	Kitsap	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 12/13/2005
Company Rep:	Terry bickel	Initially Opened on: 11/23/2005
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 12/13/2005
Disputed Amount:		Referral:
Contacted How?		

Master Complaint:	94589 Click here to locate the associated Master Complaint.
Complaint Description:	<p>Wendy McClure called the WM call center (360-377-9529) to sign up for curbside yard waste collection. The Call Center told her that she had to call Kitsap County. I called Wendy and verified that she does live within the service area for yard waste collection and is eligible for this service. The Call Center should have sign her up for service rather than referring her to the County.</p> <p>- Wants to know if the company offers Yard Waste only service.</p>
Results:	Consumer currently has a 64gal garbage service. Consumer will be reducing her garbage service to a 32gal can that she will provide and increase by adding 1-96 gal yard waste cart service.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	95434
---------------------------	---	--------------

Customer Info		
Customer:	John R. Comerford	Primary Phone:
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	7979 SE Willock Rd.	Mailing Address:
City, State, Zip:	Olalla, WA 98359	City, State, Zip: , WA
County:	Kitsap	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	M37365	Account Number:
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 11/15/2005
Company Rep:	Kerry & Pam Emerick	Initially Opened on: 11/14/2005
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Gail Griffin-Wallace	Closed on: 11/15/2005
Disputed Amount:	45.82	Referral:
Contacted How?		

Complaint Description: Customer states he is being forced to pay bills that are not his. Customer also states that Waste Management has not responded to his correspondence dated 8/22/05.

Customer says the disputed amount is \$45.82 - what is this amount for?
Please provide billing and payment history.

passed to waste management via email 11/14 @ 8:4am

Results: The property in question is located at 1432 Wilkins Place Southwest, within the city limits of Port Orchard. The City of Port Orchard contracts with Waste Management to provide solid waste services within the city. The terms and conditions of service are negotiated between the two parties. The WUTC has no jurisdiction over the city of Port Orchard and cannot assist with this matter

Closure Status		
Disposition:	Nonjurisdictional	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	95596
---------------------------	---	--------------

Customer Info		
Customer:	Cynthia Kongorski	Primary Phone:
Contact:		Other Phone:
eMail Address:	utc@kongorski.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	16404 164th Ave NE	Mailing Address:
City, State, Zip:	Woodinville, WA 98072	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 600-1179515-2679-9
M37365		Status: Closed as of: 12/07/2005
Company Rep:	Kerry & Pam Emerick	Initially Opened on: 11/30/2005
Rep Email Address:	WA.UTC@WM.COM	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Dennis Shutler	Closed on: 12/07/2005
Disputed Amount:	0	Referral:
Contacted How?		

Complaint Description:	See activity which contains consumer's original complaint information. Summary of complaint: Online payment from Washington Mutual (WaMu) to Waste Management not received properly. WaMu provided details and provided to me a more complete summary of the issue than what the Waste Management customer service has on file. Unfortunately, the customer service desk at Waste Management hasn't been able to resolve.
Results:	Waste Management properly issued Ms a refund which was cashed, as Ms payment was initially applied to a closed account. Ms' balance owing on her active account remains owing.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	95404
---------------------------	---	--------------

Customer Info			
Customer:	Jeffrey C Flohr	Primary Phone:	(360) 563-9285
Contact:		Other Phone:	(707) 592-8666
eMail Address:	mpdk9@hotmail.com	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	13530 54th St SE	Mailing Address:	
City, State, Zip:	Snohomish, WA 98290	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Quality Of Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	201-0135224-2677-7
M37365		Status: Closed as of:	11/10/2005
Company Rep:	Roxanne Hudgens	Initially Opened on:	11/09/2005
Rep Email Address:	rhudgens@wm.com	Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Dennis Shutler	Closed on:	11/10/2005
Disputed Amount:	13	Referral:	
Contacted How?			

Complaint Description: See activity which contains consumer's original complaint information. Summary of complaint: In August 2005 Mr called to complain about green waste not being picked up two weeks in a row. Waste Mgt's representative apologized and said she would credit Mr's account \$13. In September Mr received a notice that his account was \$13 delinquent after Mr was told his account would be credited and he had a zero balance owing. In November Mr's trash wasn't picked up and he called Waste Mgt. and talked with a supervisor and was told his account was past due, again...\$13, but this time the supervisor found the credit, however, Mr was told the credit would not post until 11-07-05. In the mean time, Waste Mgt's automated system told its driver to skip Mr's house. Waste Mgt should not be skipping Mr when its records shows they owe Mr's account a credit.

Results: When Mr submitted his payment and he reduced the amount owing by \$13, this shortage placed his account into cutoff status. Waste Mgt. applied a 1 month yardwaste credit of \$9.20 to Mr's account for his frustration.

Closure Status			
Disposition:	Company upheld with arrangements	Company Profile:	
Amount Saved:	\$22.20	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	95438
---------------------------	---	--------------

Customer Info		
Customer:	The Airport Diner at the Bremerton Airport	Primary Phone: (360) 674-3720
Contact:	Ron	Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address			
Service Address:	8830 State Highway #3	Mailing Address:	
City, State, Zip:	Port Orchard, WA 98366	City, State, Zip:	, WA
County:	Kitsap		

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input checked="" type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: BRC 0007512-00296
M37365		Status: Closed as of: 12/01/2005
Company Rep:	Terry Bickel	Initially Opened on: 11/14/2005
Rep Email Address:	tbickel@wm.com	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Dennis Shutler	Closed on: 12/01/2005
Disputed Amount:	0	Referral:
Contacted How?		

Complaint Description:	<p>Mr called and stated Brem-Air Disposal continues to fail to pick up his waste, unless the facility's container is properly turned to allow the driver to drive directly up to it and then connect to the container to empty it, without having to first get out of the company's vehicle and physically turn the container. Mr stated Brem-Air Disposal's drivers have gotten out of their vehicles and turned the facility's container in the past to empty them, but now the drivers refuse to first get out of the company's vehicles and physically turn the container. Mr stated he then has to call Brem-Air Disposal and request a vehicle be dispatched to return to his facility and then empty the container, causing Mr to be charged an expensive return fee. Mr simply wants Brem-Air Disposal's drivers to get out of their vehicles and turn the facility's container and then empty it, should Mr's employees forget to do so.</p>
Results:	<p>Brem-Air Disposal's drivers are not required to move containers that they say are unsafe. If Mr's employees forget to move the container and Brem-Air Disposal's driver leaves it because it is too heavy, Mr is to call Terry Bickel direct and Mr. Bickel or a Brem-Air Disposal supervisor will go directly to Mr's location and review any questionable situation.</p>

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	95877
---------------------------	---	--------------

Customer Info			
Customer:	Rodger and Carol Brister	Primary Phone:	(425) 377-2756
Contact:	Carol	Other Phone:	
eMail Address:	rdbcrowand2@yahoo.com	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	11131 18th Street SE	Mailing Address:	
City, State, Zip:	Lake Stevens, WA 98258	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	201-0091036-2677-7
M37365		Status: Closed as of:	01/12/2006
Company Rep:	Kerry & Pam Emerick	Initially Opened on:	12/28/2005
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Diana Jones	Closed on:	01/12/2006
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	<p>Supervisor was rude to the customer. Stated, either the customer leave the recycling at the end of the cul-de-sac or cancel the service. In the past, the Company would have the recycling driver back the truck into the cul-de-sac. Company states there is a "law" which state a driver can not cross in front of the truck. The Company will not provide the customer with a copy of the law. The customer would like to know what law the Company is quoting.</p> <p>Customer has been paying for curbside service for 4 years. Company wants all customer's to pile up all their cans on one side of the cul-de-sac. The cul-de-sac does not have side walks. If the cans are put on one side, other customer's can not get in and out of their drive ways. Driver should be able to back into the cul-de-sac and pick up the cans. Now that the Company has a new driver for recycling, he refuses to back the truck into the cul-de-sac.</p> <p>12/28/05, 12:30pm, passed via e-mail to Waste Management/Pam and Kerry. Please respond to Diana "DJ" Suits on or before 1/5/05.</p>
Results:	<p>Tthe recycle truck can get down the road and will pick up from both sides of the road.</p> <p>As for the 'law' Waste Management has very strict rules where safety of the public and its employees is concerned, however, there is no policy prohibiting the driver from crossing in front of a running truck.</p>

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	95642
---------------------------	---	--------------

Customer Info		
Customer:	Carol Jacobs	Primary Phone: (425) 228-2985
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address			
Service Address:	16162 138th Avenue SE	Mailing Address:	
City, State, Zip:	Renton, WA 98058	City, State, Zip:	, WA
County:	King		

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 200-0010401-2565-8
M37365		Status: Closed as of: 12/09/2005
Company Rep:	Kerry & Pam Emerick	Initially Opened on: 12/05/2005
Rep Email Address:	WA.UTC@WM.COM	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Dennis Shutler	Closed on: 12/09/2005
Disputed Amount:	447.99	Referral:
Contacted How?		

Complaint Description: Without reason and through its own error, Ms account was incorrectly removed from Waste Management's (WM) system. WM's drivers continued to remove Ms' waste but WM failed to bill Ms for the services performed. Ms also failed to notice she wasn't receiving bills from WM as she only received bills every three months.

Ms service was missed causing her to contact WM. Through her conversation with WM, it was discovered and admitted Ms' account had incorrectly been removed from WM's system. In October 2005, Ms received a bill for \$600, which Ms felt was incorrect. Ms called WM and she was told WM was willing to waive 25% of the billed amount, which Ms felt was inadequate.

Ms offered to pay an amount from May of 2005 to December 2005, which was charged to Ms' credit card, the remaining balance owing would then be negotiated between Ms and WM. However, WM has stopped providing service to Ms even though she has paid through December 2005.

Ms wants WM to meet its contractual commitments and remove her waste during the period which she has prepaid. Ms also wants WM to waive the larger portion of this back billed balance and negotiate reasonable payment arrangements on a fair amount to both she and WM. Ms feels she is being wrongly penalized for WM's accounting errors.

Results: Ms was billed for services received for the period 3-15-04 - 5-05-05. Ms made a payment of \$243.17, which was applied to the back bill amount of \$317.43, leaving a balance of \$204.82. The current balance on the account is \$276.54. This includes billing for services received for the period 5-6-05 - 10-28-05.

WM has offered Ms a 3 month payment plan with the first payment of 100 received and posted by 12-31-05. A second payment of \$100 received and posted by 1-31-06 and a final payment of \$ 76.54 received and posted by 2-28-06.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	95752
---------------------------	---	--------------

Customer Info		
Customer:	Brad Peisturp	Primary Phone: (425) 481-1603
Contact:		Other Phone: (425) 678-4170
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	2929 168th St. SE	Mailing Address:
City, State, Zip:	Bothell, WA 98012	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 01/11/2006
Company Rep:	Kerry & Pam Emerick	Initially Opened on: 12/15/2005
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Lynda Johnson	Closed on: 01/11/2006
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer states he was getting his yard waste picked up 4 times a month, and now has been cut back to once per month, however, is being charged the same. Customer feels he should either get his 4 pick-ups or have the rate reduced.
12/15/05 11:50 AM -- Passed to Kerry Aiton & Pam Emerick, Waste Management, via email.

Results: customer understands the yearly rate structure

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	96023
---------------------------	---	--------------

Customer Info		
Customer:	Robert Baumgartner	Primary Phone:
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	16253 10th Avenue SW	Mailing Address:
City, State, Zip:	Burien, WA 98166	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 400-0017845-2565-9
M37365		Status: Closed as of: 02/15/2006
Company Rep:	Dan Bridges	Initially Opened on: 01/11/2006
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Sandra White	Closed on: 02/15/2006
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Customer wants to know if it is legal to charge a surcharge for a service he does not receive -- i.e., customer has recycling and yard waste pick-up and does not want garbage pick-up, but is being charged a \$3.00 per month surcharge for this unwanted service.
Results:	Customer was contacted by Company Rep on January 30, 2006 and surcharge was explained.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s): WAC 480-70-386[1][b][i] 1

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	96333
---------------------------	---	--------------

Customer Info		
Customer:	Linda Legg	Primary Phone: (425) 434-6314
Contact:		Other Phone: (425) 471-2327
eMail Address:	headelf@centurytel.net	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	206 Snoqualmie Drive	Mailing Address:
City, State, Zip:	Snoqualmie Pass, WA 98069	City, State, Zip: , WA
County:	Kittitas	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: not given
M37365		Status: Closed as of: 02/13/2006
Company Rep:	Roxanne Hudgens	Initially Opened on: 02/07/2006
Rep Email Address:	rhudgens@wm.com	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Dennis Shutler	Closed on: 02/13/2006
Disputed Amount:	0	Referral:
Contacted How?		

Complaint Description:	See activity which contains consumer's original complaint information. Summary of complaint: Ms has been having inconsistent service from her trash pick-up company, Waste Management of Ellensburg, and the service got worse this winter. Ms has not had her trash picked up three times this winter, the latest being 1-25-06, when other neighbors did have their trash picked up.
Results:	Waste Management stated there was a new driver on this particular route that had missed Ms' service, and it appears this confusion was taken care of and her service resumed. Ms' service was not picked up during the adverse weather conditions (Ms lives on Snoqualmie Pass). Mr. Marschall personally serviced her address the following day, and Mr. Marschall also made a commitment to Ms - if Waste Management's garbage truck cannot make it to her place during winter conditions, Waste Management will service Ms' account in a 4-wheel drive pick up.

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	96420
---------------------------	---	--------------

Customer Info		
Customer:	Bettyjo Nichols	Primary Phone: (360) 794-5562
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	9813 215th Ave SE	Mailing Address:
City, State, Zip:	Snohomish, WA 98290	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID: M37365	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 201014791526776
Company Rep:	Kerry Aiton	Status: Closed as of: 03/03/2006
Rep Email Address:	kaiton@wm.com	Initially Opened on: 02/13/2006
Agency Rep:	Nancy Paulson	Quality Review: <input type="checkbox"/> Done
Disputed Amount:	0	Closed on: 03/03/2006
Contacted How?		Referral:

Complaint Description: The customer signed up 1/13/06 with WM Northwest for solid waste and recycling. Recycle bins and/or container have not been delivered so her recycling is stacking up. A rep advised her to place recyclables in plastic bags or cardboard boxes as the company is behind in delivering the recycling container. No delivery date was given. The customer is concerned that animals will break into the bag or box and scatter stuff everywhere. She also mentioned that she does not put out her solid waste as it is a long way to the main road.

Results: The company delivered a recycle container 2/20/06, and a manager paid an on-site visit.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	96601
---------------------------	---	--------------

Customer Info			
Customer:	On The Green At Harbour Pointe	Primary Phone:	(425) 315-1101
Contact:	Pam Keske	Other Phone:	
eMail Address:	onthegreenhp_bm@legacypartners.com	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	12303 Harbour Pointe	Mailing Address:	
City, State, Zip:	Mukilteo, WA 98275	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input checked="" type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	2021900.
M37365		Status: Closed as of:	03/21/2006
Company Rep:	Kerry Aiton	Initially Opened on:	03/03/2006
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on:	03/21/2006
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	Paid bill under protest. Had already paid the amounts owing. Wants a complete accounting for the past 12 months. Needs 30 yard compactor pick up 3 times a week. Has proof that they paid the bills.
Results:	Company provided 12 month billing history. Consumer did not have any questions.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	96634
---------------------------	---	--------------

Customer Info		
Customer:	Leonard Vaughan	Primary Phone: (360) 895-2376
Contact:		Other Phone:
eMail Address:	vaughanone@wavecable.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	7136 McCormick Woods. Drive	Mailing Address:
City, State, Zip:	Port Orchard, WA 98367	City, State, Zip: , WA
County:	Kitsap	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Miscellaneous Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 03/21/2006
Company Rep:	Terry Bickel	Initially Opened on: 03/07/2006
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 03/21/2006
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Company refusing recyclable items. Doesn't understand why.
Results:	Company came out and took care of it this time.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	96793
---------------------------	---	--------------

Customer Info		
Customer:	June Bullard	Primary Phone: (360) 876-4080
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address	
Service Address:	228 Tracy Ave. N
Mailing Address:	
City, State, Zip:	Port Orchard, WA 98366
County:	Kitsap
City, State, Zip:	, WA

Complaint Info	
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business
Complaint Group:	Miscellaneous Lookup
Complaint Keyword:	(None)
Company ID:	M37365
Account Number:	
Company Name:	WASTE MANAGEMENT OF WASHINGTON , INC.
Status: Closed as of:	03/28/2006
Company Rep:	Terry Bickel
Initially Opened on:	03/22/2006
Rep Email Address:	
Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Lynda Johnson
Closed on:	03/28/2006
Disputed Amount:	
Referral:	
Contacted How?	

Complaint Description:	<p>Customer said on Monday, 3/20/06, the Waste Management truck got caught on the telephone line and ripped it from her home. Qwest has restored the service, however, the accident caused damage to the vinyl siding on her home. Customer needs to have the siding repaired, however, both WM and Qwest are blaming the other.</p> <p>3/22/06 5:40 PM -- Passed to Pam Emerick and Kerry Aiton, WM, via email, and Qwest Complaint Rolodex, via email.</p>
Results:	<p>No one witnessed the accident. Waste Management denied that it was their truck that pulled the line down. Qwest said they heard it was Waste Management's fault, however, agreed to take a claim on the customer's damage on the vinyl siding to have it repaired.</p> <p>Qwest</p>

Closure Status	
Disposition:	Nonjurisdictional
Company Profile:	
Amount Saved:	\$0.00
Violation(s):	

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	97041
---------------------------	---	--------------

Customer Info		
Customer:	Russ Podmayer	Primary Phone: (425) 742-0843
Contact:		Other Phone: (425) 742-8104
eMail Address:	russpodmayer@aol.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	12806 Possession Lane	Mailing Address:
City, State, Zip:	Edmonds, WA 98026	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 201006427926776
M37365		Status: Closed as of: 05/08/2006
Company Rep:		Initially Opened on: 04/21/2006
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Dennis Shutler	Closed on: 05/08/2006
Disputed Amount:	0	Referral:
Contacted How?		

Complaint Description:	<p>See activity which contains consumer's original complaint information. Summary of complaint: Prior to the slides of 1998 Mr had curb side garbage pick-up. After the slide Waste Management of Washington, Inc. (WM) said it was unsafe to travel the road to service Mr residence. All the slide damage to the road to Mr's residence has been repaired and the road is now in better shape than it has ever been.</p> <p>Mr would like the curb side pick-up to begin again so that the residences on the street do not have to drag their cans to the end of the road. Mr would also like curb side recycle pick-up so the row of recycle cans that is permanently stationed at the beginning of his road may be removed.</p>
Results:	On Friday 4-28-06, WM viewed the roadway to Mr's residence and determined it is still too dangerous for WM to require its drivers to travel down to service Mr's residence.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s): 480-70-386(1)(b)(i) 2, 480-70-386(1)(b)(i) 1

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	97154
---------------------------	---	--------------

Customer Info			
Customer:	Jim Roedel	Primary Phone:	
Contact:		Other Phone:	(414) 529-2747
eMail Address:	jroedel@wi.rr.com	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	11107 East 30th Avenue	Mailing Address:	
City, State, Zip:	Spokane, WA 99206	City, State, Zip:	, WA
County:	Spokane		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	Privacy Of Information
Company ID: M37365	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
Company Rep:	Roxanne Hudgens	Status: Closed as of:	05/05/2006
Rep Email Address:		Initially Opened on:	05/04/2006
Agency Rep:	Roger Kouchi	Quality Review:	<input type="checkbox"/> Done
Disputed Amount:		Closed on:	05/05/2006
Contacted How?		Referral:	

Complaint Description:	Relative passed away. Needed dumpster delivered to get rid of items left behind. - Company was rude. - Demanded SSN and asked him to fill out credit application. Would not return credit application or promise to destroy the application. Worried about identity theft.
Results:	Company agreed to mail application to consumer once account closes.

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	97357
---------------------------	---	--------------

Customer Info			
Customer:	Canji & Sons, Inc./Shell Foodmart	Primary Phone:	(206) 433-8077
Contact:	Abdul Karim	Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	12807 Des Moines Memorial Dr	Mailing Address:	
City, State, Zip:	Seattle, WA 98168	City, State, Zip:	, WA
County:	King		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input checked="" type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	400-0010556-2565-9
M37365		Status: Closed as of:	06/20/2006
Company Rep:	Carol Thoma	Initially Opened on:	05/30/2006
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Diana Otto	Closed on:	06/20/2006
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	<p>Mr received his bill in the middle of May, but it is dated 6/1/06, due 6/30/06. Mr states that he complained to Waste Management of Rainier, that the bill should have an invoice date of the day it is mailed or generated, not a date far after mailing. He says that the company disagreed with him so he's filing this complaint against the company. He does not think this is proper billing format.</p> <p>5/30/06 3:55)passed to Dan Bridges at Waste Management Rainier, via e-mail.</p>
Results:	<p>Company's billing system is unable to incorporate the actual date the bill is mailed. The company has indicated it will file for a rule waiver.</p> <p>violation noted</p>

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	480-70-396(3)(a)(iv) 1

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	97373
---------------------------	---	--------------

Customer Info		
Customer:	John Reed	Primary Phone: (425) 488-9221
Contact:		Other Phone: 206-660-7539 cell
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	10644 NE 147th St.	Mailing Address:
City, State, Zip:	Bothell, WA 98011	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: Unavailable
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 06/15/2006
Company Rep:	Waste West Complaints	Initially Opened on: 05/31/2006
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Diana Jones	Closed on: 06/15/2006
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer states the Company dumped a bunch of his garbage all over the street 5/30/06. Customer called the Company on the same day. The number he called is (425) 814-1695. He spoke to the Call Center Manager/Lori. She told him she would transfer the information by e-mail. He asked for anyone higher than her and she told him staff is not able to give out that information. She told him no-one else is available. As of today, he has not received a call back.

5/31/06, 4pm, passed via e-mail to Company/Waste West Management in rolodex. Please respond to Diana (DJ) Jones-Suits on or before 6/2/06.

Results: Customer ended up cleaning the road. The carrier talked to the driver and advised the customer that the shredded paper does need to be in a bag.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s): 480-70-361(3)(a) 1

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	97335
---------------------------	---	--------------

Customer Info		
Customer:	Tod Owens	Primary Phone: (425) 280-1541
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	4614 150th Place SE	Mailing Address:
City, State, Zip:	Everett, WA 98208	City, State, Zip: , WA
County:	Pierce	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 201011149826775
M37365		Status: Closed as of: 06/13/2006
Company Rep:	Kerry & Pam Emerick	Initially Opened on: 05/25/2006
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Gail Griffin-Wallace	Closed on: 06/13/2006
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer is being charged for extra cans when he does not put out any. Company has indicated that the extra can charge might be weight related.

*How would the company determine if a can was over weight?
 *What other circumstances would warrent an extra can charge.
 *The last charge had a ticket #990866 - what does this indicate?
 *The extra can charges were dated 2/24 but appeared on customer's 5/1/06 bill. Why weren't the charges included in the previous billing?
 *Please provide billing and payment history for last three billing periods.

passed to waste management via email 5/25 @ 12:45 pm

Results: The overcharges from February 24, 2006, are the result of setting out extra refuse. This could be an item placed on top of or around the container, or that the lid does not close all the way. The charges were not related an overweight container. As a courtesy, Waste Management issued a credit of \$7.90, plus tax.

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$7.90	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	97234
---------------------------	---	--------------

Customer Info		
Customer:	Mike Mitchell	Primary Phone: (253) 661-1849
Contact:		Other Phone: (206) 605-2930
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	37520 50th Ave So.	Mailing Address:
City, State, Zip:	Auburn, WA 98001	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 05/24/2006
Company Rep:	Kerry Aiton	Initially Opened on: 05/11/2006
Rep Email Address:	kaiton@wm.com	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Nancy Paulson	Closed on: 05/24/2006
Disputed Amount:	58.5	Referral:
Contacted How?		

Complaint Description:	See complaint 91925. The customer did not receive the \$13.80 refund (3 months missed recycle pick up at \$4.60 per month) as promised on 12/23/04. Since that time, five more recycle pick ups have been missed at \$5.60 per pick up. The customer subsequently took the recycles to the landfill and paid a \$15.25 dump fee.
-------------------------------	--

Results:	The company issued \$13.80 credit that will appear on customer's next invoice.
-----------------	--

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$13.80	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	97460
---------------------------	---	--------------

Customer Info		
Customer:	Ray Redd	Primary Phone: (425) 355-9790
Contact:		Other Phone: (425) 327-9057
eMail Address:	piano.player@verizon.net	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	13619 Mukilteo Speedway, Suite D-5 #184	Mailing Address:
City, State, Zip:	Lynnwood, WA 98087	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 201-0089315-2677-9
M37365		Status: Closed as of: 06/13/2006
Company Rep:	Kerry Aiton	Initially Opened on: 06/12/2006
Rep Email Address:	WA.UTC@WM.COM	Quality Review: <input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on: 06/13/2006
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer says the company is supposed to deliver a new recycling container, but has not done so. He said his old container was taken away some time ago, on the day the recycling was picked up.

When will the company deliver a new recycling container to this customer? Did the company take his old container?

Please respond on or before 6/14/06.

(passed via e-mail to WA.UTC@WM.COM - 6/12, 7:43)

Results: The company does not have a record of having taken this customer's recycling cart. As a result of this complaint, the company agreed to deliver a new cart to him at no charge, on or before his next scheduled pickup, on 6/27/06.

The company said it had no record showing that it was supposed to deliver a new cart to this customer.

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	97716
---------------------------	---	--------------

Customer Info		
Customer:	Jill Pruett	Primary Phone: (360) 990-4342
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	5238 Durand Pl SE	Mailing Address:
City, State, Zip:	Port Orchard, WA 98366	City, State, Zip: , WA
County:	Kitsap	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 07/11/2006
Company Rep:	Terry Bickel	Initially Opened on: 07/10/2006
Rep Email Address:	tbickel@wm.com	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Nancy Paulson	Closed on: 07/11/2006
Disputed Amount:	0	Referral:
Contacted How?		

Complaint Description: The customer has the 3 bin recycling system. She is an avid recycler so the customer requested more bins. The company told her that she cannot have more bins. Apparently she and her neighbors have lots of recyclables, and would rather place them in bins instead of cardboard boxes or whatever alternative container is acceptable to the company. The customer called Dave Peters at Kitsap County and he told her that the 3 bin system is the minimum but the company can supply more containers.

OK to contact customer.

Results: The company will contact the customer. The company only need supply 3 bins per the tariff.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	97779
---------------------------	---	--------------

Customer Info		
Customer:	Michael Johnson	Primary Phone: (425) 741-2051
Contact:		Other Phone: (206) 853-5998
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	3406 132nd St SW, #2	Mailing Address:
City, State, Zip:	Lynnwood, WA 98087	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 201010832926777
M37365		Status: Closed as of: 08/10/2006
Company Rep:	Pam Emerick	Initially Opened on: 07/17/2006
Rep Email Address:	pemerick@wm.com	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Nancy Paulson	Closed on: 08/10/2006
Disputed Amount:	8	Referral:
Contacted How?		

Complaint Description:	The customer is consistently charged for extra cans. He owns two cans. One can is an extra in case he does have extra trash. Often he is charged for 2 when only 1 is out. His last bill had \$8 in extra charges. Today he received a note that he is charged for 3 cans (2 extras). His address with condo unit is on his can. The company told him it would mark his account 'no extras' unless he called by 7am Monday mornings, or 24 hrs in advance. Both of those are rather awkward.
Results:	The company credited the account, and made special arrangements with the customer on marking authorized extra cans.

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$12.27	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	97813
---------------------------	---	--------------

Customer Info		
Customer:	Jack Johnson	Primary Phone: (206) 242-8705
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	15703 25th Ave SW	Mailing Address:
City, State, Zip:	Normandy Park, WA 98166	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 07/21/2006
Company Rep:	Kerry & Pam Emerick	Initially Opened on: 07/20/2006
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Gail Griffin-Wallace	Closed on: 07/21/2006
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Customer 7/1/06 bill shows a past due amount of \$57.82, \$39.36 after payment was applied. Customer says he does not owe a past due balance. Please provide payment and billing history. passed to Waste Management via email 7/20 @ 9:15am
Results:	Company received payment the day after the billing closed. Payment will appear on customers next bill

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	98139
---------------------------	---	--------------

Customer Info			
Customer:	George Pfof	Primary Phone:	(360) 377-2811
Contact:		Other Phone:	(360) 396-2285 Work
eMail Address:	"George Pfof" <gpfof@donobi.net>	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	2240 Holiday Place NW	Mailing Address:	
City, State, Zip:	Bremerton, WA 98312	City, State, Zip:	, WA
County:	Kitsap		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	09/15/2006
Company Rep:	Terry Bickel	Initially Opened on:	08/24/2006
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Sandra White	Closed on:	09/15/2006
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	<p>Mr. wants to have yard debrie picked up, however, Waste Management of Washington is saying they won't do it because he is not a regular customer for the normal garbage or recycle pickup.</p> <p>Passed to company 8/25/06 -- via email -- @ 9:17 AM.</p>
Results:	<p>Company was unaware that per Kitsap County Code [No. 9.48.040] negotiated some five years ago, they are to allow people to be yard-debrie-only-customers and that these type of customers did not have to also be regular garbage or recycling customers as well in order to have the yard debrie service. Cost is \$7.90 with a restart fee of \$12.50 if service is cancelled during winter months and restarted within 12 months.</p>

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	98079
---------------------------	---	--------------

Customer Info			
Customer:	Sandee Almack	Primary Phone:	(425) 269-2929
Contact:		Other Phone:	
eMail Address:	sandee.home@comcast.net	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	3333 - 228th St SE, #24	Mailing Address:	
City, State, Zip:	Bothell, WA 98021	City, State, Zip:	, WA
County:	King		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	200-0018643-1055-0
M37365		Status: Closed as of:	08/22/2006
Company Rep:	Pam Emerick	Initially Opened on:	08/18/2006
Rep Email Address:	WA.UTC@WM.COM	Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Nancy Paulson	Closed on:	08/22/2006
Disputed Amount:	60.96	Referral:	
Contacted How?			

Complaint Description:	The customer recently checked her credit report and Trans Union shows a bad debt for \$60.96. She did not receive a final bill from Waste Management. She did not receive any notice from the collection company before turning over to credit agency. The customer was a Waste Management - Rainier customer at 2501 SW Roxbury, Seattle. She moved to Enumclaw in 2002, notified the company and requested the final bill be sent to PO Box 16295, Seattle 98116. She maintained this post box after her move to Enumclaw. She also had a change of address in at the post office.
Results:	The company issued full credit and contacted the credit reporting agency to have the negative comment removed.

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$60.96	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	98034
---------------------------	---	--------------

Customer Info			
Customer:	Nancy Fischer	Primary Phone:	(425) 338-0375
Contact:		Other Phone:	same
eMail Address:	n.fischer2@comcast.net	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	6115 138th St S E	Mailing Address:	
City, State, Zip:	Everett, WA 98208	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Quality Of Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	201-0131950-2677-1
M37365		Status: Closed as of:	08/22/2006
Company Rep:	Waste Management	Initially Opened on:	08/14/2006
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Diana Jones	Closed on:	08/22/2006
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	<p>See activity which contains customer's original complaint information. Garbage is to be picked up on Fridays. The company missed the customer's house on the scheduled pick-up day. Customer called the company and requested it to pick-up her garbage on Saturday. Company did not show. Customer was refused to speak with a supervisor.</p> <p>8/14/06, 9:25am, passed via e-mail to Waste Management. Please respond to Diana "DJ" Jones on or before 8/16/06.</p>
Results:	<p>The company records show it did experience computer outages at several sites around the country on Monday 8/7/06. The company put into place alternate means of communications with its operating locations to ensure customers would receive the service requested.</p> <p>The company reviewed your account and it appears the recovery was made at 7:00 on Monday 8/7/06. The company apologizes that your service was missed Friday 8/4/06.</p> <p>The company drivers do not work on Saturday or Sunday.</p>

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	98048
---------------------------	---	--------------

Customer Info			
Customer:	Lisa Thompson	Primary Phone:	(360) 830-9685
Contact:		Other Phone:	360-830-9100 ext 111 work
eMail Address:	lisathompson@genussystems.com	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	14660 NW Arabian Way	Mailing Address:	
City, State, Zip:	Seabeck, WA 98380	City, State, Zip:	, WA
County:	Kitsap		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Refusal Of Service Lookup	Complaint Keyword:	(None)
Company ID: M37365	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
Company Rep:	Terry Bickel	Status: Closed as of:	08/30/2006
Rep Email Address:		Initially Opened on:	08/15/2006
Agency Rep:	Roger Kouchi	Quality Review:	<input type="checkbox"/> Done
Disputed Amount:		Closed on:	08/30/2006
Contacted How?		Referral:	

Complaint Description:	lmtwashington@qwest.net Company won't come to her house to pick up. Wants her to drop off her garbage about 1/2 mile away. Doesn't have a pick up.
Results:	Consumer understands the requirement to take her garbage to central location.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	98521
---------------------------	---	--------------

Customer Info		
Customer:	Blanche DeLaurenti	Primary Phone: (425) 337-7897
Contact:		Other Phone:
eMail Address:	blanchedelarenti@hotmail.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	13604 26th Ave SE	Mailing Address:
City, State, Zip:	Bothell, WA 98012	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 10/09/2006
Company Rep:		Initially Opened on: 10/04/2006
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Mike Meeks	Closed on: 10/09/2006
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Big blue recycling can is on her property and she says that she wants it removed. Says she has contacted the company on many occasions and has been told that it will be removed but it is still there. Passed to Waste Management at 2:15pm on 10-4.
Results:	Company removed the bin on 10-9

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	98778
---------------------------	---	--------------

Customer Info		
Customer:	Allan Merideth	Primary Phone: (360) 307-0458
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	10867 Tulip Place NW	Mailing Address:
City, State, Zip:	Silverdale , WA 98383	City, State, Zip: , WA
County:	kitsap	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	M37365	Account Number:
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 11/02/2006
Company Rep:	Terry Bickel	Initially Opened on: 11/01/2006
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Mike Meeks	Closed on: 11/02/2006
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer called to say that company misses pickups. Says this is second time in the past month. Has pickup every week. Says he has called the company but still getting missed. Says the account number is BRR - 0102006-0029-3 . wants too know what the company is going to do about making sure he gets picked up. Customer say yesterday's pick up was missed and it is still sitting there. Customer wants credit for the missed pickups. Says he would like a call back from a Supervisor. Customer will be home for call today. Passed to co. at 11:32am on 11-1.

Results: Co. picked up. Supervisor called and spoke with the customer.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	98898
---------------------------	---	--------------

Customer Info		
Customer:	Gale and Carol Conner	Primary Phone: (425) 335-3206
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address			
Service Address:	3425 159th Dr SE	Mailing Address:	
City, State, Zip:	Snohomish, WA 98290	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 12/01/2006
Company Rep:	Scott Whitehead	Initially Opened on: 11/15/2006
Rep Email Address:	SWhitehe@wm.com	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Nancy Paulson	Closed on: 12/01/2006
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: This customer's street no longer has drive-in service since the company switched to a larger garbage truck. The road is gravelled, and about 1/4 mile long, and is maintained by the city of Everett. The customer says that the city sends up huge trucks and those trucks have no problem. The customer spoke with Scott Whitefield from WM and he said the road had soft shoulders. The concern is that most of the residents are elderly or in ill health. It is very difficult for them to haul their trash down to the main road, Dubuque.

Results: The road is no longer a drive-in due to safety issues.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s): 480-70-386(b)(i) 1

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	98835
---------------------------	---	--------------

Customer Info		
Customer:	Jason Branting	Primary Phone: (509) 534-9386
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	4425 E 6th	Mailing Address:
City, State, Zip:	Spokane, WA 99212	City, State, Zip: , WA
County:	Spokane	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Refusal Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 681-038727-2681-4
M37365		Status: Closed as of: 11/20/2006
Company Rep:	Roxanne Hudgens	Initially Opened on: 11/08/2006
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on: 11/20/2006
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer said this site is a rental that he owns, and he cut a hole in the bottom of his garbage can so the water can drain. Mr said the company told him it would not pick up the garbage can because of the hole, because the UTC told the company it is a health hazard. Mr feels the company is refusing in order to force him to use a can that the company's new trucks can pick up and dump.

Waste Management:
Is the company refusing service to this customer?
If so, why?

(passed via e-mail to Roxanne Hudgens 11/8, 1:22)

Results: The company was not refusing service to this customer, but was refusing to service the can with the hole in the bottom because the can dumped dirty water onto the driver. The company continued to provide service to the customer and emptied his other two cans.

The company allows customers to provide their own cans. This customer bough a can to replace the one with the hole.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	99032
---------------------------	---	--------------

Customer Info		
Customer:	Brian McMahan	Primary Phone: (425) 337-6677
Contact:		Other Phone:
eMail Address:	fireaxe@msn.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	8718 Cascadia Ave	Mailing Address:
City, State, Zip:	Everett, WA 98208	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 201-0040459-2677-3
M37365		Status: Closed as of: 12/07/2006
Company Rep:	Kerry Aiton	Initially Opened on: 12/04/2006
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on: 12/07/2006
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	<p>Customer said his recyclables were not picked up as scheduled on November 30. He says the company told them they would pick it up the next day. He is now told that it will not be picked up until December 14.</p> <p>The last time it was picked up was November 16. Mr said he feels 28 days between pickups is unreasonable.</p> <p>What can the company do to avoid this and other customers in the area throwing their recycling in the garbage? Is it possible to pick up before December 14?</p> <p>(passed via e-mail to Waste Management 12/4, 4:31)</p>
-------------------------------	---

Results:	Recycling was picked up on 12/5.
-----------------	----------------------------------

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	99577
---------------------------	---	--------------

Customer Info		
Customer:	Fred Schapelhowman	Primary Phone: (425) 868-1745
Contact:		Other Phone:
eMail Address:	freds@cfoplus.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	22312 NE 114 Street	Mailing Address:
City, State, Zip:	Redmond, WA 98053	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: Unavailable
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 01/26/2007
Company Rep:	Kerry Aiton	Initially Opened on: 01/19/2007
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 01/26/2007
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Unable to contact the company. All 3 numbers on the bill are busy. Have tried back on a number of occasions. Number continues to be busy. Unable to leave message.
Results:	Consumer was never able to contact the company. Recorded violations of WAC 480-70-361(1)(a) and 480-70-361(2). - There is an inherent requirement that the consumers must be able to contact the company. Consumers are not able to contact Waste Management if the number is constantly busy.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s): 480-70-361(1)(a) 1, 480-70-361(2) 1

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	99591
---------------------------	---	--------------

Customer Info			
Customer:	Paul Snyder	Primary Phone:	(425) 487-3573
Contact:		Other Phone:	(425) 478-5579
eMail Address:	pauldsnyder@comcast.net	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	15417 NE 162nd Street	Mailing Address:	
City, State, Zip:	Woodinville, WA 98072	City, State, Zip:	, WA
County:	King		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	000055733335001
M37365		Status: Closed as of:	01/22/2007
Company Rep:	Kerry & Pam Emerick	Initially Opened on:	01/22/2007
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Dennis Shutler	Closed on:	01/22/2007
Disputed Amount:	0	Referral:	
Contacted How?			

Complaint Description:	<p>See activity which contains consumer's original complaint information. Summary of complaint: Ms states it has been three weeks since she has had pick-up of recyclable materials in her area (unincorporated King County, east of Woodinville) by Waste Management (WM) and Ms was informed today that it would be another week before WM could come out and pick up recyclable materials. Ms asked WM for a second bin to be brought out to serve her 4-lot cul-de-sac so that rather than placing the extra materials in paper bags or boxes, which disintegrate in the winter weather, Ms could contain the mess and prevent repeated clean-up by the area's residents. Ms was told that it was not WM's policy to provide second containers.</p> <p>Ms asked for a WM supervisor and was transferred to "Panaya", who is a Lead Representative. Ms repeated her request to Panaya, who repeated the 'not our policy' phrase. When Ms asked for *her* supervisor, she refused and accused Ms of being argumentative. Ms asked for an address to which she could send a complaint letter, at which point she told me to have a nice day and Panaya hung up on Ms.</p>
Results:	WM reviewed this complaint with Tanaya and both coached and counseled her regarding her behavior and mishandling of this call. If Wm was able to deliver an additional container WM would just go ahead and service them.

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	99596
---------------------------	---	--------------

Customer Info			
Customer:	Stacy Lough	Primary Phone:	(425) 398-0526
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	15416 NE 162nd St	Mailing Address:	
City, State, Zip:	Woodinville, WA 98072	City, State, Zip:	, WA
County:	king		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Delayed Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	600117081226799
M37365		Status: Closed as of:	02/02/2007
Company Rep:	Kerry Aiton	Initially Opened on:	01/22/2007
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Diana Jones	Closed on:	02/02/2007
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description: See activity which contains customer's original complaint information. Customer states its garbage has not been picked up for three weeks.

1/22/07, 11:40am, passed via email to company. Please respond to Diana "DJ" Jones on or before 1/24/07.

Results: Company was in compliance.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	99632
---------------------------	---	--------------

Customer Info		
Customer:	Gerald Gatlin	Primary Phone: (360) 876-2497
Contact:		Other Phone: (360) 876-2497
eMail Address:	onehepcat@yahoo.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	6162 Patrosa Lane SE	Mailing Address:
City, State, Zip:	Port Orchard, WA 98367	City, State, Zip: , WA
County:	Kitsap	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: BRR-0106713-0029-0
M37365		Status: Closed as of: 01/25/2007
Company Rep:	Kerry Aiton	Initially Opened on: 01/24/2007
Rep Email Address:	kaiton@wm.com	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Nancy Paulson	Closed on: 01/25/2007
Disputed Amount:	9.15	Referral:
Contacted How?		

Complaint Description:	On 11/25/06, customer was charged for four (4) extra cans when he only put out one (1). The company said it would issue a \$9.15 credit. To date, no credit was given. See inital activity for email from customer with full details.
-------------------------------	--

Results:	The company issued the \$9.15 credit.
-----------------	---------------------------------------

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$9.15	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	99573
---------------------------	---	--------------

Customer Info			
Customer:	Theresa Bedwell	Primary Phone:	(360) 892-1082
Contact:		Other Phone:	
eMail Address:	terisaccount@yahoo.com	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	9405 NE Woodridge Street	Mailing Address:	
City, State, Zip:	Vancouver, WA 98664	City, State, Zip:	, WA
County:	Clark		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Miscellaneous Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	01/18/2007
Company Rep:	jan Bartlett	Initially Opened on:	01/18/2007
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Mike Meeks	Closed on:	01/18/2007
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	Customer called to say that she has every-other week service. Says that she understands the need for drivers and co. to not pick in bad weather. Wants to know why the company picks up commercial accounts even when the weather is bad and residential service is missed. Is Waste Management in Vancouver under contract with the city? Passed to co. at 2:29 pm on 1-18
Results:	Company is not regulated by the Commission. Non jurisdictional. Company representative called customer directly to discuss.

Closure Status			
Disposition:	Nonjurisdictional	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	99592
---------------------------	---	--------------

Customer Info		
Customer:	Steve Udy	Primary Phone: (425) 482-6989
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	15200 238th PI SE	Mailing Address:
City, State, Zip:	Snohomish, WA 98296	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	M37365	Account Number:
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 01/25/2007
Company Rep:	Kerry Aiton	Initially Opened on: 01/22/2007
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Gail Griffin-Wallace	Closed on: 01/25/2007
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer says there has been no regular pick up for the past 3 weeks, and recycle has been missed twice. Customer was told missed pickup was due to poor weather conditions however, the neighborhoods surrounding customers were picked up.

What is the reason for the missed pick up?
When can customer expect make up on pick up?
Will any adjustments be offered customer?

passed to Waste Management via email 1/22/07 @ 10:30 am

Results: Waste Management records show pickups were missed on January 12, and January 19, 2007, due to inclement weather conditions. Waste Managements Tariff No. 14, Item 30, allows the company to collect accumulated material on the next scheduled or available pickup date. The company is not obligated to extend credit for the missed pickup. Customers may put out an amount of material equal to the number of missed pickups to be collected at no additional charge.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	99605
---------------------------	---	--------------

Customer Info		
Customer:	Beth McIntyre	Primary Phone: (425) 379-0741
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	12624 71st Dr SE	Mailing Address:
City, State, Zip:	Snohomish, WA 98296	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	M37365	Account Number: 146341-2677
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 01/29/2007
Company Rep:	Kerry Aiton	Initially Opened on: 01/22/2007
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Suzanne Stillwell	Closed on: 01/29/2007
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	<p>1/23 escalated to supervisor (DO's complaint). Customer states her recycle has not been picked up for two cycles (4 weeks) and it is blowing all over the neighborhood. The company promised to pick it up last Friday and didn't. She doesn't think it is fair she is paying for recycling and not getting the service. She thinks her account should be credited for the missed pick ups.</p> <p>1/22/07 4:40)passed complaint to Waste Management via e-mail.</p>
Results:	<p>Customer's regularly scheduled pickup date was Dec. 29, but due to the holiday was moved to Dec. 30. Customers were notified of this via bill notice and other news media. Her next regularly schedule pickup date was Jan. 12. Due to inclement weather it was not picked up that day. The next regularly schedule pickup day is Friday, Jan 26 when the company will pickup the recycle. The company, at staff's request, agreed to a credit of \$20.32 as a goodwill gesture.</p>

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$20.32	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	99612
---------------------------	---	--------------

Customer Info			
Customer:	Susan Simonson	Primary Phone:	(360) 668-2302
Contact:		Other Phone:	
eMail Address:	jsjsimonson@verizon.net	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	12514 219th Place SE	Mailing Address:	
City, State, Zip:	Snohomish, WA 98296	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Quality Of Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	01/24/2007
Company Rep:	Kerry Aiton	Initially Opened on:	01/23/2007
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Mike Meeks	Closed on:	01/24/2007
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	Customer called to say that her next scheduled pick up for solid waste and recycling is next Friday. Says that this will make it 3 weeks since they have had a pick up. Wants to know when the company is going to service the neighborhood. Passed to co. at 11:04am on 1-23.
Results:	Company will pick up on Friday Jan 26. Customer has Bi-weekly pick up for recycles, single week pick up for solid waste.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	99675
---------------------------	---	--------------

Customer Info		
Customer:	Esther Park	Primary Phone: (206) 898-7271
Contact:		Other Phone:
eMail Address:	estherjpark@yahoo.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	21110-66th Ave. W.	Mailing Address:
City, State, Zip:	Lynnwood, WA 98036	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input checked="" type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 202-0002016-2677-7
M37365		Status: Closed as of: 02/06/2007
Company Rep:	Kerry Aiton	Initially Opened on: 01/30/2007
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Mike Meeks	Closed on: 02/06/2007
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Customer states service is unreliable. Says she has every week pick up but is being missed. Please review customer's comments by scrolling down. Passed to Waste Management at 11:22 am on 1-30.
Results:	Company states that the container is not emptied because it isn't out to be picked up. Company called and spoke with customer directly about where to place container.

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	99835
---------------------------	---	--------------

Customer Info		
Customer:	Anita Lopez	Primary Phone: 3360 337 7178 message
Contact:		Other Phone:
eMail Address:	amlopez5@aol.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address			
Service Address:	1270 Chawla Court	Mailing Address:	
City, State, Zip:	Port Orchard, WA 98367	City, State, Zip:	, WA
County:	Kitsap		

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Miscellaneous Lookup	Complaint Keyword: (None)
Company ID:	M37365	Account Number:
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 02/14/2007
Company Rep:	Kerry Aiton	Initially Opened on: 02/13/2007
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Mike Meeks	Closed on: 02/14/2007
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Customer says that somebody dumped out her solid waste and stole her can. Says that she is not sure who would do that or why. Customer says that in the past, the company took her garbage can and her waste, saying that the can was improper. Says this started to happen to her about 3 months ago. Says service is picked up 4 times per month. Upshot is that the customer has now been given a ticket by the State Department of Health for having her solid waste on the ground. Says the ticket is \$500 if she is found guilty. Customer wants all of the notes from Waste Management relating to conversations she has had with the company about these issues, in order to fight the ticket. passed to Waste Management at 11:45am on 2-13.
-------------------------------	--

Results:	Sent customer information that was provided by Waste Management.
-----------------	--

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	99934
---------------------------	---	--------------

Customer Info			
Customer:	Fredrick & Pamela Dore	Primary Phone:	(360) 698-3289
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	13372 Lester Road NW	Mailing Address:	
City, State, Zip:	Silverdale, WA 98383	City, State, Zip:	, WA
County:	Kitsap		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Quality Of Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	not given
M37365		Status: Closed as of:	02/26/2007
Company Rep:	Terry Bickel	Initially Opened on:	02/23/2007
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Dennis Shutler	Closed on:	02/26/2007
Disputed Amount:	0	Referral:	
Contacted How?			

Complaint Description:	Ms states Waste Mgt has been providing curbside garbage service for her for over the last 13.5 years. Ms states all of a sudden, now Waste Mgt no longer will drive its trucks down Lester road to service her or the eight other residential accounts Waste Mgt once served. Ms states Waste Mgt now requires the customers on Lester Road to drag their cans 1/2 mile down the road to a new location. Ms states Waste Mgt states there is no place large enough to allow the trucks to turn around but her neighbor Mr Bob Lewis at 360-536-1882 has offered Waste Mgt the land for Waste Mgt trucks to turn around but Waste Mgt still refuses to service the customers residing on Lester Road.
Results:	Lester Road has been closed due to safety reasons. This issue came up last week or the week before and Waste Mgt passed it on to the County to see if they can develop a turn around for Waste Mgt to use. Lester Road is a County un-maintained road and the only turn around was at the end, Waste Mgt no longer has that turn around. A few non-customers have denied Waste Mgt from using the private road as a turn around. Waste Mgt has 16 active customers and have notified them that they must bring their garbage to a group location where our trucks can safely turn around. Waste Mgt does not get into neighborhood disputes on access issues.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	99935
---------------------------	---	--------------

Customer Info		
Customer:	Etta Frazier	Primary Phone: (360) 692-2639
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	13330 Lester Road NW	Mailing Address:
City, State, Zip:	Silverdale, WA 98383	City, State, Zip: , WA
County:	Kitsap	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: not given
M37365		Status: Closed as of: 02/26/2007
Company Rep:	Terry Bickel	Initially Opened on: 02/23/2007
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Dennis Shutler	Closed on: 02/26/2007
Disputed Amount:	0	Referral:
Contacted How?		

Complaint Description: Ms states Waste Mgt has been providing curbside garbage service for her at her new residence for 1 year. Ms states all of a sudden, now Waste Mgt no longer will drive its trucks down Lester road to service her or the eight other residential accounts Waste Mgt once served. Ms states Waste Mgt now requires all customers on Lester Road to place their cans 1/2 mile down the road at a new location. Ms states Waste Mgt states there is no place large enough to allow the trucks to turn around but her neighbor Mr Bob Lewis at 360-536-1882 has offered Waste Mgt the land for Waste Mgt trucks to turn around but Waste Mgt still refuses to service the customers residing on Lester Road.

Results: Lester Road has been closed due to safety reasons. This issue came up last week or the week before and Waste Mgt passed it on to the County to see if they can develop a turn around for Waste Mgt to use. Lester Road is a County un-maintained road and the only turn around was at the end, Waste Mgt no longer has that turn around. A few non-customers have denied Waste Mgt from using the private road as a turn around. Waste Mgt has 16 active customers and have notified them that they must bring their garbage to a group location where our trucks can safely turn around. Waste Mgt does not get into neighborhood disputes on access issues.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	100192
---------------------------	---	---------------

Customer Info		
Customer:	Tom & Tami Hagar	Primary Phone: (360) 657-2964
Contact:		Other Phone: (425) 345-3003
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	12126 Meridian Ave. N.	Mailing Address:
City, State, Zip:	Marysville, WA 98271	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID: M37365	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
Company Rep:	Waste - All Western wa	Status: Closed as of: 03/28/2007
Rep Email Address:		Initially Opened on: 03/27/2007
Agency Rep:	Lynda Johnson	Quality Review: <input type="checkbox"/> Done
Disputed Amount:		Closed on: 03/28/2007
Contacted How?		Referral:

Complaint Description:	Customer signed up for service in his new residence on 3/19/07. Today the company told his wife it will take 3 weeks to get their cans. Customer does not want to pile bags of garbage in his new home. Customer wants cans delivered asap. 3/27/07 4:16 PM -- Passed to Waste Management, via e-mail.
Results:	Co. said they would deliver cans by 3/30/07.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	99984
---------------------------	---	--------------

Customer Info			
Customer:	Dan Drumheller	Primary Phone:	(425) 788-8072
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:		Mailing Address:	
City, State, Zip:	Woodinville, WA 98072	City, State, Zip:	, WA
County:	King		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	600-0680277-2679-0
M37365		Status: Closed as of:	03/06/2007
Company Rep:		Kerry Aiton	Initially Opened on:
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Dennis Shutler	Closed on:	03/06/2007
Disputed Amount:	0	Referral:	
Contacted How?			

Complaint Description: See activity which contains consumer's original complaint information. Summary of complaint: Mr states the Yard Waste collections in his neighborhood have been missed 2 (25%) of the last 8 scheduled times by Waste Management (WM). Mr stated the first was due to snow and ice and the 2nd was yesterday before it snowed -- garbage and recycle were both collected but not the Yard Waste. Mr states WM offers collection of additional Yard Waste at the next scheduled collection date and it needs to be in WM containers for collection or bundled, otherwise, WM won't pick it up. Mr states few customers have additional containers and little of the material can be bundled making their solution for missed collection impossible or impracticable.

Mr believes WM should provide additional Yard Waste containers for missed collection dates -or- collect missed Yard Waste on an alternate date -or- credit the account for missed collections.

Results: WM has had some areas where customers may have experienced a service interruption in either Garbage, Recycle or Yardwaste due to inclement weather, if a customer had a service interruption due to inclement weather, WM will accept a double load of service on their next scheduled service day. WM informs customers they may place out extra Yardwaste in several different ways:

Paper yard waste bags (available at Home Depot.)
 Reusable polywoven yard waste bags.
 32-gal cans with handles & lids (65 lb limit) labeled "yard waste".
 Bundles tied with sisal twine (4'x2' limit)

WM does not provide another container (cart) for any extras a customer may have. If a customer calls WM stating they will not be able to put out the double load, WM can certainly offer a credit.

Closure Status	
Disposition:	Company upheld with arrangements
Company Profile:	

Amount Saved:	\$4.64	Violation(s):	
Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	100026
---------------------------	---	---------------

Customer Info			
Customer:	Sunset View	Primary Phone:	
Contact:	Danna Crapo	Other Phone:	904-246-1520 ext 118
eMail Address:	dcrapo@wasteconsultants.com	Fax:	(904) 246-1695
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	2101 SW Sunset Blvd.	Mailing Address:	
City, State, Zip:	Renton, WA 98057-6101	City, State, Zip:	, WA
County:	King		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	(None)
Company ID:	M37365	Account Number:	
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of:	03/16/2007
Company Rep:	Kerry Aiton	Initially Opened on:	03/06/2007
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Gail Griffin-Wallace	Closed on:	03/16/2007
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	<p>This is a multi family facility which is experiencing verable recycle rates each month. WM advised that it is under contract with the city of Renton. The city says it does not have a contract and falls under the jurisdiction of the UTC.</p> <p>Please verify under what operational contract you are serving this facility. Please provide copies the rates that apply to recycle services for this multi family facility.</p> <p>passed to WM via email 3/6/07 @ 3:00pm Your response to this complaint is due by close of business 3/8/07.</p>
Results:	<p>Waste Management charges are approved by the Washington Utilities and Transportation Commission. The company can not vary from its published rates. Sunset View is billed by the size and number of containers. If material collected exceeds the capacity of the containers, the company's tariff allows for additional charges. A review of Sunset View's account shows additional material was collected. This will cause the amount billed to change from month to month.</p>

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	100077
---------------------------	---	---------------

Customer Info		
Customer:	Marianna Apartments	Primary Phone: (206) 243-1174
Contact:	Sandra Oellien	Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	11904 Renton Ave S	Mailing Address:
City, State, Zip:	Seattle, WA 98178	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input checked="" type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 05/07/2007
Company Rep:	Kerry Aiton	Initially Opened on: 03/12/2007
Rep Email Address:	kaiton@wm.com	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Nancy Paulson	Closed on: 05/07/2007
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	The customer ordered a 2 yd dumpster for recyclables, and she received and is billed for a 4 yd dumpster. This has been going on since June 2006. Also, several years ago she built an enclosure to the company's specifications...to hold a 4 yd trash dumpster and a 2 yr recycle container. The 4 yd recycle container does not fit well. I told the customer that this may be under city contract so nonjurisdictional. She would like a company rep to contact her.
Results:	Company rep met with the customer several years ago and gave her the enclosure dimensions for a 4-yard container and 3-1/2 yard 2 wheeled plastic carts for the recycle. The company recently offered her a 2-yard container with out wheels although it needs to be placed in the exact spot as the 4-yard recycle. No response from customer to either me or the company.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	100185
---------------------------	---	---------------

Customer Info		
Customer:	Tina Hemmons	Primary Phone: (206) 694-3524
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	10757 17th Ave SW	Mailing Address:
City, State, Zip:	Burien, WA 98146	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 200223156925657
M37365		Status: Closed as of: 04/10/2007
Company Rep:	Carol Thoma	Initially Opened on: 03/26/2007
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Gail Griffin-Wallace	Closed on: 04/10/2007
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer stopped service for a few months while she was away from residence. When she returned and request start up, she was told a payment of \$480 was required. Customer understands she has a current bill of \$61 and that she may possibly owe a bill from when she was married and before the bill was places in her name. However, customer is being told there are additional charges from a party named Souch that she must pay. Customer is also being asked to pay a deposit.

Please provide billing and payment history for past 12 months.
Provide detailed breakdown of charges customer is being asked to pay.

passed to waste management via email 3/26 @ 4:25pm
your response to this complaint is due by close of business 3/28/07

Results: Customer was offered three month arrangements on the total amount past due. Customer accepted.

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	100411
---------------------------	---	---------------

Customer Info		
Customer:	David Martin	Primary Phone: (425) 788-8043
Contact:		Other Phone: (425) 890-8486
eMail Address:	dl_martin@att.net	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	23237 NE 141st Place	Mailing Address:
City, State, Zip:	Woodinville, WA 98077	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 04/19/2007
Company Rep:	Carol Thoma	Initially Opened on: 04/18/2007
Rep Email Address:	cthoma@wm.com	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Nancy Paulson	Closed on: 04/19/2007
Disputed Amount:	0	Referral:
Contacted How?		

Complaint Description: Email rec'd from customer:
Waste Management does not consistently pickup our garbage, recycling and yard waste despite following the guidelines in their pamphlet. I telephone their office for King County and am routinely told information to support the drivers decision. Upon discussing the same facts and circumstances with a supervisor, the supervisor agrees with my position but won't send the truck back to pickup the debris. This forces me to drive the debris to the transfer site despite paying Waste Management for the service.

Two recent examples are: 1)they declined to take chipped yard waste consisting tree limbs and branches that fell during the December windstorms. Simultaneously, they declined to take two "Presto Logs" that became damp and returned to saw dust. The clerk told me that the sawdust (Presto Logs) was never eligible for disposal in any form. She stated that chipped limbs and branches are never eligible for inclusion in yard waste. The supervisor said that the sawdust could be disposed of as garbage if I double bagged it in plastic bags. (They don't want sawdust blowing out on the ground but routinely don't require double bagging for foam packing peanuts that our neighbors discard.) The supervisor agreed that the wood chips were eligible yard waste. However, I still had to dispose of them, again at my cost and effort, because they wouldn't send a truck back to get them.

The second incident happened this week. Our yard waste containers were along the street when the truck went by. He picked up neighbors yard waste on both sides and did not stop for ours.

I have spoken to them at least six times in the past six months. See above.

What do you think the company should do to resolve your complaint?
They provided plattitudes; no meaningful action.

Results: The company few notes on specific missed pick ups, although the customer called during the snow days to comment on lack of service. He did call about a yard waste pick up that

was missed. However, the container contained loose sawdust. The company will only pick up the container if the loose, lightweight such as sawdust is bagged so it does not blow onto the roadway or get in the driver's eyes. Company issued a \$23.16 credit for two weeks' service.

Closure Status

Disposition:	Company upheld with arrangements	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories

Industry:	227 - Solid Waste	Docket Number:	
-----------	-------------------	----------------	--

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	100302
---------------------------	---	---------------

Customer Info			
Customer:	Greg Baker	Primary Phone:	(509) 892-5467
Contact:		Other Phone:	509-879-9239 msg
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	7805 E Skyline Drive	Mailing Address:	
City, State, Zip:	Spokane, WA 99212	City, State, Zip:	, WA
County:	Spokane		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Refusal Of Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	681045587526810
M37365		Status: Closed as of:	04/11/2007
Company Rep:	Roxanne Hudgens	Initially Opened on:	04/10/2007
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Dennis Shutler	Closed on:	04/11/2007
Disputed Amount:	0	Referral:	
Contacted How?			

Complaint Description:	Mr lives in a residential development along with approximately 45 additional residences, and Waste Management (WM) provides all these residences solid waste removal services, yet WM has not provided recycling services and WM now refuses to provide recycling services. Mr simply wants WM to provide recycling services to the area's residences.
Results:	WM reported in 1992 Spokane County Commissioners adopted a resolution requiring all single family households in certain designated urban areas of Spokane County subscribing to garbage collection service also be required to receive and pay for recycling collection as part of their basic garbage service as an identified element in Spokane's 20-year solid waste management plan. Mr lives outside of the designated area.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	100634
---------------------------	---	---------------

Customer Info		
Customer:	Stanley & Olive Jump	Primary Phone: (509) 928-5198
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	11020 E. Fruit Hill Road	Mailing Address:
City, State, Zip:	Spokane, WA 99206	City, State, Zip: , WA
County:	Spokane	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 05/17/2007
Company Rep:	Roxanne Hudgens	Initially Opened on: 05/11/2007
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Lynda Johnson	Closed on: 05/17/2007
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	The customer has been hauling their garbage 2 blocks to the pick up site for years. They are elderly and can no longer safely make the trek. Customer wants the company to go down their road to pick up the garbage (5 - 6 houses). Said there is an adequate place to turn the truck so it can safely make the pick ups. Customer said she would welcome a manager contacting her for further information and to show where the drivers could turn around. 5/11/07 4:40 PM -- Passed to Roxanne Hudgens, Waste Management, via e-mail.
Results:	Co. looked at site and made a decision to use the turn-around. Co. will pick-up customer's garbage at their driveway.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	100631
---------------------------	---	---------------

Customer Info		
Customer:	Mildred Ward	Primary Phone: (360) 307-7134
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	9767 Windcove Ln NW	Mailing Address:
City, State, Zip:	Silverdale, WA 98383	City, State, Zip: , WA
County:	Kitsap	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Delayed Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 05/24/2007
Company Rep:	Terry Bickel	Initially Opened on: 05/11/2007
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Gail Griffin-Wallace	Closed on: 05/24/2007
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer requested service 2/28. To date customer has not had one pickup. She had made several calls.

What is the reason for the delay in service?
 When can customer expect a pickup?
 Verify date after pickup has been made?
 Please provide billing information (account #)

passed to waste mgt via email 5/11/07 @ 11:55am
 your response to this complaint is due by close of business 5/15/07

Results: Customer is not bring he trash to the road for pickup. Customer was told that the distance from the road is beyond that allowed for the company to walk in.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$49.22	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	100679
---------------------------	---	---------------

Customer Info		
Customer:	Plaza 525 c/o Gibraltar	Primary Phone: (206) 388-0125
Contact:	Julie	Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	12502 Mukilteo Speedway	Mailing Address:
City, State, Zip:	Lynnwood, WA 98037	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input checked="" type="radio"/> Business	
Complaint Group:	Delayed Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 05/23/2007
Company Rep:	Tom Leland	Initially Opened on: 05/21/2007
Rep Email Address:	Leland, Tom [tleland@wm.com]	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Nancy Paulson	Closed on: 05/23/2007
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: The customer ordered 1 - three cubic yard dumpster for solid waste and 1 - three cubic yard dumpster for recycle for a new commercial business. She was told it will be about three or four weeks for delivery. She called back and the rep re-ordered a 1 cubic yard dumpster for solid waste and 1 - three yard recycle dumpster.

Results: The correct containers were delivered.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	100584
---------------------------	---	---------------

Customer Info		
Customer:	Brenda Cooke	Primary Phone: (206) 768-5111
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	208 South 101st Street	Mailing Address:
City, State, Zip:	Seattle, WA 98168	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disconnect Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 05/15/2007
Company Rep:	Kerry Aiton	Initially Opened on: 05/04/2007
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 05/15/2007
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Got behind in paying bills because husband died in December 2006. Did not start receiving benefits until March 2007. Paid the past due amount and the company received the payment yesterday. That was her regular pick up day. Company refused to come out to pick up service until next week. She has a lot of garbage built up and the animals keep tearing the plastic bags open. No where to store the bags. Wants the company to come out to pick up the service. Doesn't have any money to pay the \$75 the company quoted to make a special pick up.
Results:	Company came out on regularly scheduled day to pick up.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	100605
---------------------------	---	---------------

Customer Info			
Customer:	Richard E. Mann	Primary Phone:	(360) 871-4399
Contact:		Other Phone:	360 876 8071 call day
eMail Address:	gmannr@wavecable.com	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	7063 Watauga Beach Dr. E.	Mailing Address:	
City, State, Zip:	Port Orchard, WA 98366	City, State, Zip:	, WA
County:	Kitsap		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Disconnect Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	BRR-0011452- 0029-9
M37365		Status: Closed as of:	05/23/2007
Company Rep:	Terry Bickel	Initially Opened on:	05/08/2007
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Mike Meeks	Closed on:	05/23/2007
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	Customer says he is billed every three months. Says the due date (delinquency date) is last day of the month. Says that the company keeps sending him late notices when the cut date is the end of the month. Please provide bill history for this customer, and advise if there are any other options for billing (every two months or monthly).
Results:	Company is billing per the rules.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	100713
---------------------------	---	---------------

Customer Info			
Customer:	Tim Adams	Primary Phone:	(425) 881-1532
Contact:		Other Phone:	Same
eMail Address:	tltr9513@verizon.net	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	20015 NE 148th St	Mailing Address:	
City, State, Zip:	Woodinville, WA 98077	City, State, Zip:	, WA
County:	King		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	600-0524526-2679-0
M37365		Status: Closed as of:	06/12/2007
Company Rep:	Kerry Aiton	Initially Opened on:	05/25/2007
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Gail Griffin-Wallace	Closed on:	06/12/2007
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description: Customer keeps being billed for extra containers even though they do not put out extras. Customer says he account is noted not to bill extra but receives charges every month. Customer has had all the extra charges removed however, they would like to assurance that the extra will not appear per note on account.

passed to waste mgmt via email 5/25/07.

Results: Waste Management records show that a "do not charge for extra collection" notation is on your account. The company believes a substitute driver, unfamiliar with your account, made the collections notes for additional charges. The company has spoken with the driver about reviewing your account notes.

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	100626
---------------------------	---	---------------

Customer Info		
Customer:	Warren Berk	Primary Phone: (206) 799-0294
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	16180 Candy Circle NE	Mailing Address:
City, State, Zip:	Poulsbo, WA 98370	City, State, Zip: , WA
County:	Kitsap	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Miscellaneous Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 05/11/2007
Company Rep:	Kerry Aiton	Initially Opened on: 05/10/2007
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Lynda Johnson	Closed on: 05/11/2007
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: The customer contacted the company a couple months ago and said he was planning a demolition of a house and would need a dumpster. The Co. told him to call when they needed the dumpster dropped off. The customer has called WM several times to request the dumpster. He is being told it will take 6 - 8 weeks for a dumpster delivery.

The customer has been told by Bainbridge Disposal that they can drop off a dumpster the next day if he can secure a waiver from Waste Management. The customer is now requesting a waiver.

5/10/07 2:35 PM -- Passed to W/M Complaint Rolodex, via e-mail.

Results: Company delivered the dumpster on 5/11/07.

Co. was also going to speak to the CSR who gave out the false information on how long it would take to receive a dumpster.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	100822
---------------------------	---	---------------

Customer Info			
Customer:	Dennis Desmond	Primary Phone:	(360) 876-8770
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	1302 Garrison Avenue and 1302 1/2 Garrison Avenue	Mailing Address:	310 Guthrie Street
City, State, Zip:	Port Orchard, WA 98366	City, State, Zip:	Port Orchard, WA 98366
County:	Kitsap		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	M37365	Account Number:	
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of:	06/15/2007
Company Rep:	Kerry Aiton	Initially Opened on:	06/07/2007
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on:	06/15/2007
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description: Asked that the account name on the account(s) for Donald B Olson be changed to his name to Dennis Desmond (310 Guthrie Street, Port Orchard, 98366.
- Waste Management cancelled the old accounts, set up new accounts and removed 2 32 gallon cans and 4 recycle bins.
- Company won't deliver containers back out to service address.

Results: Company delivered requested containers.

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	100937
---------------------------	---	---------------

Customer Info		
Customer:	Solomon Getz	Primary Phone: (425) 868-8822
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	13874 Morgan Drive NE	Mailing Address:
City, State, Zip:	Redmond, WA 98053	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 07/27/2007
Company Rep:	Kerry Aiton	Initially Opened on: 06/21/2007
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Sandra White	Closed on: 07/27/2007
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Mr. has lived in his new home for less then a month. When he called to have service activated, he was told he would have to take the garbage down the hill to the next street. Initially when Mr. began building he was told that garbage would be picked up once the construction was completed. It is now completed, however, a company rep says there will never be pick up on his street.

Referred Mr. to Tariff -- ITEM 30 and WAC 480-70-366 2b.

Passed to company via email on 6/21/07

Results: Route Manager and District Manager determined that due to safety concerns the decision was the customer needs to bring out to Morgan drive for service.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	100923
---------------------------	---	---------------

Customer Info		
Customer:	christiana taylor	Primary Phone:
Contact:		Other Phone: (206) 878-3710
eMail Address:	nickthecat@aol.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address	
Service Address:	37816 160th PI Se
Mailing Address:	
City, State, Zip:	auburn, WA 98092
County:	KING
City, State, Zip:	, WA

Complaint Info	
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business
Complaint Group:	Disputed Bill Lookup
Complaint Keyword:	(None)
Company ID: M37365	WASTE MANAGEMENT OF WASHINGTON , INC.
Account Number:	800000821710555
Status: Closed as of:	06/27/2007
Company Rep:	Kerry Aiton
Initially Opened on:	06/20/2007
Rep Email Address:	kaiton@wm.com
Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Nancy Paulson
Closed on:	06/27/2007
Disputed Amount:	
Referral:	
Contacted How?	

Complaint Description: Please explain your complaint in detail.

Company telephoned my home re a bill eight days late for services NOT YET RENDERED to me. Billing practice is two months with one and one half months not accomplished when due date arrives. I am not late paying. The phone call is an outrage.

Did you speak to a supervisor from your utility or transportation company?
Yes

If 'Yes', what was the result?

Person hung up when I insisted they revise billing practice because of: 1.)nearly two months of prepayment and 2.) bill date eight days past and 3.) threats to place account in collection.

What do you think the company should do to resolve your complaint?

Revise billing to reflect services completed. Apologize for calling my home and attempted to threaten me with collection for a bill not eight days late and a prepayment to boot.

Results: Company billed and noticed properly.

Closure Status	
Disposition:	Company upheld
Company Profile:	
Amount Saved:	\$0.00
Violation(s):	

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	101168
---------------------------	---	---------------

Customer Info		
Customer:	Ralph Crear	Primary Phone: (206) 365-5050
Contact:		Other Phone:
eMail Address:	rcrear@cmc.net	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	17724 11th Ave NE	Mailing Address:
City, State, Zip:	Seattle, WA 98155	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 07/24/2007
Company Rep:	Laurie Sparks	Initially Opened on: 07/17/2007
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Mike Meeks	Closed on: 07/24/2007
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Customer paid bill on thursday 7-12. Customer called company today to ensure service but was told that while they received his check, they will not service him today. Customer thinks this is poor customer service. Wants his solid waste picked up today which is his normal pick up day. Customer advised that his service was discontinued for non pay but his is all caught up at this time. Wants service. Passed to Waste Management at 12:28 pm on 7-17.
Results:	Company responded that they didn't receive the customer's payment until the afternoon of July 17. After the scheduled pick up time. Company will pick up the solid waste on July 24 per WAC 480-70-381.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	101265
---------------------------	---	---------------

Customer Info			
Customer:	Duane Sterley	Primary Phone:	(425) 308-0572
Contact:		Other Phone:	
eMail Address:	duane.t.sterley@boeing.com	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	628 128th Street SW	Mailing Address:	
City, State, Zip:	Everett, WA 98204	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input checked="" type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	08/06/2007
Company Rep:	Kerry Aiton	Initially Opened on:	07/30/2007
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Mike Meeks	Closed on:	08/06/2007
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description: Customer says that dumpster has busted wheel. Says he has contacted the company on 3 different occasions to get fixed or replaced and has been advised that they will get to it the next day. First call was on July 13, then again on the 18th and 23rd. Customer just wants the company to repair the dumpster. Passed to co. at 8:22 on July 30

Results: Company replaced the broken container on August 3.

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	101236
---------------------------	---	---------------

Customer Info		
Customer:	Wright-Way Moving and Storage	Primary Phone: (253) 872-6808
Contact:	Linda Elijah	Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address			
Service Address:	22257 68th Avenue S	Mailing Address:	
City, State, Zip:	Kent, WA 98032	City, State, Zip:	, WA
County:	King		

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input checked="" type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	M37365 WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: not given
Company Rep:		Richard Culbertson
Rep Email Address:		Status: Closed as of: 08/01/2007
Agency Rep:	Dennis Shutler	Initially Opened on: 07/24/2007
Disputed Amount:	456	Quality Review: <input type="checkbox"/> Done
Contacted How?		Closed on: 08/01/2007
		Referral:

Complaint Description: Ms states that she contacted Tri Star Disposal and ordered a dumpster to be delivered for recycling paper. However, Tri Star Disposal failed to deliver the dumpster on the date requested and Tri Star Disposal also delivered a dumpster other than Ms had requested. Ms states when the wrong dumpster was delivered she immediately contacted Tri Star Disposal requesting the dumpster be removed. Ms states she requested the charges be cancelled and Ms states Tri Star Disposal told her the charges would be canceled. However, Tri Star Disposal continued to bill Wright-Way for these charges. Ms states Tri Star Disposal has since offered to settle the debt for \$362, and Ms countered with a settlement of \$113.06, to which neither side have agreed.

Ms states she does not believe she should be made to pay for a dumpster that was not delivered when requested and the dumpster was different from what Ms had ordered and therefore of no use.

Results: Ms ordered a 20yrd dumpster and it was delivered on 11-09-06 as requested by Ms. Their is no call documented to remove the dumpster except on 11-13-07 when Ms called to say the dumpster was full and asked Tri Star Disposal to pick up and not to return. Tri Star Disposal picked up the dumpster on 11-13-07 as requested and it had 2.47 tons of OCC and mixed waste paper. Tri Star Disposal did not agree to a reduced price to settle the debt. This debt has since been turned over for collection.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	101181
---------------------------	---	---------------

Customer Info		
Customer:	Dale Rogers	Primary Phone: (253) 661-0580
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address			
Service Address:	31411 3rd Place South	Mailing Address:	
City, State, Zip:	Federal Way, WA 98003	City, State, Zip:	, WA
County:	King		

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: Out Of Service
Company ID:	M37365	Account Number:
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 07/24/2007
Company Rep:	Lori Sparks	Initially Opened on: 07/18/2007
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 07/24/2007
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Waste Management called them to let them know that garbage will not be picked up on their street because other cars were parked on the street. He called them to ask why since they are not his cars and the lady on the phone was very rude to his wife. They called a supervisor and got no resolution. - Company came and picked up the yard waste (no problem).
Results:	Company did come out the next day to pick up. I informed the consumer that if the cars continue to block access, they might need to consider wheeling the garbage out to the street with their container marked with name and address. She understood.

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	101231
---------------------------	---	---------------

Customer Info		
Customer:	Lori English	Primary Phone:
Contact:		Other Phone:
eMail Address:	lori.english@symetra.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	12817 NE 198th Court	Mailing Address:
City, State, Zip:	Bothell, WA 98011	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: Out Of Service
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 300-1166602-2679-0
M37365		Status: Closed as of: 08/02/2007
Company Rep:	Kerry Aiton	Initially Opened on: 07/24/2007
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 08/02/2007
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	I am trying to find out where I can lodge a complaint about Waste Management for my garbage service in Bothell. I have sent Them e-mails every time they don't pick up one of my garbage's without response. The last e-mail I requested credit on my account since they are always charging me for services they don't render which of course they never did. This will be at least the 4th time since I moved here one year ago that they don't pick up one container or another and then charge me \$5 a bag the next week that I have to put out since they didn't pick up the prior week.
Results:	Company's records do not show that the consumer contacted the company to report the missed pick ups.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	101268
---------------------------	---	---------------

Customer Info			
Customer:	Sue Z. Hart	Primary Phone:	(360) 668-1919
Contact:		Other Phone:	425-346-2064 msg!
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	16915 Broadway Avenue, 5-B	Mailing Address:	
City, State, Zip:	Snohomish, WA 98296	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Quality Of Service Lookup	Complaint Keyword:	Out Of Service
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	201-0088757-2677-3
M37365		Status: Closed as of:	08/06/2007
Company Rep:	Kerry Aiton	Initially Opened on:	07/30/2007
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Dennis Shutler	Closed on:	08/06/2007
Disputed Amount:	0	Referral:	
Contacted How?			

Complaint Description:	<p>Ms states several years ago, a Waste Management (WM) garbage truck drove over her garbage can destroying it. WM then replaced it with a WM garbage can at no charge to Ms. Ms states WM just showed up at her residence and removed her garbage can without any type of notice. Ms states she called WM trying to find out why her can was removed without notice, Ms says she was told her can would be replaced with another can but it would cost her an additional \$1. every month, and that WM does not have the time to notice every customer. Ms stated the additional \$1. every month is fine so she requested the can be delivered. Ms then said WM told her that she may not receive the new can for between 3 to 4 weeks.</p> <p>Ms asks WM why her can was removed without notice, and why she was not provided the new can at the same time the old can was removed? Ms believes WM is providing poor customer service in this case and WM is not trying to actively resolve her loss in service brought on by WM's actions.</p>
Results:	WM reported in this district they are running about 2-3 weeks delay on cart deliveries, though Ms can still put out the same amount of solid waste equivalent to the requested size, in bags, boxes or another type of container. Ms stated she still wanted the new 20 gal cart be ordered and delivered as soon as possible.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	101270
---------------------------	---	---------------

Customer Info		
Customer:	Xiao Rong Bao	Primary Phone: (425) 256-1804
Contact:		Other Phone: (425) 706-1704
eMail Address:	bxr123@hotmail.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	16819 171st Place NE	Mailing Address:
City, State, Zip:	Woodinville, WA 98072	City, State, Zip: , WA
County:	king	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: Out Of Service
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 00007-46362-35004
M37365		Status: Closed as of: 07/30/2007
Company Rep:	Kerry Aiton	Initially Opened on: 07/30/2007
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Dennis Shutler	Closed on: 07/30/2007
Disputed Amount:	0	Referral:
Contacted How?		

Complaint Description:	<p>Mr states his garbage container was lost on the morning of Friday 7-20-07, his weekly service day. Mr states he phoned Waste Management (WM) and he was told he would have to wait a week for a new container. Mr states because the weather is so hot, the garbage smells. But he trusted WM, believing WM would give him a new container as promised. However, on 7-27-07, Mr phoned WM in the morning and talked to a customer representative who promised him a container that same day. But by late afternoon, Mr never saw the new container. Mr called WM again and a customer representative said, he can still live as usual without a container and the representative said if the service did not come at around 7:00pm, it would be probably tomorrow.</p> <p>Mr believed the container would not arrive over the weekend and maybe not until next week. Mr believed WM would not be reachable by telephone until next week and that is why WM let him wait until 7:00pm.</p> <p>Mr believes WM has provided poor customer service and WM should keep its promises in such hot weather.</p>
Results:	Waste Management stated it had no 35 solid waste carts on Friday and a shipment was delivered over the week-end, and both carts will be delivered by end of the day tomorrow if not sooner.

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	101404
---------------------------	---	---------------

Customer Info		
Customer:	Andy Chitwood	Primary Phone: (509) 435-7733
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	6326 S. Moran Drive	Mailing Address:
City, State, Zip:	Spokane, WA 99223	City, State, Zip: , WA
County:	Spokane	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	M37365	Account Number:
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 08/17/2007
Company Rep:	Roxanne Hudgens	Initially Opened on: 08/16/2007
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Lynda Johnson	Closed on: 08/17/2007
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	<p>Customer said the Co. leaves a large amount of litter and glass behind when the garbage and recycling is picked-up in his neighborhood. Customer said he has contacted the Co., however the problem continues. Customer said the last time the recycling was picked up, he found a large amount of broken glass in front of his home. As there are children in the neighborhood, he is very concerned about the safety issue. Mr. has a surveillance camera which shows the drivers dropping the refuse and recycling, but not making a big effort to pick it up.</p> <p>8/16/07 10:45 AM -- Passed to Roxanne Hudgens, WM, via e-mail.</p>
Results:	Co. addressed all drivers about the customer's issues. Customer will contact me again if problems happens again.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	101511
---------------------------	---	---------------

Customer Info			
Customer:	Kenneth Smekofske	Primary Phone:	(509) 662-5981
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	1026 Lower Sunnyslope rd.	Mailing Address:	
City, State, Zip:	Wenatchee, WA 98801	City, State, Zip:	, WA
County:	Chelan		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	09/11/2007
Company Rep:	Ted Woodard	Initially Opened on:	09/04/2007
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Mike Meeks	Closed on:	09/11/2007
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	Customer called to say that he pays his bill on time at the local office in Wenatchee. Gets late notices about 5 days after he pays. Says he has called the company and spoken with Ted who has advised that he will take care of the problem but still gets late notices after he pays. Passed to co. at 9:58 on 9-4
Results:	Company states that if customer continues to pay the way he has, he will continue to receive an automated notice. Company suggested another way to pay but customer was not interested. Advised that he would probably continue to receive notices. Advised that they would not be reported to a credit agency.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	101541
---------------------------	---	---------------

Customer Info			
Customer:	Joseph May	Primary Phone:	(360) 435-1120
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	6701 Oakwood Place	Mailing Address:	
City, State, Zip:	Arlington, WA 98223	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	11/06/2007
Company Rep:	Kerry Aiton	Initially Opened on:	09/10/2007
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Lynda Johnson	Closed on:	11/06/2007
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	<p>Customer called on 3/06/07 and requested a 20 yard drop box. He was quoted approx. \$250 on the phone by employee Nick.</p> <p>The customer said the Co. delivered a 40 yard container, which tore up the customer's yard (said the company poorly fixed), and he was billed \$668.49.</p> <p>Customer feels charges are too high, since Nick had quoted the \$250. 9/10/07 9:30 AM -- Passed to Waste Management Complaint Team, via e-mail.</p>
Results:	<p>Company billed the customer Recycling rates, when he actually had garbage, which should have been billed at tariffed rates.</p> <p>Co. issued credit of \$390.83 which lowered the customer's bill to the tariffed rate of \$294.38. Customer paid \$250 deposit, so amount owed by the customer is \$44.38.</p> <p>Co. said dumpster had to be put on the customer's yard, as it would have been a safety liability in the street.</p> <p>Violations Noted.</p>

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$390.83	Violation(s):	480-70-341(1) 1, 480-70-386 8

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	101546
---------------------------	---	---------------

Customer Info		
Customer:	Carolyn Watts	Primary Phone: (206) 372-8472
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	19920 174th Ave ME	Mailing Address:
City, State, Zip:	Woodinville, WA 98072	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	M37365	Account Number:
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 10/05/2007
Company Rep:	Kerry Aiton	Initially Opened on: 09/10/2007
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Gail Griffin-Wallace	Closed on: 10/05/2007
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	<p>Customer has yard waste collection service. Collection is sparitac and customer does not know when to expect service.</p> <p>What are the collection dates for this customer? (please provide actual dates for Sept & Oct. Please include dates of recycle collection as well)</p> <p>passed to waste west complaints 9/10 @ 4:50pm your initial response to the complaint is due by close of business 9/12/07</p>
Results:	customer was given specific dates of collection. violations were recorded for failure to respond timely

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s): 480-70-386(b)(i) 11

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	101707
---------------------------	---	---------------

Customer Info		
Customer:	Martha Kelly	Primary Phone: (360) 692-7449
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	4550 NW Inverness Ct	Mailing Address:
City, State, Zip:	Bremerton, WA 98312	City, State, Zip: , WA
County:	Kitsap	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 10/02/2007
Company Rep:	Terry Bickel	Initially Opened on: 10/02/2007
Rep Email Address:	tbickel@wm.com	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Nancy Paulson	Closed on: 10/02/2007
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	The customer wishes to switch from EOW service to monthly garbage. She was refused monthly service because of her address. However, a neighbor around the corner has monthly pick up. He is two houses away on Cameron.
Results:	Customer service representative made an error. She assumed customer was within the Bremerton city limits where monthly service is not available. A customer service rep called the customer and set up her monthly service.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	101814
---------------------------	---	---------------

Customer Info		
Customer:	4th Avenue Village - Phillips Management Company	Primary Phone:
Contact:	Charles Morris 425-741-9710	Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	12600 4th Avenue W	Mailing Address:
City, State, Zip:	Everett, WA 98204	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input checked="" type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID: M37365	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: not given
Company Rep:	Scindie Erwin	Status: Closed as of: 11/05/2007
Rep Email Address:		Initially Opened on: 10/15/2007
Agency Rep:	Dennis Shutler	Quality Review: <input type="checkbox"/> Done
Disputed Amount:	0	Closed on: 11/05/2007
Contacted How?		Referral:

Complaint Description: Mr is a board member of the 4th Avenue Village condominium association. Mr has repeatedly contacted Waste Management (WM) requesting a list/brochure showing which items are accepted as recyclables, but WM has failed to provide the requested list/brochure and WM has also failed to provide the numerous promised returned calls to Mr by WM's general manager.

Mr states he has also requested WM provide a larger recycling container than has been provided but WM has failed to respond to his request and provide the larger recycling container.

Mr simply asks that WM return his calls as was promised, provide the requested list/brochure showing what items are acceptable for recycling, and provide the larger recycling container as has been requested.

Results: Mr verified both the brochures and the larger recycling container were finally delivered as promised.

---VIOLATIONS NOTED---

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s): 480-70-386(1)(b)(i) 11, 480-70-386(1)(b)(ii) 1

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	101830
---------------------------	---	---------------

Customer Info			
Customer:	Marcus Greenwood	Primary Phone:	(425) 788-2964
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	31829 NE 129th Street	Mailing Address:	P.O. Box 7294
City, State, Zip:	Duvall, WA 98019	City, State, Zip:	Duvall, WA 98019
County:	King		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	M37365	Account Number:	
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of:	10/17/2007
Company Rep:	Kerry Aiton	Initially Opened on:	10/16/2007
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on:	10/17/2007
Disputed Amount:		Referral:	Governor's Office
Contacted How?			

Complaint Description:	Subject: GOV'S E-MAIL REFERRAL #727848 - Requested an 8 yard container by 10/18/07. Company said they can only deliver a 6 or 20 yard.
Results:	Company agreed to deliver a 6 yard container on 10/18/07 per its tariff. The company only offers 2, 4, and 6 yard containers to temporary customers.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	101885
---------------------------	---	---------------

Customer Info		
Customer:	Dana Gearllach	Primary Phone: (360) 830-2002
Contact:		Other Phone:
eMail Address:		Fax: (360) 830-2003
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	7248 Alpine View Place NW	Mailing Address:
City, State, Zip:	Seabeck, WA 98380	City, State, Zip: , WA
County:	Kitsap	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 10/23/2007
Company Rep:	Terry Bickel	Initially Opened on: 10/23/2007
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Sandra White	Closed on: 10/23/2007
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Ms. has had pack-out service for 5 1/2 years. Company Rep told her that the UTC no longer allowed them to do this and it would be stopped.

Passed to company via email at 10:00 AM on 10/23/07.

Results: Per UTC action on October 15, 2007, rates in addition to the 50 walk-out range was temporarily approved.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	101949
---------------------------	---	---------------

Customer Info			
Customer:	Kenneth Smekofske	Primary Phone:	(509) 662-5981
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	1026 Lower Sunnyslope Rd.	Mailing Address:	
City, State, Zip:	Wenatchee, WA 98801	City, State, Zip:	, WA
County:	Chelan		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	11/16/2007
Company Rep:	Ted Woodard	Initially Opened on:	10/31/2007
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Lynda Johnson	Closed on:	11/16/2007
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	<p>Customer was unable to pay with a check at the local office in Wenatchee. The company refused his check and said he had to pay with cash. The bill is due 10/31/07, however, since the Co. refused his check he will put it in the mail. The customer will not accept a late fee, since he attempted to pay by the due date. Customer also said when he's paid at the office before, the Co. hold the funds and doesn't apply it to the account for several days.</p> <p>11/01/07 8:25 AM -- Passed to Ted Woodard, Waste Management, via e-mail</p>
Results:	<p>Customer has the option of paying in cash, or with check, but the check will be sent to Arizona. Recommended if he pay by check, he should pay a few days before the due date, to ensure it gets to Arizona before the due date.</p>

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	480-70-386(b)(i) 3

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	101691
---------------------------	---	---------------

Customer Info		
Customer:	Jerry Vander Veen	Primary Phone: (360) 424-7892
Contact:		Other Phone:
eMail Address:	jerryvanderveen@verizon.net	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address			
Service Address:	17238 McLean Road	Mailing Address:	
City, State, Zip:	Mount Vernon, WA 98273	City, State, Zip:	, WA
County:	Skagit		

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: #901-0002810-0043-0
M37365		Status: Closed as of: 10/02/2007
Company Rep:	Kerry Aiton	Initially Opened on: 10/01/2007
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Nancy Paulson	Closed on: 10/02/2007
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Please explain your complaint in detail.

I had owned and operated a dairy farm from 1980 thru April 2006, when I discontinued the operation. I contacted Waste Management via telephone shortly thereafter to request that the 1yd dumpster be picked up and that I be placed on a residential pickup schedule and billing, with only a small garbage can. They asked which size and I replied, "the smallest" which is about 40 gallon because I was the only person residing here; the dairy was completely shut down. The company's response was to pick up my recycle containers, which I had not requested that they do. I called to complain about picking up the recycle containers and they responded over a month later by dropping off a "paper only" commercial recycle container. I called to complain again and they picked up the container, but did not pick up my recycleables. I called again and was told that I could put my recycleables into any container I wished and that they would pick up the recyclables. They didn't pick anything up. Then two weeks I called again to complain that the recycleables weren't picked up. They finally picked them up but didn't drop off a recycle container. I called again and finally a recycle container was dropped off. The entire time I continued to pay my bills. I received a "final demand notice" dated 9/6/07 stating that I owe \$49.96 for commercial service, which I have not utilized since April 2006.

Did you speak to a supervisor from your utility or transportation company?
Yes

If 'Yes', what was the result?

Jessica stated that no garbage would be picked up until I paid in full. Per request, she mailed me a copy of some of my account history which shows that I was being billed commercial rates incorrectly. She is completely unwilling to comprehend that the errors have been unilaterally made by Waste Management's billing department, not by me.

What do you think the company should do to resolve your complaint?

I want my bills zeroed as of Sept 1,2007. I want no bills for the month of September as no garbage was picked up. I want residential garbage service established effective October 4,2007 and residential recycle service established effective September 27,2007.

Results:

Residential garbage and recycling pick will start on 10/4/07. Both residential and commercial accounts are paid in full. Accounts were closed and balances are at zero.

Closure Status

Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories

Industry:	227 - Solid Waste	Docket Number:	
-----------	-------------------	----------------	--

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	101865
---------------------------	---	---------------

Customer Info		
Customer:	Brian J. Walker	Primary Phone: (425) 271-1904
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	13101 SE 151st	Mailing Address:
City, State, Zip:	Renton, WA 98058	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 11/14/2007
Company Rep:	Kerry Aiton	Initially Opened on: 10/18/2007
Rep Email Address:	kaiton@wm.com	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Nancy Paulson	Closed on: 11/14/2007
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	The customer's recycle container was picked up today for non-payment. Customer received a bill with current and past due amount due 11/30/07. He received a disconnect notice about one month ago. Since service wasn't disconnected and full amount due was 11/30/07, he thought all was well. He is able to pay in full by the middle of November.
Results:	Customer was properly noticed. Company issued \$37.50 adjustment to his bill for solid waste and recycling services billed but not utilized prior to cancellation. Previously the company offered him payment arrangements and gave him its internal phone numbers to make those arrangements. Total amount due is now \$61.50, not \$99.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	101874
---------------------------	---	---------------

Customer Info		
Customer:	Conan Collins & Kathy Hart	Primary Phone: (360) 895-6027
Contact:		Other Phone: 360-475-3517 - wk - Conan
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address			
Service Address:	2110 Jefferson Ave. SE	Mailing Address:	
City, State, Zip:	Port Orchard, WA 98366	City, State, Zip:	, WA
County:	Kitsap		

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 10/24/2007
Company Rep:	Terry Bickel	Initially Opened on: 10/19/2007
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Lynda Johnson	Closed on: 10/24/2007
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	<p>Customer said they returned home on 10/18/07 to find trash all over their front yard. Customer said they left their cans and bags secure, so it the trash would not have blown out before the company's scheduled pick up. Customer also said there was trash under their cans, which indicated the driver must have spilled the trash, then set the can on top of it, without picking it up.</p> <p>Customer said this is the third time this has happened since they began service with the Co. a little over a year ago and wants the Co. to encourage the drivers to clean up any messes they make when emptying the cans.</p> <p>10/19/07 4:10 PM -- Passed to Kerry Aiton, Waste Management, via e-mail.</p>
Results:	Co. blamed the problem on 40 mph winds and said they would not charge the customer for 3 extra units at \$3.05 per unit, \$9.15 total.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$9.15	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	101884
---------------------------	---	---------------

Customer Info		
Customer:	Joan Schumacher	Primary Phone: (425) 379-7054
Contact:	Sherwood Village Mobile Home Park	Other Phone:
eMail Address:	joanischum@aol.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	3504 Seattle Hill Road #1	Mailing Address:
City, State, Zip:	Snohomish, WA 98296	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input checked="" type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 11/02/2007
Company Rep:	Kerry Aiton	Initially Opened on: 10/23/2007
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Mike Meeks	Closed on: 11/02/2007
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Customer says that trucks are leaking oil on her private road. Says she has talked to the company about the problem and she says the company is not responsive. Was told she would have to haul her own as the company cannot stop the leak. Customer wants the company to fix the trucks so they don't leak. passed to co. at 9:35am on 10-23
Results:	Co. agrees to be more careful. Company has been in direct contact with the customer and will monitor the issue.

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$0.00	Violation(s): 480-70-386 1

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	102043
---------------------------	---	---------------

Customer Info		
Customer:	Mark Newland	Primary Phone: (206) 226-8752
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	2408 101st St. SE	Mailing Address:
City, State, Zip:	Everett, WA 98208	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 11/16/2007
Company Rep:	Kerry Aiton	Initially Opened on: 11/13/2007
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Lynda Johnson	Closed on: 11/16/2007
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer said approximately a month ago their neighbor moved. Instead of taking the neighbor's recycle bin, the Co. took theirs. The customer still has not received the bin, and now the Co. is telling them they are on back order.

The customer also said their can was worn and old so they told the Co. to just take it and agreed to rent a can from the Co. They were told they would get the new can on Nov. 8th and have yet to receive it.

Customer would like their recycle bin and garbage can delivered before the scheduled pick-up day of Thursday.
 11/13/07 1:25 PM -- Passed to Waste Management Complaint Team & Kerry Aiton, via e-mail. Initial response due 11/16/07.

Results: Customer received their bin late the afternoon of 11/13/07.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	102089
---------------------------	---	---------------

Customer Info		
Customer:	Theodore Wolan	Primary Phone: (360) 598-3926
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	2172 Malnor Court NW	Mailing Address:
City, State, Zip:	Poulsbo, WA 98370	City, State, Zip: , WA
County:	Kitsap	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 011-0138098-0029-8
M37365		Status: Closed as of: 11/30/2007
Company Rep:	Terry Bickel	Initially Opened on: 11/16/2007
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 11/30/2007
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Signed up for yard waste on 10/11/07 because company would not accept lawn clippings with his garbage. - Company did not deliver yard waste container until 11/8/07. - On 11/15/07 company picked up his yard waste but the company also took his container and won't return the container for his use. He called on 3 separate occasions and still doesn't know why the Company took the container and won't return it.
Results:	Company explained that the consumer may put yard waste in with his garbage. Refunded \$25.45.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$24.45	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	102306
---------------------------	---	---------------

Customer Info		
Customer:	Ron Reed	Primary Phone: (360) 377-8802
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	3700 NE Bahia Vista	Mailing Address:
City, State, Zip:	Bremerton, WA 98310	City, State, Zip: , WA
County:	Kitsap	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 03/20/2008
Company Rep:	Terry Bickel	Initially Opened on: 12/26/2007
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Rachel Stark	Closed on: 03/20/2008
Disputed Amount:		Referral:
Contacted How?		

Master Complaint:	102618 Click here to locate the associated Master Complaint.
--------------------------	--

Complaint Description:	Mr. states a portion of the road he lives was washed out during a mud slide. Waste Management was unable to do normal site pick up any longer. Mr. and his neighbors have to take their garbage and recycle to Illahee State Park for pick up by the company. The county repaired the road, then the Public Works Department evaluated road conditions and certified the road. Waste Management states Public Works has not certified road and Public Works states they have. Waste Management still has not restarted normal site pick up. Mr. would like to know why the company has not contacted the Public Works Department for verification of certification of the road so normal site pick up can resume. 12/26/07 1:55 Complaint passed to Terry Bickel at Waste Management - Brem Air
-------------------------------	--

Results:	Company in compliance with rules and worked with customers to create satisfactory resolution. Company will supply smaller trucks for driveway pickups.
-----------------	--

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	102307
---------------------------	---	---------------

Customer Info		
Customer:	John Perkett	Primary Phone: (360) 373-6930
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	3650 NE Bahia Vista Dr.	Mailing Address:
City, State, Zip:	Bremerton, WA 98310	City, State, Zip: , WA
County:	Kitsap	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 03/20/2008
Company Rep:	Terry Bickel	Initially Opened on: 12/26/2007
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Rachel Stark	Closed on: 03/20/2008
Disputed Amount:		Referral:
Contacted How?		

Master Complaint:	102618 Click here to locate the associated Master Complaint.
--------------------------	--

Complaint Description:	<p>Mr. states a portion of the road he lives was washed out during a mud slide. Waste Management was unable to continue normal location pick up any longer. Mr. and his neighbors have to take their garbage and recycle up the hill across the street from the State Park for pick up by the company. The county repaired the road, then the Public Works Department evaluated road conditions and certified the road. Waste Management states Public Works has not certified road and Public Works states they have. Waste Management still has not resumed normal location pick up. Mr. would like to know why the company has not contacted the Public Works Department for verification of certification of the road so normal site pick up can resume.</p> <p>12/26/07 4:06 Complaint passed to Terry Bickel at Waste Management - Brem Air</p>
-------------------------------	---

Results:	Company in compliance with rules and worked with customers to create satisfactory resolution. Company will supply smaller trucks for driveway pickups.
-----------------	--

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	102308
---------------------------	---	---------------

Customer Info		
Customer:	Walter Draper	Primary Phone: (360) 479-3945
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	3725 Bhia Vista Drive.	Mailing Address:
City, State, Zip:	Bremerton, WA 98310	City, State, Zip: , WA
County:	Kitsap	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 03/20/2008
Company Rep:	Terry Bickel	Initially Opened on: 12/26/2007
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Rachel Stark	Closed on: 03/20/2008
Disputed Amount:		Referral:
Contacted How?		

Master Complaint:	102618 Click here to locate the associated Master Complaint.
--------------------------	--

Complaint Description:	<p>Mr. states a portion of the road he lives was washed out during a mud slide. Waste Management was unable to continue normal location pick up any longer. Mr. and his neighbors have to take their garbage and recycle up the hill across the street from the State Park for pick up by the company. The county repaired the road, then the Public Works Department evaluated road conditions and certified the road. Waste Management states Public Works has not certified road and Public Works states they have. Waste Management still has not resumed normal location pick up. Mr. would like to know why the company has not contacted the Public Works Department for verification of certification of the road so normal site pick up can resume.</p> <p>12/26/07 4:15 Complaint passed to Terry Bickel at Waste Management - Brem Air</p>
-------------------------------	---

Results:	Company in compliance with rules and worked with customers to create satisfactory resolution. Company will supply smaller trucks for driveway pickups.
-----------------	--

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	102515
---------------------------	---	---------------

Customer Info			
Customer:	Victoria Zocelka	Primary Phone:	(360) 377-4907
Contact:		Other Phone:	(206) 919-8507
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	3769 NE Bahia Vista Drive	Mailing Address:	
City, State, Zip:	Bremerton, WA 98310	City, State, Zip:	, WA
County:	Kitsap		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	03/20/2008
Company Rep:	Terry Bickel	Initially Opened on:	01/16/2008
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Rachel Stark	Closed on:	03/20/2008
Disputed Amount:		Referral:	
Contacted How?			

Master Complaint:	102618 Click here to locate the associated Master Complaint.
--------------------------	--

Complaint Description:	<p>Ms. says that she is being asked to sign a release of damage form. A letter that went to the neighborhood says the form is a release to turn around form. Ms. has called the company to clarify which form she needs to sign. Ms. is not willing to sign a "release of damage" waiver. Ms. states she is the last house on the road and is willing to sign the turn around form so that all customers on the road can continue to get service. Ms. called the company on 1/4/08 left a message for Toby and never received a return call. Ms. called again on Tuesday and spoke with Jorge who said he would call her back and Ms. has not recieved a return call from him.</p> <p>1/16/08 3:52 Passed complaint to Terry at Waste Management via email.</p>
-------------------------------	---

Results:	Company in compliance with rules and worked with customers to create satisfactory resolution. Company will supply smaller trucks for driveway pickups.
-----------------	--

Closure Status			
Disposition:	Company upheld with arrangements	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	102527
---------------------------	---	---------------

Customer Info		
Customer:	Don Large	Primary Phone: (360) 377-1091
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address			
Service Address:	3777 Bahia Vista Dr.	Mailing Address:	P. O. Box 275
City, State, Zip:	Bremerton, WA 98310	City, State, Zip:	Bremerton, WA 98337
County:	Kitsap		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	03/20/2008
Company Rep:	Terry Bickel	Initially Opened on:	01/17/2008
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Rachel Stark	Closed on:	03/20/2008
Disputed Amount:	0	Referral:	
Contacted How?			

Master Complaint:	102618 Click here to locate the associated Master Complaint.
Complaint Description:	The company will not pick up garbage/recycle service any longer down Mr.'s road due to safety concerns. Mr. states the company is requiring him to sign a waiver of damage form and the form is including damage to cars, walls, trees, and other property. Mr. does not believe this is truly needed. Mr. believes he would only need to sign a turn-around form. Mr. expects normal wear and tear, however, damages to a car or wall is not normal wear and tear. Mr. would like to know why the damage waiver is needed over the turn around waiver. 1/17/08 3:02 complaint passed to Terry Bickel at Waste Management via email.
Results:	Company in compliance with rules and worked with customers to create satisfactory resolution. Company will supply smaller trucks for driveway pickups.

Closure Status			
Disposition:	Company upheld with arrangements	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	102618
---------------------------	---	---------------

Customer Info		
Customer:	Master Complaint - Bahia Vista	Primary Phone:
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address	
Service Address:	Mailing Address:
City, State, Zip: Bremerton, WA 98310	City, State, Zip: , WA
County: Kitsap	

Complaint Info	
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business
Complaint Group:	Master Complaint Lookup
Complaint Keyword:	(None)
Company ID: M37365	Account Number:
Company Name: WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 03/20/2008
Company Rep: Terry Bickel	Initially Opened on: 01/29/2008
Rep Email Address:	Quality Review: <input type="checkbox"/> Done
Agency Rep: Rachel Stark	Closed on: 03/20/2008
Disputed Amount: 0	Referral:
Contacted How?	

Complaint Description:	The company is asking the customers to take containers to the top of the street to the main road. The trucks can not go safely down the road and turn-around. Customers are being asked to sign a damage waiver form.
Results:	Company in compliance with rules and worked with customers to create satisfactory resolution. Company will supply smaller trucks for driveway pickups.

Closure Status	
Disposition:	Company upheld with arrangements
Company Profile:	
Amount Saved: \$0.00	Violation(s):

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	102542
---------------------------	---	---------------

Customer Info		
Customer:	Gabrielle Kaplan	Primary Phone: (425) 227-9463
Contact:		Other Phone:
eMail Address:	derutadiva@earthlink.net	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	17233 139th Place SE	Mailing Address:
City, State, Zip:	Renton, WA 98058	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: Out Of Service
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 410-0349401-2565-0
M37365		Status: Closed as of: 01/25/2008
Company Rep:	Kerry Aiton	Initially Opened on: 01/18/2008
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 01/25/2008
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Company has not made a pick up since December 18, 2007. Company told her that she needed to reapply because of changes within the company. She reactivated her account the first week of January 2008. Still no pick ups. The company reps have been very rude and not helpful.
-------------------------------	---

Results:	Company reestablished the account and pick up garbage on 1/24/08
-----------------	--

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	102708
---------------------------	---	---------------

Customer Info		
Customer:	Reeds Meadow Co-op	Primary Phone: (360) 377-3723
Contact:	Clyde Sanford	Other Phone:
eMail Address:	catsmeow32001@yahoo.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	756 NE Reeds Meadow Lane	Mailing Address:
City, State, Zip:	Bremerton, WA 98311	City, State, Zip: , WA
County:	Kitsap	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input checked="" type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 02/06/2008
Company Rep:	Terry Bickel	Initially Opened on: 02/05/2008
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Mike Meeks	Closed on: 02/06/2008
Disputed Amount:	8400	Referral:
Contacted How?		

Complaint Description: Customer says that truck ran over generator. Says that he reported to the company in early December. Says that the company gave the name of the claim agent called Gallagher Basset Services. Says that he has been trying to get this agent to deal with the damages. Wants the company to step up and replace the generator. Customer states that independent electrical contractor said the generator was a total loss and couldn't be repaired because of liability issues. Customer wants Waste Management to step up and take care of their responsibility. Says the generator drives a pump for sewage. If there is a power outage, the sewage will back up and overflow into a storm drain, which would cost lots of \$ to clean up.

Results: Issue is damages, non J. Advised customer.

Closure Status		
Disposition:	Nonjurisdictional	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	102875
---------------------------	---	---------------

Customer Info			
Customer:	Marcus Croman	Primary Phone:	(360) 297-2435
Contact:		Other Phone:	(206) 838-6500
eMail Address:	marcus@croman.us	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	8487 NE Country Woods Lane	Mailing Address:	
City, State, Zip:	Kingston, WA 98346	City, State, Zip:	, WA
County:	Kitsap		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	8487
M37365		Status: Closed as of:	02/27/2008
Company Rep:		Terry Bickel	Initially Opened on:
Rep Email Address:	tbickel@wm.com	Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Nancy Paulson	Closed on:	02/27/2008
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description: Please explain your complaint in detail.

We had residential dumpster collection established but WM wanted the dumpster emptied every week. They canceled our account so we had to re-open a new one for a 96 gallon cart.

When we inquired as to where the cart needed to be placed for collection, the representative could not tell us and that it was up to the driver.

When the cart was dropped off, we inquired about its placement again and the driver told us he did not know, it was up to the collection driver but that we should leave it outside of our driveway gate.

Our cart has been there for 2 weeks now, overflowing with garbage because it was not picked up on 8/11 or on 8/18 despite 3 emails about missed collections using their online form and a phone call to their office which confirmed they received my previous emails and being told they would empty the cart as a "courtesy" pickup. According to their notes from the driver, he is stating that the can was not out on 8/11 but it was put out the night before on 8/10 at 10PM and has been there ever since.

The cart is at the end of our driveway right on the edge of the road which is where I would expect it should be placed for the "curbside service" we signed up for.

Did you speak to a supervisor from your utility or transportation company?
No

If 'Yes', what was the result?

What do you think the company should do to resolve your complaint?

All I want is my garbage collected every week as we are forced by their policies to use a 96 gallon cart that they provided instead of a dumpster that we could have had emptied whenever we fill it up.

Unfortunately, it is their policy that if we have a dumpster, we MUST have it emptied every week but since we don't produce enough trash to justify the cost of being emptied that frequently, we don't have any other option than the 96 gallon cart.

I'd like the company to be able to tell us where the cart is supposed to be and if they expect us to haul it 2/5 of a mile to the end of our road that they refund all money that was or is expected that we pay them as they were specifically told prior to the curbside account being opened that if that is what they expected then we did not want collection service as it's not very practical to haul a plastic wheeled cart that distance on a gravel road by a 5'2", 95 pound woman.

Results: The cart must be placed on the main road as there is not a turnaround on the neighbor's easement. The truck must back out. If customer chooses to cancel service, the district manager agreed to credit all charges once the cart is picked up.

Closure Status

Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories

Industry:	227 - Solid Waste	Docket Number:	
-----------	-------------------	----------------	--

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	102969
---------------------------	---	---------------

Customer Info			
Customer:	Rebecca A Mitchelle	Primary Phone:	(360) 697-5632
Contact:		Other Phone:	(206) 652-6892
eMail Address:	rmitchelle@seattletimes.com	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	15875 Virginia Loop Rd NE	Mailing Address:	
City, State, Zip:	Poulsbo, WA 98370	City, State, Zip:	, WA
County:	Kitsap		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	03/05/2008
Company Rep:	Terry Bickel	Initially Opened on:	02/29/2008
Rep Email Address:	tbickel@wm.com	Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Nancy Paulson	Closed on:	03/05/2008
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description: Please explain your complaint in detail.

I'm having trouble with Waste Management again. I have a disability that prevents me from lifting or handling awkward objects. I have paid for pack out of both my garbage and recycling. When I returned home at 8PM on the 12th I found a voice mail from WM stating they would no longer pack out. Any questions please call 1-800-592-9995. They did not state when this would be effective. I would only have 24 hours notice as it would need to be put out on Wednesday night to be pick up early on Thursday. I did not put it out on the 13th as I thought they would surely allow at least a couple of weeks for those people with problems to find alternatives. When I got home on Thursday evening the recycling had been picked up but not the garbage.

I did call the Route Manager, Toby Orr (I think on the 14th, the day of pu) and asked him what about it. He had earlier in the year asked me to call him first if I had any problems. When I told him that I paid for pack out and that I had disabilities, he replied that I didn't pay for pack out. I later checked my last invoice and yes I did pay for pack out. However I have since received an invoice where it had been removed without my requesting it. He said that they would only handle pack out up to 50 ft and mine was more. I told him I could move my empty can to within 50 feet. My impression from him was that I had to measure it. Also my driveway would have to be a certain width etc for the smaller trucks to be able to get in and out. He thought there would be a charge of \$5 per pick up if you qualified but he wasn't really sure. He did not make an offer to come out and see if the driveway was wide enough etc. He was not very helpful.

I work in Seattle so I'm usually gone from 6:45am to 8pm. I put off calling the 1-800 number to find out details because my past experience has been so negative. It was again. I called the 1-800 number today and spoke with a woman. When I explained the problem of disabilities etc she said she would have to transfer me to a supervisor. She came back on the line to tell me her supervisor had said that I needed to talk to the route supervisor and he would come out measure the distance and tell me how much I would be charged. I explained

I already had with no success. She said that neither her nor her supervisor could make any changes to my service even at my request nor how much I would be charged. The only one that could would be the route supervisor. But it seems he can without asking me. She also said that someone, presumably the route supervisor, had written in my file that it was over 50 feet and that I sometimes put it down on the road. I have never put it down at the end of the driveway.

I did drag it out in the dark last night with difficulty. And today I am paying for it in pain.

I'm hoping you can help me with the following questions:

So what happens to people who are physically worse off than me?

Do I have any options?

How much would pack out cost?

Do I have to measure the fifty feet or do they?

Shouldn't there have been advance notice sent out to all the people who pay for pack out. And not just hidden somewhere in an invoice either.

If you have to have a driveway that a truck could get up why only 50 feet?

What about the Americans with Disabilities Act. Aren't businesses required to make reasonable accommodations without charging a small fortune?

Thank you

Rebecca A Mitchelle

Did you speak to a supervisor from your utility or transportation company?
Yes

If 'Yes', what was the result?

See Above

What do you think the company should do to resolve your complaint?

Explain rates and requirements in writing. Give adequate notice of changes. Make reasonable accommodations for those with disabilities.

Results:

The company will accomodate her and pack out up to 75 feet. The driver must be able to keep the truck in his line of sight. The cost is \$1.95 per service per month. Customers were noticed after the 10/15/07 tariff revision was approved. Customer needs to contact the Americans with Disabilities for information on its requirements.

Closure Status

Disposition:	Company upheld with arrangements	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories

Industry:	227 - Solid Waste	Docket Number:	
-----------	-------------------	----------------	--

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	102672
---------------------------	---	---------------

Customer Info		
Customer:	Barbara Troha	Primary Phone: (360) 652-7112
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	5821 174th St. NW	Mailing Address:
City, State, Zip:	Startup, WA 98293	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 2010006923226771
M37365		Status: Closed as of: 02/04/2008
Company Rep:	Kerry Aiton	Initially Opened on: 02/01/2008
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Gail Griffin-Wallace	Closed on: 02/04/2008
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer has one pick up a month w/ 2 recycle. Customers neighbor has 4 pickups a month. Customer says difference between the two charges does not seem proper.

Please identify where her rates can be found in the tariff (identify tariff).
 What service does customer have?
 Please provide billing and payment history for past 6 months.

passed to WM via email 2/1 @ 4:40pm
 your initial response to this complaint is due by close of business 2/5/08

Results: Company is charging per its tariffed rates; Tariff 16, 3rd revised page 21. Company upheld.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	102933
---------------------------	---	---------------

Customer Info			
Customer:	Wild Harvest Farms	Primary Phone:	(360) 757-7940
Contact:	Rick Lamonte	Other Phone:	
eMail Address:	rlamonte@nwwildfoods.com	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	12535 Pulver Road	Mailing Address:	P.O. Box 855
City, State, Zip:	Burlington, WA 98233	City, State, Zip:	Burlington, WA 98233
County:	Skagit		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input checked="" type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	90100312880043-4
M37365		Status: Closed as of:	03/24/2008
Company Rep:	Kerry Aiton	Initially Opened on:	02/27/2008
Rep Email Address:	kaiton@wm.com	Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on:	03/24/2008
Disputed Amount:	3395	Referral:	
Contacted How?			

Complaint Description:	Mr was told by Waste Management that it would cost \$8-12 per ton to have concrete removed from a job site. Once all was said and done Mr is being charged an enormouse amount more. Mr refused to pay because he feels they were dishonest regarding the fees and that they should charge him the \$8-12 they originally provided. Company charged him about \$83 per ton.
Results:	Company informed me that there was limited amounts of debrie mixed in with the concrete (i.e., wood and debrie). The drivers are the ones that determine if load is clean or mixed.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	102722
---------------------------	---	---------------

Customer Info		
Customer:	Chris Cunio	Primary Phone: (425) 743-5815
Contact:		Other Phone:
eMail Address:	shannoncunio@comcast.net	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address			
Service Address:	310 175th Place SW	Mailing Address:	
City, State, Zip:	Bothell, WA 98012	City, State, Zip:	, WA
County:	King		

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	M37365	Account Number:
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 02/15/2008
Company Rep:	Chris Hicks	Initially Opened on: 02/06/2008
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Lynda Johnson	Closed on: 02/15/2008
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	<p>The customer said WM has recently informed them that their trucks will not come down their paved, county road on 175th Place SW, to service 5 customers.</p> <p>The Co. has serviced this location for the past 10 years, with no problems and now has told the customers they will need to bring their refuse and recycling a 1/4 mile up-hill to North Road, because of safety issues. The customer said there's plenty of room for WM trucks to turn around, however, North Road, where they've been told to take their refuse is a two-lane, busy road, which would have more safety issues. Th customer also said UPS, FedEx and other large trucks use 175th Place without problems.</p> <p>The customer has called the Co. over 12 times and has been told a manager will visit the site, however, to date, no one has contacted him from the Co.</p> <p>11:30 AM -- Passed to Waste Management Complaint Team, via e-mail</p>
-------------------------------	--

Results:	Company cited several safety issues, however, agreed to meet with the customer. The customer refused.
-----------------	---

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	103131
---------------------------	---	---------------

Customer Info			
Customer:	Robert & Jennifer Howell	Primary Phone:	(360) 297-3707
Contact:		Other Phone:	(360) 297-3707
eMail Address:	thefnyfarm@aol.com	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	22765 Acrewood Place NE	Mailing Address:	
City, State, Zip:	Kingston, WA 98346	City, State, Zip:	, WA
County:	Kitsap		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID: M37365	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	011-0120810-0029-6
Company Rep:	Terry Bickel	Status: Closed as of:	04/04/2008
Rep Email Address:		Initially Opened on:	03/17/2008
Agency Rep:	Rachel Stark	Quality Review:	<input type="checkbox"/> Done
Disputed Amount:		Closed on:	04/04/2008
Contacted How?		Referral:	

Complaint Description:	Mr. states his recycling is not being pick up on a regular basis because the truck does not go down the entire road. Mr. calls the company and they say they will come out to pick up his recycling. 3/17/08 4:09 Complaint passed Terry Bickel at Waste Management company via email.
-------------------------------	---

Results:	
-----------------	--

Closure Status			
Disposition:	No findings	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	103031
---------------------------	---	---------------

Customer Info			
Customer:	Gregg Freeman	Primary Phone:	(360) 629-2116
Contact:	Toni	Other Phone:	(360) 652-2643
eMail Address:	res1pzq1@verizon.net	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	81111 274th ST NW	Mailing Address:	
City, State, Zip:	Stanwood, WA 98292	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	03/12/2008
Company Rep:	Kerry Aiton	Initially Opened on:	03/10/2008
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Mike Meeks	Closed on:	03/12/2008
Disputed Amount:	79.07	Referral:	
Contacted How?			

Complaint Description:	<p>Customer called to say tha she paid 79.07 two months ago and the company has not credited her payment. Says that she has faxed copies of the cancelled check with trace number to the company but still has not been resolved. Customer says that payment cleared the bank on the 26th of December. Customer continues to get late notices and disconnect threats from the company. Asked for a Supervisor to address the issue and was told none available. Wants company to fix the billing record. Customer wants a supervisor call back to advise of status.</p> <p>passed to Waste Management at 1:54pm on 3-1.</p>
-------------------------------	---

Results:	Waste Management corrected the billing.
-----------------	---

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$79.07	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	103516
---------------------------	---	---------------

Customer Info			
Customer:	Lori LaFleur	Primary Phone:	(509) 489-9536
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	6401 East Up River Drive	Mailing Address:	
City, State, Zip:	Spokane, WA 99217	City, State, Zip:	, WA
County:	Spokane		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	04/25/2008
Company Rep:	Roxanne Hudgens	Initially Opened on:	04/25/2008
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Sandra White	Closed on:	04/25/2008
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description: 4/25/08 -- Received via call. Waste Management is the company providing service in her area. They do not, however, provide recycling and she wants to be able to do so.

Passed to company on April 25, 2008 at 11:43 AM via email.

Results: Ms. lives in an area not manadated for recycling. In order to add her subscription, the company would then have to go thru altering their tariff.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	103274
---------------------------	---	---------------

Customer Info		
Customer:	Bradley Drury	Primary Phone: (206) 605-4264
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	1727 Blue Grass Ave	Mailing Address:
City, State, Zip:	East Wenatchee, WA 98802	City, State, Zip: , WA
County:	Chelan	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Refusal Of Service Lookup	Complaint Keyword: (None)
Company ID:	M37365	Account Number:
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 04/03/2008
Company Rep:	Ted Woodard	Initially Opened on: 04/01/2008
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Gail Griffin-Wallace	Closed on: 04/03/2008
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Customer has requested recycle service but company will not supply recycle bins. Please explain passed to waste management via email 4/1 @ 3:50pm your initial response to this complaint is due by close of business 4/3/08
Results:	Company indicated that a misunderstanding ocured on the part of the company and customer. A recycle program has been set up for this customer and company is provideing training to its employees.

Closure Status		
Disposition:	No findings	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	103276
---------------------------	---	---------------

Customer Info			
Customer:	DeeDee & John Call	Primary Phone:	(425) 741-4416
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	15112 22nd Ave W	Mailing Address:	
City, State, Zip:	Lynnwood, WA 98087	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Refusal Of Service Lookup	Complaint Keyword:	(None)
Company ID:	M37365	Account Number:	
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of:	04/22/2008
Company Rep:	Kerry Aiton	Initially Opened on:	04/01/2008
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Gail Griffin-Wallace	Closed on:	04/22/2008
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	<p>Customer says company did not pick up recycle because car was parked to close to container.</p> <p>Please site rule, regulation, or tariff section that discribes what space is required for container pick up.</p> <p>passed to waste management via email 4/1 @ 4:55pm your initial response to this complaint is due by close of business 4/3/08</p>
Results:	<p>Collection of materials b ay lifter truck requires that the container be placed at the curb with the opening toward the street. The container must be at least two feet apart from additional containers, and at least three feet from cars, trees, mailboxes, or other personal property. This information is mailed to customers annually in Waste Management's "Garbage, Recycling & Yard Waste Instructions" brochure. Waste Management may refuse pick-up if the driver feels the conditions are unsafe.</p>

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	103717
---------------------------	---	---------------

Customer Info		
Customer:	Tim Berglund	Primary Phone: (360) 307-0283
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	8670 Shore Place; Apt. 17	Mailing Address:
City, State, Zip:	Silverdale, WA 98383	City, State, Zip: , WA
County:	Kitsap	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 06/11/2008
Company Rep:	Terry Bickel	Initially Opened on: 05/23/2008
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Rachel Stark	Closed on: 06/11/2008
Disputed Amount:	0	Referral: Representative Inslee's office
Contacted How?		

Complaint Description:	Mr. states the company picks up early in the mornings: Mondays between 5:30am and 6:30am and on Thursdays between 4:18am to 4:30am. Mr. would like to know if the company is allowed to be picking up that early as it is very disruptive to people sleeping. When Mr. contacted the company he was told they can do whatever they want and he didn't like it, he could contact his local representative. Mr.'s complaint has been referred to the UTC via Representative Inslee's office. 5/23/08 3:15 Complaint passed to Terry Bickel at Waste Managment/Brem-Air via email.
Results:	Company is exempt from noise ordinance. Told consumer he could pursue further by contacting the city or county.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	103571
---------------------------	---	---------------

Customer Info			
Customer:	Leo Simpson	Primary Phone:	270-320-3733 (cell)
Contact:		Other Phone:	206-257-0379 (home)
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	13422 79th Avenue SE	Mailing Address:	14824 Bothell Way NE, Apt. 260
City, State, Zip:	Snohomish, WA 98296	City, State, Zip:	Lake Forest Park, WA 98155
County:	Snohomish		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	07/02/2008
Company Rep:	Kerry Aiton	Initially Opened on:	05/05/2008
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Rachel Stark	Closed on:	07/02/2008
Disputed Amount:	9.92	Referral:	
Contacted How?			

Complaint Description:	Mr. cancelled service on April 17, 2008. Mr. was told he had a credit on his account in the amount of \$9.92. He was told by the company that anything under \$10, they keep and do not refund. Mr. also believes he paid a deposit on his cans. Mr. does not want to be in contact with the company, he would like communications to be through the UTC during this complaint. 5/5/08 9:20 Complaint passed to the company via email.
Results:	The company was not in compliance with refund rules and should have offered to send Mr. a refund check when he called to cancel his service effective April 18, 2008. Mr. does not have a deposit on file for his cans. Mr. received a refund check in the amount of \$11.33. Upon further investigation, the company was found to have 2,678 more customers who were not properly refunded in the total amount of \$7,140.00.

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$7,151.33	Violation(s):	480-70-406(3) 1

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	103741
---------------------------	---	---------------

Customer Info			
Customer:	Robert Zimmerman	Primary Phone:	(360) 373-4110
Contact:		Other Phone:	(360) 813-5472
eMail Address:	rzim999@yahoo.com	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	2529 Sheridan Rd.	Mailing Address:	
City, State, Zip:	Bremerton, WA 98310	City, State, Zip:	, WA
County:	Kitsap		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	021-0110549-0029-2
M37365		Status: Closed as of:	06/04/2008
Company Rep:	Terry Bickel	Initially Opened on:	05/29/2008
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Sandra White	Closed on:	06/04/2008
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description: 5/29/08 Received via web. Mr. has received and paid for garbage service at his prior residence for the past 12 months. The new owners state they have also paid for the same service during this time. Waste Management wants customers to "work things out." 2407 Jenner Avenue -- Bremerton, WA. -- May 07-May 08.

Customer wants the 12 months of over payment refunded and to not be charged for their prior residence.

Forwarded to company via email 5/29/08 at 10:30 AM.

Results: Company is sending a check for the back payments.

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$251.39	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	103562
---------------------------	---	---------------

Customer Info		
Customer:	Teresa Villager	Primary Phone:
Contact:		Other Phone: (360) 435-5115
eMail Address:	The.Villagers@gmail.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	25023 19th Avenue NE	Mailing Address:
City, State, Zip:	Arlington, WA 98223	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 901-0040535-0043-7
M37365		Status: Closed as of: 05/05/2008
Company Rep:	Kerry Aiton	Initially Opened on: 05/01/2008
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 05/05/2008
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	<p>Recycle bins not emptied on 4-2-08 nor 4-30-08. This is becoming routine; up to 4-5 times a year. Pick-up is scheduled for every other week. I want to recycle and nag my husband to do so. When we pay a fee to recycle and it doesn't happen, I hear about it. Complained via email to WM on 4-8-08; no response received.</p> <p>What do you think the company should do to resolve your complaint? Would like fee adjusted to reflect dates when no pick-up service was received.</p>
Results:	Company picked up the missed recycled materials. Consumer was educated on the process to contact the company to request pick up of the missed recycling next time.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	103749
---------------------------	---	---------------

Customer Info		
Customer:	Ray Clark	Primary Phone: 425-342-5458 work
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address	
Service Address:	13063 SE 76th St
Mailing Address:	
City, State, Zip:	Renton, WA 98056
County:	King
City, State, Zip:	, WA

Complaint Info	
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business
Complaint Group:	Quality Of Service Lookup
Complaint Keyword:	(None)
Company ID:	M37365
Account Number:	
Company Name:	WASTE MANAGEMENT OF WASHINGTON , INC.
Status: Closed as of:	06/19/2008
Company Rep:	Laurie Sparks
Initially Opened on:	05/29/2008
Rep Email Address:	LSparks@wm.com
Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Nancy Paulson
Closed on:	06/19/2008
Disputed Amount:	
Referral:	
Contacted How?	

Complaint Description:	Customer is upset with quality of service over the past several years. Company was billing but pick-up was missed. Then his private road was deemed unsafe and customer had to haul trash to main road. That is now resolved. The most recent incident was when he called for a yardwaste container replacement as his was smashed. He was told that his account was closed in 2006. However, the company is picking up his trash. He mentioned billing problems as well as the company has no record of payments.
Results:	Customer's service was suspended 10/31/06 for nonpayment. Customer paid final bill, \$91.88, in June 2007. Driver made error and picked up his trash after account was closed as drivers sometimes do not pay attention to route notes. If customer wants service, he must call the company.

Closure Status	
Disposition:	Company upheld
Company Profile:	
Amount Saved:	\$0.00
Violation(s):	

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	103866
---------------------------	---	---------------

Customer Info		
Customer:	Dr. Curt Corey	Primary Phone: (253) 807-4161
Contact:		Other Phone:
eMail Address:	KaCorey@wave____.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	15394 Horse Shoe Avenue SW	Mailing Address:
City, State, Zip:	Port Orchard, WA 98367	City, State, Zip: , WA
County:	Kitsap	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 06/19/2008
Company Rep:	Terry Bickel	Initially Opened on: 06/12/2008
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Sandra White	Closed on: 06/19/2008
Disputed Amount:	0	Referral:
Contacted How?		

Complaint Description: Received via telephone call.

Mr. states Waste Management provides recycling service up to a specific street and although they provide other pick up services for this customer, they do not pick up the recycling.

Customer would like to have the recycling service in his area.

Passed to company via email on 6/12/08 at 10:30 AM,

Results: Customer is outside recycle area as set by Kitsap County. Provided county telephone number to customer to voice his desire to recycle.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	104037
---------------------------	---	---------------

Customer Info		
Customer:	Jeff Hagglund	Primary Phone: (206) 550-9081
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	5414 144th Place NE	Mailing Address:
City, State, Zip:	Marysville, WA 98271	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 07/17/2008
Company Rep:	Elena Araujo	Initially Opened on: 07/07/2008
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Sandra White	Closed on: 07/17/2008
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	The yard waste is not being picked up --- has never been picked up since he started the service and this is the 4th week in a row. His regular pick up and recycling never presents a problem. What is Mr's pick up day? Passed to company via email at 4:33 PM on July 7, 2008.
Results:	Mr. is the only pick up on this street -- Corrective action was taken to ensure pick up going forward and Mr. was credited with \$18.40 for two months of non-picked up service.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$18.40	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	104204
---------------------------	---	---------------

Customer Info		
Customer:	John & Pam Orlando	Primary Phone: (425) 743-0500
Contact:	Pam	Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	8023 48th Place W	Mailing Address:
City, State, Zip:	Mukilteo, WA 98275	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	M37365	Account Number:
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 07/30/2008
Company Rep:	Tom Leland	Initially Opened on: 07/29/2008
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Lynda Johnson	Closed on: 07/30/2008
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer said they had a new neighbor park a truck and trailer in their cul de sac which prevented the Co. from picking up their garbage. They spoke to the neighbor and he moved his truck & trailer. However, the Co. has now notified the 6 residents on the cul de sac that it will not be picking up the trash going forward, citing safety as an issue. The customer said the yard waste and recycling are still picked up and there is no reason the garbage should not be also picked up, now that the neighbor has moved his vehicles. Customer and her husband are elderly and do not want to take their garbage out to the cross street.
7/29/08 4:15 PM -- Passed to Waste Management Complaint Team, via e-mail (response due 7/25/08).

Results: Co. will service the customers as normal.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	104262
---------------------------	---	---------------

Customer Info			
Customer:	Ron Esslinger	Primary Phone:	360-779-2112 w. Sid
Contact:	Sid Reeves	Other Phone:	360-779-5143 h. Sid or Dora
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	3649 NE Wheeler St	Mailing Address:	
City, State, Zip:	Poulsbo, WA 98370	City, State, Zip:	, WA
County:	Kitsap		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	08/12/2008
Company Rep:	Kerry Aiton	Initially Opened on:	08/06/2008
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Nancy Paulson	Closed on:	08/12/2008
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	Customer called on behalf of former renter at this address. The renter moved out about one month ago and requested all containers, solid waste and recycling, be picked up. There were not. The owner requests the containers be picked up right away.
Results:	Trash and recycle container were picked up.

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	104354
---------------------------	---	---------------

Customer Info		
Customer:	Rich Kiepke	Primary Phone: (425) 486-4585
Contact:		Other Phone:
eMail Address:	richkiepke@earthlink.net	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	15605 NE 144th Place	Mailing Address:
City, State, Zip:	Woodinville, WA 98072	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 600-0042963-2679-8
M37365		Status: Closed as of: 09/16/2008
Company Rep:	Kerry Aiton	Initially Opened on: 08/19/2008
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Nancy Paulson	Closed on: 09/16/2008
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer was charged for extra yard waste bins. He thought he was signed up for three - 96 gallon containers as that is what he has put out for several years. In June 2008 he received a letter from WM stating he would be charged extra as he was signed up for one YW bin, not three. He called the company and asked what the charge would be if he continued to use three. He was told, twice, \$28.80. His 9/1/08 invoice total is \$279.88, more than double his regular three month bill.

Besides the charge for three YW bins, \$86.40, there is a \$32.00 extra YW charge on 5/23/08 and \$19.30 extra YW charge on 5/30/08, a debit manual prorate YW for \$52.80, and a credit manual prorate YW \$17.60.

Customer found his invoices from 1999-2006 that showed he was charged for three 96 gal YW containers. It wasn't until the 3/1/07 invoice that he saw a change to one 96 gal YW but the change went unnoticed at the time since his YW charges hadn't changed.

Please clarify.

Sent to company 8/19/08 at 9:46am. Response due by 5pm, Thursday, 8/21/08.

Results:	Charges and service level are correct.
-----------------	--

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	104302
---------------------------	---	---------------

Customer Info			
Customer:	Greg Cooper	Primary Phone:	(425) 766-2900
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	11812 57th Avenue SE	Mailing Address:	
City, State, Zip:	Snohomish, WA 98296	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Quality Of Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	not given
M37365		Status: Closed as of:	08/21/2008
Company Rep:		Elena Araujo	Initially Opened on:
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Dennis Shutler	Closed on:	08/21/2008
Disputed Amount:	0	Referral:	
Contacted How?			

Complaint Description:	<p>Mr called and stated Waste Management's (WM) route driver continues to leave half the containers full when emptying the contents of both Mr's garbage and recycling containers into WM's vehicles. Mr states he has repeatedly complained to the company but the issue remains both unresolved and reoccurring.</p> <p>Mr simply asks that WM instruct it's route personnel to ensure the containers are completely emptied when the employees dump the product into WM's vehicles.</p> <p>Mr stated WM personnel are welcome to communicate with him during the course of my investigating his complaint.</p> <p>Complaint passed to WM on 8/11/08, at 12:30 pm:</p>
Results:	<p>WM contacted Mr and explained how its automated process works. WM offered its contact information if there should be any future problems and committed to speaking with the driver to ensure the entire cart is emptied in the future.</p> <p>---VIOLATIONS NOTED---</p>

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	480-70-386(1)(b)(i) 3

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	104822
---------------------------	---	---------------

Customer Info		
Customer:	Keith Hanson	Primary Phone: (253) 887-0316
Contact:		Other Phone: (206) 818-4527
eMail Address:	hanson104@comcast.net	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	34830 56th Ave. South	Mailing Address:
City, State, Zip:	Auburn, WA 98001	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID: M37365	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 800-008374-1055-4
Company Rep:	Tim Mackovicz	Status: Closed as of: 10/30/2008
Rep Email Address:		Initially Opened on: 10/27/2008
Agency Rep:	Mike Meeks	Quality Review: <input type="checkbox"/> Done
Disputed Amount:		Closed on: 10/30/2008
Contacted How?		Referral:

Complaint Description:	Customer says he has been trying to get off the electronic billing. States that he has attempted to get this resolved for 2 years. Passed to co. at 10:31am on 10/27. Please respond by 10/31
Results:	Customer states that the company has been in touch with him. However, he has decided to self haul.

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	104833
---------------------------	---	---------------

Customer Info		
Customer:	Fay L. Chedwin	Primary Phone: (360) 377-4541
Contact:	Eddie Chedwin Jr.	Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	425 Ida Street W.	Mailing Address:
City, State, Zip:	Bremerton, WA 98312	City, State, Zip: , WA
County:	Kitsap	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 021010282000297
M37365		Status: Closed as of: 10/29/2008
Company Rep:	Terry Bickel	Initially Opened on: 10/27/2008
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Rachel Stark	Closed on: 10/29/2008
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	<p>Receive phone complaint. Mr. states his father, who passed away last month, and his mother received bills from Waste Management for garbage service. His parents have never signed up to receive garbage service. Mr. would like the company to cancel the bill and the account from a service his parents never had.</p> <p>10/27/08 3:05 Complaint passed to Terry Bickel at Waste Management - Brem-Air via email. Response due October 29, 2008.</p>
Results:	City of Bremerton has a mandatory garbage and recycling service when a customer signs up for water service. Customer is being billed accurately.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	104835
---------------------------	---	---------------

Customer Info		
Customer:	Carrie Skinner	Primary Phone: (425) 640-3950
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	23007 44th Place W.	Mailing Address:
City, State, Zip:	Mount Lake Terrace, WA 98043	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 275000398826776
M37365		Status: Closed as of: 10/28/2008
Company Rep:	Kerry Aiton	Initially Opened on: 10/28/2008
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Rachel Stark	Closed on: 10/28/2008
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Received phone complaint from Ms. Ms. states she received her bill dated 11-1-08, which had an increase of \$11.44 from her last bill. She called the company who told her the additional charge was for her new garbage cans and they said to call the UTC. The company gave no other explanation. If the charge is for garbage cans, she would like to be able to use her own cans and not pay a charge for the company's cans. Ms. would also like to know why the company did not send a customer notice of the increase.

10/28/08 9:10 Complaint passed to Waste Management West. WA via email
Response due October 30, 2008

Results: This is a Municipality, the City of Mountlake Terrace began a new contract effective 10/1/08. Customer was advised by the City with letters indicating the new contract and rate increase.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	104985
---------------------------	---	---------------

Customer Info		
Customer:	Gigi Griese	Primary Phone: (509) 389-1236
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	5508 East Stoughton	Mailing Address:
City, State, Zip:	Valleyford, WA 99036	City, State, Zip: , WA
County:	Spokane	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 12/11/2008
Company Rep:	Dolonne Beem	Initially Opened on: 11/18/2008
Rep Email Address:	dbeem@wm.com	Quality Review: <input checked="" type="checkbox"/> Done
Agency Rep:	Nancy Paulson	Closed on: 12/11/2008
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	<p>Received complaint by phone.</p> <p>The customer said that the company sends a notice each year that it will stop service up her hill during the snowy months from about November to March. All customers must take their trash about ¾ mile down the hill. Some customers are unable to do so, elderly, disabled, no truck. This is not reasonable accomodation and customer requests an option for pick up.</p> <p>Passed to company 11/18/08. Response due 11/20/08.</p>
Results:	<p>The company must determine safety of the road for pick up on a week-to-week basis. Company was advised and will adhere to the intent of the rule.</p> <p>Violation recorded.</p>

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s): 480-70-366(2)(b) 1

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	105082
---------------------------	---	---------------

Customer Info		
Customer:	Peter Fritz	Primary Phone: (509) 448-9179
Contact:		Other Phone:
eMail Address:	peterfritz@gmail.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	1408 E. Crooked Arrow Lane	Mailing Address:
City, State, Zip:	Spokane, WA 99224	City, State, Zip: , WA
County:	Spokane	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 12/04/2008
Company Rep:	Dolonne Beem	Initially Opened on: 12/03/2008
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Mike Meeks	Closed on: 12/04/2008
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer got voice mail from Debby at Waste Management stating that they would no longer be picking up at his address during the winter months. customer understands that the roads can be hazardous but thinks that the decision to not pick up in a blanket manner throughout the winter without determining if the conditions on his road are ok, is not a good one. Says the company is proposing to not pick up in a heavy handed manner. Wants the company to reevaluate the decision.

Finally the customer states that there is a firetruck turnaround on his street. Says that access in and out should not be a problem when the roads are clear of ice and snow. Customer says the homeowners association applies de-icer and plowing to his road during the winter.

Passed to Waste Management of Spokane at 9:36am on 12/3. Please respond by 12/10.

Results: Driver has the call on safety. Company says that this way of advising customer's of the decision to not collect on dangerous roads is the best way. Company states that their trucks are usually collecting before the roads have been plowed or de-iced. i

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	105259
---------------------------	---	---------------

Customer Info		
Customer:	Scott Stacy	Primary Phone: (360) 871-4806
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	7064 Bayview Dr. SE	Mailing Address:
City, State, Zip:	Port Orchard, WA 98367	City, State, Zip: , WA
County:	Kitsap	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 01/05/2009
Company Rep:	Terry Bickel	Initially Opened on: 12/29/2008
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Rachel Stark	Closed on: 01/05/2009
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Received phone complaint. Mr. states he has garbage service each Monday. He states the company left him a note last month on his can because it had a crack on his can. He had an identical can and used it the next week and the company did not pick up his can because they thought it was the same can. He said the driver could have checked to make sure that it was not the same can and did not have a leak. He contacted the company and they returned and picked up his garbage. The next week he had the same thing happen and he asked his wife to buy a new different looking can so the problem would no longer exist. The company did not pick up his garbage the next week because they said his can was too big even though he did not have it full. The company then offered him a credit, or he could put his trash out and they would pick it up. Mr. preferred to take the credit. Today, Mr. heard the truck and went out right after his garbage was picked up. He states the lid to his can is about 10 feet away from his can. All of his neighbors have their lids on their cans. He says there is not wind to blow his lid off his can either. Mr. believes this behavior is the driver not giving good customer service and/or the driver is retaliating because he complained previously. Mr. would like the manager and/or driver to come see him and explain to him why this continues to happen. Mr. would also like this to cease from happening any longer.

12/29/08 9:30 Complaint passed to Terry Bickel at Waste Management/Brem-Air Disposal via e-mail.
Response due December 31, 2008.

Results: The company tagged the customer's can because it was cracked, then his can was too big. The company is now aware the customer has an identical can that is not cracked. Route manager spoke with customer and customer service issues are resolved.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	105299
---------------------------	---	---------------

Customer Info		
Customer:	Jerry Berg	Primary Phone: (425) 844-8419
Contact:		Other Phone:
eMail Address:	jerryberg@gmail.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	14919 276th PI NE	Mailing Address:
City, State, Zip:	Duvall, WA 98019	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	M37365	Account Number:
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 12/31/2008
Company Rep:	Kerry Aiton	Initially Opened on: 12/30/2008
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Nancy Paulson	Closed on: 12/31/2008
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	<p>Received email complaint 12/30/08.</p> <p>Customer wants to know when his garbage service will be resumed. He said he's called several times and is told the garbage will be picked up. He continues to move it to and from the curb in anticipation of a pick up.</p> <p>Passed to company 12/30/08. Response due 1/2/09.</p>
Results:	Missed pickups were due to weather and road conditions. Customer's trash should be picked up by the end of business on Saturday, 1/3/09.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	105087
---------------------------	---	---------------

Customer Info		
Customer:	Robert Dobbins	Primary Phone: (509) 443-7258
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	1416 E. Crooked Arrow Lane	Mailing Address:
City, State, Zip:	Spokane, WA 99224	City, State, Zip: , WA
County:	Spokane	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Refusal Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 12/05/2008
Company Rep:	Roxanne Hudgens	Initially Opened on: 12/03/2008
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Lynda Johnson	Closed on: 12/05/2008
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	<p>The customer recently received a letter from the Co. saying curbside garbage service to their residence will be suspended from December - March, 2009.</p> <p>The customer said he lives on a safe road with a good turnaround and the truck shouldn't have any problem.</p> <p>The customer said he understands there may be a few days during the winter when heavy snow or ice would prohibit the truck from reaching his home, however, to stop service over the entire winter is unreasonable.</p> <p>The customer is elderly with health problems which would make it difficult to take his garbage to the end of his road.</p> <p>12/3/08 1:45 PM -- Passed to Roxanne Hudgens, WM, via e-mail.</p>
Results:	Co. said they will provide service until road becomes unsafe, then pick-up at Quil Creek Rd., resuming again when the roads are safe.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	105359
---------------------------	---	---------------

Customer Info			
Customer:	Julianne Lindell	Primary Phone:	(360) 563-0294
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	9806 Trombley Road	Mailing Address:	
City, State, Zip:	Snohomish, WA 98290	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	Answer Time, (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	201016339826774
M37365		Status: Closed as of:	01/07/2009
Company Rep:	Kerry Aiton	Initially Opened on:	01/06/2009
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Rachel Stark	Closed on:	01/07/2009
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description: Received phone complaint. Ms. has weekly garbage service and has not had service pick up since December 5, 2008. She attempted to contact the company to inquire when they will be picking her garbage up. She was on hold for about 40 minutes on January 5, 2008, and 1 hour 30 minutes today. She would like to know why she was on hold for so long, when the company will resume service, and she would like to know if the company will give her a credit for any of the weeks she did not receive service.

1/6/09 4:30 Complaint passed to Waste Management via email.
Response due January 8, 2009.

Results: Due to weather conditions and changing service schedules, the company has a high volume of callers with at least 20 minutes wait time. The company lost power and when power was restored, they could not tell customers were still holding. The company gave customer option of either taking her garbage to the dump and receive a credit for 2 to 3 weeks of service or putting extra out on normal scheduled pick up dates. Ms. will have normal pick up starting January 9, 2009.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	105446
---------------------------	---	---------------

Customer Info			
Customer:	Phil and Doris Cleveland	Primary Phone:	(509) 276-5508
Contact:	Doris	Other Phone:	509-993-8767 cell
eMail Address:	doriscleveland@gmail.com	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	24709 N Aspen Grove Ln	Mailing Address:	
City, State, Zip:	Colbert, WA 99005	City, State, Zip:	, WA
County:	Spokane		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	01/15/2009
Company Rep:	Roxanne Hudgens	Initially Opened on:	01/14/2009
Rep Email Address:	rhudgens@wm.com	Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Nancy Paulson	Closed on:	01/15/2009
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	<p>Received by e-mail.</p> <p>Customer is concerned with the consistency of information given out by customer service representatives during the winter storms.</p> <p>1. The customer asked about a credit if they self-hauled to a transfer station and were told no credits would be given per the tariff. One of her neighbors asked the same question and was told a credit would be given if they self-hauled.</p> <p>2. This customer pays extra for drive-in to her private road. She took her trash down to the county road for pickup. Will she receive credit for the drive-in fee?</p> <p>Passed to company 1/14/09. Response due 1/16/09.</p>
-------------------------------	--

Results:	Waste Management offers credits if a customer self-hauls to the transfer station during inclement weather when it cannot service the customer. Customer is not charged drive-in fees since April 2007. Company offered \$9.30 credit for three weeks missed pickups due to weather.
-----------------	---

Closure Status			
Disposition:	Company upheld with arrangements	Company Profile:	
Amount Saved:	\$9.30	Violation(s):	

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	105496
---------------------------	---	---------------

Customer Info			
Customer:	Famous Dave's Restaurant	Primary Phone:	(425) 353-1600
Contact:		Other Phone:	206-714-6794 cell
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	1206 SE Everett Mall Parkway	Mailing Address:	
City, State, Zip:	Everett, WA 98208	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input checked="" type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	new account
M37365		Status: Closed as of:	01/28/2009
Company Rep:	Kerry Aiton	Initially Opened on:	01/20/2009
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Dennis Shutler	Closed on:	01/28/2009
Disputed Amount:	0	Referral:	
Contacted How?			

Complaint Description: Mr states he has been attempting to secure new solid waste and recycling service at his new restaurant for two weeks. Mr states he called Rubatino and was told his service would be started and then Rubatino called him back stating he was not in Rubatino's service area. Mr called Waste Management and was told his business is not in Waste Management's territory. Staff contacted Rubatino and was told the territory was served by only Waste Management.

Complaint passed to Rubatino on 1/20/09, at 4:43 pm:

Results: Mr's solid waste and recycling service at his new restaurant was started on 1/22/09.

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	105515
---------------------------	---	---------------

Customer Info		
Customer:	LeAnn Grauer	Primary Phone: (425) 951-5009
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	10019 169th Dr. NE	Mailing Address:
City, State, Zip:	Granite Falls, WA 98252	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	M37365	Account Number:
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 01/27/2009
Company Rep:	Tom Leland	Initially Opened on: 01/22/2009
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Lynda Johnson	Closed on: 01/27/2009
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer said her garbage had not been picked up for 4 weeks. She called the Co. on 1/5 because her development of 44 homes was missed. She was told it would be picked up on 1/6, but it was not. She said the recycling was picked up, but the garbage was not. When she called the Co. again she was told it was because of inclement weather.

Customer requested a supervisor's number, but was not given to her. She then asked for a supervisor to call her back. She was told it would take 72 hours. She has still not heard back from a supervisor. Now the customer wants a call from a supervisor with a truthful explanation of why her garbage wasn't picked up.

1/22/09 2:30 PM -- Passed to Kerry Aiton, WM, via e-mail.

Results: Co. called the customer and explained the inclement weather situation and why she was missed. Customer was satisfied with the explanation. Co. also gave the customer a good-will credit for her inconvenience

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	105521
---------------------------	---	---------------

Customer Info		
Customer:	Julie Johnson	Primary Phone: (425) 413-8934
Contact:		Other Phone:
eMail Address:	mvjohnsons@comcast.net	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	24507 230th Court SE	Mailing Address:
City, State, Zip:	Maple Valley, WA 98038	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: Unavailable
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 02/04/2009
Company Rep:	kerry aiton	Initially Opened on: 01/23/2009
Rep Email Address:	kaiton@wm.com	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 02/04/2009
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	Received complaint via UTC consumer line on 1/23/09. Ok for company to contact the consumer. Has following issues: 1. Unable to get company to respond to her issues. 2. Supervisor has not contacted her as promised. Customer service rep hung up on her. Wants supervisor to contact her. 3. Company only took 1/2 of her recycling. 4. Wants to stop yard waste. Company hasn't adequately explained the options (i.e., costs, and terms). 5. Website info is not clear for pick up's during inclement weather. Company doesn't answer the phones.
Results:	Investigation revealed that route manager contacted customer and talked with driver about the recycling being half emptied. The cart had an item wedged in the bottom and would not come out all the way when emptied, driver was not aware of this at the time of service. Company's records showed no indication on the account that customer wanted to discontinue yardwaste service. Company supervisor contacted the consumer and was informed that everything was fine, didn't want prices.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	105581
---------------------------	---	---------------

Customer Info		
Customer:	Sam Tay	Primary Phone:
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	5310 136th Place SW	Mailing Address:
City, State, Zip:	Edmonds, WA 98026	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 20100901312677-7
M37365		Status: Closed as of: 01/30/2009
Company Rep:	Kerry Aiton	Initially Opened on: 01/29/2009
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Rachel Stark	Closed on: 01/30/2009
Disputed Amount:		Referral: Phone
Contacted How?		

Complaint Description:	<p>Receive phone complaint. Mr. tried to make a payment on his account over the phone and the company would not accept payment unless he gave a telephone number. He gave the company his account number, name and address, why is he not able to make a payment?</p> <p>1/29/09 4:40 Complaint passed to Waste Management Northwest via email. Response due February 2, 2009.</p>
Results:	Company does not show record this customer attempted to make a payment over the phone. Company normal policy is to have consumer supply telephone number. Customer is allowed to make a payment over the phone without giving a telephone number.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	105401
---------------------------	---	---------------

Customer Info		
Customer:	Audrey Kobuki	Primary Phone: (206) 772-1973
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	5930 S 125th	Mailing Address:
City, State, Zip:	Seattle, WA 98178	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 02/02/2009
Company Rep:	Kerry Aiton	Initially Opened on: 01/09/2009
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Gail Griffin-Wallace	Closed on: 02/02/2009
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customers trash has not been picked up for one month. Customer has called everyday this week and was promised her trash would be picked up. It has not. Everyone else in her neighborhood has.

When will you pick up trash?
Is there some reason this address has been skipped?

passed to wm via email 1/9/09 @ 4:50 pm. Your response to this complaint is due by close of business 1/13/09,

Results: Company stated it thought cusotmer to be within the city limits of Renton which would place her under a different route collection. WM has made notes on the route charts and advised driver to pickup at same time as neighbors.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	105588
---------------------------	---	---------------

Customer Info		
Customer:	Toni Swale	Primary Phone: (425) 402-0891
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	16910 29th Dr SE	Mailing Address:
City, State, Zip:	Bothell, WA 98012	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 02/05/2009
Company Rep:	Chance Abbey	Initially Opened on: 01/30/2009
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Gail Griffin-Wallace	Closed on: 02/05/2009
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer's trash or recycle is missed every week.

Please provide a copy of customer log.
Why is recycle being missed. Neighbors are picked up?

passed to WM via email 1/30 @ noon. your response this complaint is due by close of busines 2/3/09

Results: Company said it has been having problems using different drivers on its routes who are unfamiliar with the client path. Company is reviewing its procedures with its improvement team to better map out routes for new drivers.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	105643
---------------------------	---	---------------

Customer Info		
Customer:	Vanee Ashby	Primary Phone: (425) 337-3871
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	6408 142nd PI SE	Mailing Address:
City, State, Zip:	Snohomish, WA 98296	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 02/05/2009
Company Rep:	Kerry Aiton	Initially Opened on: 02/05/2009
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Nancy Paulson	Closed on: 02/05/2009
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Received by phone.

Customer has two issues:

1. She called to reduce service level from weekly pickup to once a month pickup. The agent refused to do so stating that the customer would have extra trash and with the rate for extras would end up with the same bill she has on weekly pickup.
2. Customer requests 2-3 weeks credit as she had no garbage put out part of December-January. She left 12/26/08.

Passed to company 2/5/09. Response due 2/9/09.

Results: The company issued an \$8.91 credit for three weeks service. Account notes show that the company representative discussed service level options and offered monthly service.

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$8.91	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	105854
---------------------------	---	---------------

Customer Info		
Customer:	Zak Thatcher	Primary Phone: (360) 854-7799
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address			
Service Address:	11189 Skagit View Drive	Mailing Address:	PO Box 525
City, State, Zip:	Sedro Woolley, WA 98284	City, State, Zip:	Clearlake, WA 98235
County:	Skagit		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	03/04/2009
Company Rep:	Elena Araujo	Initially Opened on:	02/27/2009
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Lynda Johnson	Closed on:	03/04/2009
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description: Customer's check for garbage service was lost in the mail so payment wasn't received. Company called the customer to let her know there was a problem and the account was canaceld. The customer made the payment of approx. \$55 over the phone.

The customer's service was missed on Wed. 2/25. When the customer called the Co. she was told it was because her account was canceled. She informed the rep. that the had paid over the telephone and the rep. confirmed she had a zero balance.

She was told to leave the trash out and it would be picked up on Thursday. The trash was not picked, and the neighbor's knocked the cans over. The customer called again and is now being told it will not be picked up. Customer said she has put her four cans of garbage out and does not want to pull the cans a 1/2 a mile back to her home and bring them down again.

2/27/09 11:10 Passed to Waste Management via e-mail.

Results: Co. picked up the customer's garbage on 3/2/09.

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	105859
---------------------------	---	---------------

Customer Info		
Customer:	Elaine Ficociello	Primary Phone: (360) 308-9930
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	4877 NW Chad Ct.	Mailing Address:
City, State, Zip:	Silverdale, WA 98383	City, State, Zip: , WA
County:	Kitsap	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 011004553800295
M37365		Status: Closed as of: 03/02/2009
Company Rep:	Terry Bickel	Initially Opened on: 02/27/2009
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Gail Griffin-Wallace	Closed on: 03/02/2009
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer and husband are disabled and pay for pack out service. Company missed their pick up on 2/25 and promised pickup on 2/26. Customer called in evening and was told that driver pickup the trash. They had not. Now company has told customer that it is too lake to pick up today. Due to customer disabilities, not having trash picked up poses a great inconvenience and possible fines from home owners association that required can be moved after pick up time. Customer has already received calls from neighbors.

Please provide customer log.
When will trash be picked up.
Why was pick up missed? Why was customer told trash was picked up when it had not been.

passed to WM via email 2/27 @ 4:25pm. Your initial response to this complaint is due by close of business 3/3/09.

Results: Customer's trash was picked on 3/2. Company reminded driver to check his route slips. Company can not verify whose trash was picked up when original driver was sent to do so.

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	105813
---------------------------	---	---------------

Customer Info		
Customer:	John Pepon	Primary Phone: (425) 402-3053
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	13708 Locust Way #16B	Mailing Address:
City, State, Zip:	Bothell, WA 98021	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 03/17/2009
Company Rep:	Kerry Aiton	Initially Opened on: 02/24/2009
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Pam Smith	Closed on: 03/17/2009
Disputed Amount:	51	Referral: letter
Contacted How?		

Complaint Description: received letter (see activity below)
12/30 - The payment was due
12/31/08. Customer sent his \$51.00 payment in the mail.
1/12/09 - customer sent a letter to company asking them to credit the account.
2/10/09 - he received a late notice for the \$51.00 from the company.
Customer does not indicate in letter if the check has cleared the bank.

2/24 9:19 sent to WM via e-mail. Please check your records:
Has this check cleared? If it has on what date?
If it has why was a notice sent 2/10?
This response is due 2/26/09

Results: Payment did not post and was not cashed. Customer will mail a new payment. One violation of WAC 480-70-386(1)(a). Company did not respond to customer letter to the Co. dated 1/12/09

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s): 480-70-386 (1)(a) 1

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	105679
---------------------------	---	---------------

Customer Info			
Customer:	Von Grunheide Shepherds	Primary Phone:	(360) 568-3146
Contact:	Suzanne Eviston	Other Phone:	
eMail Address:	seviston@aol.com	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	10411 167th Ave SE	Mailing Address:	
City, State, Zip:	Snohomish, WA 98290	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input checked="" type="radio"/> Business		
Complaint Group:	Refusal Of Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	03/03/2009
Company Rep:	Kerry Aiton	Initially Opened on:	02/09/2009
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Nancy Paulson	Closed on:	03/03/2009
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description: Received by e-mail.

The customer currently has three cans per week that she must carry down to the end of the road. She can no longer carry the cans so she requested a dumpster. However, the company refused since the trucks cannot maneuver her road which is why she had to carry the cans down in the first place. Gravel dump trucks, backhoes, the propane truck, and delivery trucks all come up the road. WM said the truck cannot safely negotiate the steep, angled road, and there is no turnaround. She said she does have a circular driveway. She said she was told someone came out to do a site survey but she did not meet with anyone.

Is there anything that can be done to accomodate this customer? Will you send someone out to complete a site survey with her?

Passed to company 2/9/09. Response due 2/11/09.

Results: Waste Management did a site survey in January 2009. Road is too narrow, steep, poorly-maintained, and no adequate turnaround to safely service this property.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	105893
---------------------------	---	---------------

Customer Info			
Customer:	John Lewis	Primary Phone:	(206) 384-2362
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	40606 169th Street SE	Mailing Address:	PO Box 1145
City, State, Zip:	Gold Bar, WA 98251	City, State, Zip:	Gold Bar, WA 98251
County:	Snohomish		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	201159241
M37365		Status: Closed as of:	03/09/2009
Company Rep:	Kerry Aiton	Initially Opened on:	03/04/2009
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Dennis Shutler	Closed on:	03/09/2009
Disputed Amount:	0	Referral:	
Contacted How?			

Complaint Description:	<p>In Mr's letter to the commission, Mr stated Waste Management's route employees has again thrown his waste can onto its side in the middle of Mr's driveway.</p> <p>Mr believes Waste Management's route employees should provide better customer service by placing the cans back in a standing position.</p> <p>Complaint passed to Waste Management on 3/04/09, at 11:26am: Response is due not later than 5 pm PT on 3/06/09.</p>
Results:	Company talked to route driver to ensure Mr's can is set up in the future.

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	105996
---------------------------	---	---------------

Customer Info		
Customer:	Linda Watson	Primary Phone: (425) 353-9199
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	3115 York Rd, #B	Mailing Address:
City, State, Zip:	Everett, WA 98204	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	M37365	Account Number:
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 04/02/2009
Company Rep:	Theresa Thompson	Initially Opened on: 03/12/2009
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Nancy Paulson	Closed on: 04/02/2009
Disputed Amount:	30	Referral:
Contacted How?		

Complaint Description: Received by telephone.

Customer has several issues:

- Customer's scheduled Monday pick up was missed, 3/2/09. She said she saw the truck a couple of houses away but the driver skipped her house. She called the company and was told her trash would be picked up later that day and she would be billed \$2.80. Her trash was not picked up. She called the company again on 3/10/09 and was told someone would be out by 7pm. On 3/11 customer called back and three people told her to wait until next Monday as she can put out double at no charge. A truck could be sent back out but she would be charged \$98 special trip charge. She has no room to store the extra trash and is concerned about birds, raccoons, etc. getting into it.
Why should she be charged for a special trip when this was a missed pick up?
- She paid her regular bill, \$62.75, on 2/22 or 2/23. She called about the payment and was told it was received 3/2/ or 3/3. However, her pick up was missed on 3/2 because the payment didn't show as posted.
Was customer given proper notice for service cancellation?
- Previously her service was discontinued for non-payment of a final bill, \$30. She called the company to ask what final bill. She was told she owed \$30 for her final bill since she had moved. She said she hadn't moved, her neighbor moved. She went ahead and paid the \$30. Please clarify why she received a final bill. If the bill was not hers, did customer received \$30 credit?

Passed to company 3/12/09. Response due 3/16/09.

Results: Customer's start date was 3/16/09 after she paid on 3/9/09. Return trip for 3/9 - 3/11 was

\$2.80 but roads became icy and customer could not be serviced. Customer was issued proper disconnect notices in 2008. Customer underpaid her 12/2008 bill by \$30.

Closure Status

Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories

Industry:	227 - Solid Waste	Docket Number:	
-----------	-------------------	----------------	--

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	106025
---------------------------	---	---------------

Customer Info			
Customer:	Lynn L Plaggemeier	Primary Phone:	(509) 927-8388
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	11708 E 19th	Mailing Address:	
City, State, Zip:	Spokane Valley, WA 99206	City, State, Zip:	, WA
County:	Spokane		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	Taxes
Company ID:	M37365	Account Number:	
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of:	03/23/2009
Company Rep:	Roxanne Hudgens	Initially Opened on:	03/17/2009
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Gail Griffin-Wallace	Closed on:	03/23/2009
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	<p>***PLEASE ROUTE TO APPROPRIATE WM CONTACT FOR EAST SIDE COMPLAINTS.</p> <p>Customer says WM is collecting a tax/surcharge on behalf of the UTC paid to the commission.</p> <p>What is this tax/surcharge? Identify it's location in your tariff. Provide a copy of this customer's most recent bill statement.</p> <p>passed to WM via email 3/17 @ 8 am - your initial response to this complaint is due by close of business 3/19/09.</p>
Results:	Company customer service representative provided incorrect information to customer. I have advised customer correctly and the company is providing additional training to its representatives.

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	106035
---------------------------	---	---------------

Customer Info	
Customer: Ann Baye	Primary Phone: (509) 662-7678
Contact:	Other Phone:
eMail Address:	Fax:
Privacy Confidential: <input type="checkbox"/> Yes	

Address	
Service Address: 2113 Sunrise Circle	Mailing Address:
City, State, Zip: Wenatchee, WA 98801	City, State, Zip: , WA
County: Chelan	

Complaint Info	
Class of Service: <input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group: Disputed Bill Lookup	Complaint Keyword: (None)
Company ID: M37365	Account Number:
Company Name: WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 04/02/2009
Company Rep: Will Russell	Initially Opened on: 03/17/2009
Rep Email Address: wrussell@wm.com	Quality Review: <input type="checkbox"/> Done
Agency Rep: Lynda Johnson	Closed on: 04/02/2009
Disputed Amount:	Referral: via telephone
Contacted How?	

Complaint Description:	Customer noticed a new charge on her bill of \$2.13 called "Fuel Environmental Charge". Customer said this has not previously been on her bill. Customer said she was never notified of a change in rates or the additional charge. Customer wants the charge removed from her bill. 3/17/09 1:25 PM -- Passed to Ted Woodard, WM, via e-mail (response due 3/19/09). 3/25/09 10:10 AM -- Passed to Will Russell, WM, via e-mail (response due 3/27/09).
Results:	Co. charged the environmental charge in error. The charge is billed at the dump site and not supposed to be billed to WM customer's with curbside service. Co. issued credit of \$2.20 to the customer. Violations Issued

Closure Status	
Disposition: Consumer upheld	Company Profile:
Amount Saved: \$2.20	Violation(s): 480-70-236(2) 6414, 81.28.080 6414, 480-70-386(b)(ii) 32

Categories	
Industry: 227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	106072
---------------------------	---	---------------

Customer Info		
Customer:	Joyce D. Price	Primary Phone: (509) 926-6509
Contact:	Dan Price	Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	East 7818 Kiernan Road	Mailing Address:
City, State, Zip:	Spokane, WA 99212	City, State, Zip: , WA
County:	Spokane	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 681050752026810
M37365		Status: Closed as of: 04/16/2009
Company Rep:	roxanne hudgens	Initially Opened on: 03/20/2009
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on: 04/16/2009
Disputed Amount:	5.4	Referral:
Contacted How?		

Complaint Description: Received complaint via UTC consumer line on 3/20/09. Ok for company to contact consumer to discuss complaint. Upset that they were never notified of a proposed rate increase. Only found out about the increase in Jan and Feb 2009 bills (\$2.50 and \$2.90 increases).

Passed complaint to company via e-mail on 3/20/09.

Results: Provided copy of notification letter and staff's memo.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	106206
---------------------------	---	---------------

Customer Info		
Customer:	US Airways Inc.	Primary Phone:
Contact:	Patty Clarey	Other Phone: (206) 431-7382
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address	
Service Address:	17801 International Blvd
Mailing Address:	
City, State, Zip:	Seattle, WA 98158
County:	King
City, State, Zip:	, WA

Complaint Info	
Class of Service:	<input type="radio"/> Residential <input checked="" type="radio"/> Business
Complaint Group:	Disputed Bill Lookup
Complaint Keyword:	(None)
Company ID:	
M37365	WASTE MANAGEMENT OF WASHINGTON , INC.
Account Number:	400001103325658
Company Rep:	Roxanne Hudgens
Status: Closed as of:	04/15/2009
Rep Email Address:	
Initially Opened on:	04/07/2009
Agency Rep:	Gail Griffin-Wallace
Quality Review:	<input type="checkbox"/> Done
Disputed Amount:	322.91
Closed on:	04/15/2009
Contacted How?	
Referral:	rec'd via phone

Complaint Description:	<p>Customer is receiving charges for service the do not have. Customer Feb & Mar 09 bill show charges for a 4 yrd ICC w/ once a week pickup. Customer does not have this container.</p> <p>Who order this additional service? When? What documentation can WM provide?</p> <p>passed to WM via email 4/7 @ 11:30am - your initial response to this complaint is due by close of business 4/9/09.</p>
Results:	Company says container location is in a uS Airways tunnel. Customer says the no longer occupy that area. Service is said to be a commercial recycle contract and not under UTC authority.

Closure Status	
Disposition:	Company upheld
Company Profile:	
Amount Saved:	\$0.00
Violation(s):	

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	106276
---------------------------	---	---------------

Customer Info		
Customer:	Frank N. Freeman	Primary Phone: (509) 443-5292
Contact:		Other Phone:
eMail Address:	fnfreeman@earthlink.net	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	9115 E. Lacrosse Lane	Mailing Address:
City, State, Zip:	Spokane, WA 99206	City, State, Zip: , WA
County:	Spokane	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 681 1041374 2681 3
M37365		Status: Closed as of: 04/27/2009
Company Rep:	Roxanne Hudgens	Initially Opened on: 04/15/2009
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Pam Smith	Closed on: 04/27/2009
Disputed Amount:	0	Referral: internet
Contacted How?		

Complaint Description:	<p>Customer has had sporadic recycling pick up since she established service in Dec. of 2006. On Jan 15, his bin had not been picked up for three consecutive weeks. He called company and discontinued service. He was told he would receive an adjustment. He has yet to receive the adjustment. The supervisor told him no adjustment can be made because recycling is part of garbage pick up.</p> <p>4/15 11:11 sent to WM via e-mail. Response is due April 17 by 5:00 Please let me know: 1. Is recycling mandatory? 2. Why has this customer been missed? Please tell me how many times she was missed in November, December 08 and January of 09 Response is due April 17 by 5:00</p>
Results:	Co adjusted \$10.00 off bill. He will place can out again, and report it immediately if missed again so that driver can pick it up.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$9.99	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	106438
---------------------------	---	---------------

Customer Info		
Customer:	Kent Richardson	Primary Phone: (509) 226-0811
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	20421 E Lakeview Rd	Mailing Address:
City, State, Zip:	Otis Orchards, WA 99027	City, State, Zip: , WA
County:	Spokane	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 05/12/2009
Company Rep:	Roxanne M. Hudgens	Initially Opened on: 05/05/2009
Rep Email Address:	pnwmunicipalaffairs@wm.com	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Gail Griffin-Wallace	Closed on: 05/12/2009
Disputed Amount:		Referral: phone
Contacted How?		

Complaint Description:	Customer has solid waste service on his street however, recycle does not. Why doesn't recycle collect on customers street. passed to WM via email 5/5 @ 4:25p - your response to this complaint is due by close of business 5/7/09.
Results:	The Spokane County Solid Waste Management Plan allows the solid waste company to decide if it will provide recycle service the rural county areas. Due the economic forecast of providing recycle service to so few customers, company has elected not to offer the service.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	106530
---------------------------	---	---------------

Customer Info		
Customer:	Curtis Rookaird	Primary Phone: (360) 243-4560
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	6424 76th Dr. SE	Mailing Address:
City, State, Zip:	Snohomish, WA 98290	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 05/22/2009
Company Rep:	Roxanne Hudgens	Initially Opened on: 05/18/2009
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Gail Griffin-Wallace	Closed on: 05/22/2009
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	<p>Customer made a payment that posted to his account on 5/1/09. Customer received a late notice on 5/14 that was dated 5/4 after his payment was received and posted.</p> <p>Please explain why the customer received a late notice.</p> <p>passed to WM via email 5/18 @ 8:15am - your initial response to this complaint is due by close of business 5/20/09.</p>
Results:	Customer payment was made electronically and did not post until after the notices were sent.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	106558
---------------------------	---	---------------

Customer Info		
Customer:	James Hall	Primary Phone: (425) 740-0185
Contact:		Other Phone:
eMail Address:	james.festus.hall@gmail.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address			
Service Address:	15127 Index-Galena Rd.	Mailing Address:	P.O. Box 351
City, State, Zip:	Index, WA 98256	City, State, Zip:	Index, WA 98256
County:	Snohomish		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	05/27/2009
Company Rep:	Roxanne M. Hudgens	Initially Opened on:	05/20/2009
Rep Email Address:	pnwmunicipalaffairs@wm.com	Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Rachel Stark	Closed on:	05/27/2009
Disputed Amount:		Referral:	Other
Contacted How?	e-mail	Other Referral:	

Complaint Description:	<p>The consumer lives outside the city limits of Index. He called Waste Management to establish service. Waste Management told him Allied Waste provides service in his area and Allied Waste says that Waste Management provides service to his area. Mr. would like to receive garbage service and since he lives outside the city limits of Index, he should have service with Waste Management.</p> <p>5/20/09 3:20 URGENT complaint passed to Waste Management via email. Response due May 22, 2009, by 5:00pm PST</p>
-------------------------------	---

Results:	This consumer lives outside the city limits of Index and Waste Management is the company that provides service to his home. Mr. now has service with the company. The company did not respond with the final results or outcome of the complaint to UTC staff; violations noted.
-----------------	--

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	480-70-386(1)(b)(i) 1

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	106636
---------------------------	---	---------------

Customer Info		
Customer:	Nancy Martella	Primary Phone: (509) 468-0672
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	3816 W Lincoln Rd	Mailing Address:
City, State, Zip:	Spokane, WA 99208	City, State, Zip: , WA
County:	Spokane	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 05/29/2009
Company Rep:	Theresa Thompson	Initially Opened on: 05/29/2009
Rep Email Address:	pnwmunicipalaffairs@wm.com	Quality Review: <input type="checkbox"/> Done
Agency Rep:	John Cupp	Closed on: 05/29/2009
Disputed Amount:		Referral: Company
Contacted How?	phone	

Complaint Description: Customer says the company will not provide her service while Five Mile Road is under construction. She feels this is unreasonable because the city sends its trucks, and recycling trucks still service the road. Ms says the only deterrent to the company is that it can take a couple of extra minutes to provide service to her side of the road due to construction delays. She said the place where the trucks turn around to service her side of the road is not changed.

Ms said she and two or three of her neighbors are affected by this. The next pickup is scheduled for Monday, and they are upset at what they feel is the company's unwillingness to work with them.

Is the company willing to do something to help these customers?

Please respond on or before June 2, 2009.

(passed via e-mail to WM, 5/29/09, 12:37)

Results: Upon receipt of the complaint, the company sent a special truck to collect missed garbage, and will resume on schedule next week to pick up this customer's garbage and that of her two or three neighbors.

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	106457
---------------------------	---	---------------

Customer Info		
Customer:	Andy Chitwood	Primary Phone: (509) 435-7733
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	6326 South Moran Drive	Mailing Address:
City, State, Zip:	Spokane, WA 99223	City, State, Zip: , WA
County:	Spokane	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 05/14/2009
Company Rep:	Roxanne Hudgens	Initially Opened on: 05/06/2009
Rep Email Address:	pnwmunicipalaffairs@wm.com	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Nancy Paulson	Closed on: 05/14/2009
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	<p>Received by phone. Customer has several issues:</p> <ol style="list-style-type: none"> 1. He was charged for several extra items that company says he put out in January 2009. He doesn't recall those items. Do your account notes show what he put out? 2. He requested a credit for the extra items. Was he issued a credit? 3. He requested a supervisor, then a manager to discuss the extra items issue. He said that security called him back and he wants to know why he was turned over to security. 4. He stated that the truck leaves litter all over his street. <p>Passed to company 5/6/09. Response due 5/8/09.</p>
Results:	The company issued \$11.10 courtesy credits for the three extras. Spokane District Manager called the customer to discuss all his issues.

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$11.10	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	106467
---------------------------	---	---------------

Customer Info			
Customer:	Ellisa Kleber	Primary Phone:	(360) 874-0531
Contact:	Ken	Other Phone:	360-801-0569 - cell
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	2250 SE. Yakima	Mailing Address:	
City, State, Zip:	Port Orchard, WA 98367	City, State, Zip:	, WA
County:	Kitsap		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Refusal Of Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	05/12/2009
Company Rep:	Terry Bickel	Initially Opened on:	05/07/2009
Rep Email Address:	pnwmunicipalaffairs@wm.com	Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Lynda Johnson	Closed on:	05/12/2009
Disputed Amount:		Referral:	
Contacted How?			

Complaint Description:	<p>The customer recently received a letter saying the company has deemed their road unsafe because of pot holes and will be canceling service unless the homeowners grade the road.</p> <p>The customer said the potholes are filled routinely by homeowners and agrees they have gotten bad with the poor weather, but also said they are partly caused by the WM truck going too fast down the road.</p> <p>Customer does not want WM to cease service, as the potholes will eventually be taken care of as the weather gets nicer.</p> <p>5/7/09 10:00 AM -- Passed to WM complaint team, via e-mail (response due 5/11/09).</p>
Results:	Customers filled the potholes and the Co. did not require them to take their trash to the end of the road.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	106920
---------------------------	---	---------------

Customer Info		
Customer:	Rob Barnesberger	Primary Phone: 360-202-4605 cell
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	14101 Crater Lake Rd.	Mailing Address:
City, State, Zip:	Anacortes, WA 98221	City, State, Zip: , WA
County:	Skagit	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	M37365	Account Number:
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 07/10/2009
Company Rep:	Elena Araujo	Initially Opened on: 07/08/2009
Rep Email Address:	EAraujo@wm.com	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Gail Griffin-Wallace	Closed on: 07/10/2009
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customers recycle pick up schedule has been irregular. Service is to be every other week, however company appears to miss pick up for no apparent reason. Service was missed on 7/3. Customer also has concerns about the size of the container. The residents secure the large containers so others will not fill.

What is the recycle schedule for this area?
 Why was service missed on 7/3?
 Are smaller containers available?

passed to WM via email 7/8 @ 7:25am - your initial response to this complaint is due by close of business 7/10/09

Results: Company understand there is a problem with the irregular roug and is working with driver to correct the problem. Company also advised that there are smaller containers that they can make available.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	107317
---------------------------	---	---------------

Customer Info		
Customer:	Henry Newton	Primary Phone: (360) 652-1299
Contact:		Other Phone:
eMail Address:	henry@newtonkight.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	1600 140th St NW	Mailing Address:
City, State, Zip:	Marysville, WA 98271	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 09/01/2009
Company Rep:	Mike Weinstein	Initially Opened on: 08/27/2009
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Mike Meeks	Closed on: 09/01/2009
Disputed Amount:		Referral: Internet
Contacted How?	phone	

Complaint Description:	Customer states that the company continues to miss picking up his recycling. Says this has happened 5 times this year, and 7 times last year. Wants the company to pick up his most recent recyclables. Wants the company to make changes to insure that he is picked up. Says the company has never given an explanation as to why this keeps happening. Why does this keep happening? Passed to Waste Management at 8:16am on 8/27.
Results:	Company representative states that the customer is on the border of two routes. Co. states that they have put a process in place so this doesn't happen in the future.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	107316
---------------------------	---	---------------

Customer Info		
Customer:	Rex M. Ryan	Primary Phone: (425) 377-2100
Contact:		Other Phone:
eMail Address:	rmryan831@msn.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	831 Sunnyside Blvd.	Mailing Address:
City, State, Zip:	Everett, WA 98205	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input checked="" type="radio"/> Business	
Complaint Group:	Disconnect Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 09/09/2009
Company Rep:	Mark Crook	Initially Opened on: 08/27/2009
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Mike Meeks	Closed on: 09/09/2009
Disputed Amount:		Referral: Attorney General
Contacted How?	e-mail	

Complaint Description:	Customer states he got behind on the bill. Service was suspended. States he paid the back bill amount but company has not resumed service. Wants the company to pick up. Please see customer's comments by scrolling down. Passed to Waste Management at 8:10am on 8/27. Please respond by 9/2.
Results:	Company stopped service for non payment. Customer paid and called company for pick up. payment had not posted so company refused to pick up until they saw the payment. Payment posted, service picked up.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	107315
---------------------------	---	---------------

Customer Info			
Customer:	Best Western	Primary Phone:	509-925-4244 Amy
Contact:	Amy	Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	211 W Umptanum Rd	Mailing Address:	
City, State, Zip:	Ellensburg, WA 98926	City, State, Zip:	, WA
County:	Kittitas		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input checked="" type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	100-0015561-1815-4
M37365		Status: Closed as of:	08/28/2009
Company Rep:	Michael Weinstein	Initially Opened on:	08/26/2009
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Nancy Paulson	Closed on:	08/28/2009
Disputed Amount:	165.62	Referral:	Company
Contacted How?	phone		

Complaint Description:	<p>Customer is billed a fuel/environment charge on her March and April 2009 invoices. March is \$85.89 and April is \$79.73. She called the company and the rep told her the UTC makes them charge it. What is the fee for? Is Ellensburg under contract?</p> <p>Passed to company 8/26/09. Response due 8/28/09.</p>
Results:	\$185.70 credits were issued in April 2009 prior to this complaint. WM - Ellensburg customers were erroneously charged the fuel surcharge. This was part of a compliance investigation and violations were already issued.

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	107167
---------------------------	---	---------------

Customer Info		
Customer:	Andy Chitwood	Primary Phone: (509) 435-7733
Contact:		Other Phone:
eMail Address:	acvservices@qwestoffice.net	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	6326 South Moran Drive	Mailing Address:
City, State, Zip:	Spokane, WA 99223	City, State, Zip: , WA
County:	Spokane	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 08/14/2009
Company Rep:	Theresa Thompson	Initially Opened on: 08/06/2009
Rep Email Address:	pnwmunicipalaffairs@wm.com	Quality Review: <input type="checkbox"/> Done
Agency Rep:	suzanne stillwell	Closed on: 08/14/2009
Disputed Amount:		Referral: Prior use
Contacted How?	phone	

Complaint Description:	<p>8/10 escalated to supervisor (Nancy's complaint).</p> <p>Customer reported that garbage truck leaked oil all over the asphalt on 8/3/09. He believes that the company should maintain the trucks better. The company should be responsible for coming out and cleaning up the spills. He took photos that I am attaching to the complaint.</p> <p>Passed to company 8/6/09. Response due 8/10/09.</p>
Results:	<p>Company is taking the appropriate steps to address customers concerns. They will work with customer to find a solution to clean up the oil stain in front of his home. Company coached driver(s) in question about texting while driving, speeding, and to follow company policy to pick up trash, yardwaste or recylcables that have fallen while loading and unloading. The route manager will review the work in the area. Customer was advised that his concerns about speeding, texting while driving, driving while standing up, hand on the mike while driving, loose garbage flying out of the trucks fall under the jurisdiction of local law enforcement.</p>

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	107490
---------------------------	---	---------------

Customer Info		
Customer:	Cascade Meadow Apartments	Primary Phone:
Contact:	Linda Barbarisi	Other Phone: (360) 757-1048
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	310 Cascade Place	Mailing Address:
City, State, Zip:	Burlington, WA 98233	City, State, Zip: , WA
County:	Skagit	

Complaint Info		
Class of Service:	<input type="radio"/> Residential <input checked="" type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 09/22/2009
Company Rep:	Michael Weinstein	Initially Opened on: 09/22/2009
Rep Email Address:	mweinstein@wm.com	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Gail Griffin-Wallace	Closed on: 09/22/2009
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer is being billed for service however, trash is never collected. Customer has observed collectin truck making a loop through the complex never picking up anything. Customer was also told a recycle container would be delivered but never has.

Please provide 12 month account history. (amount billed, due dates, payments, balances)
Is this an active customer? If no when was customer cancelled & for what reason.
If regular customer, why hasn't trash been collected.

passed to Waste Management via email 9/22 @ 2:45 pm - your initial response to this complaint is due by close of business 9/24/09

Results: Customer is within the city limits of Burlington and under contract with the city. WM is addressing the situation within that arena.

Closure Status		
Disposition:	Nonjurisdictional	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	107585
---------------------------	---	---------------

Customer Info			
Customer:	Campbell Garden Properties	Primary Phone:	(206) 818-1174
Contact:	Anthony Welcher	Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	6241 S. 129th Street	Mailing Address:	P.O. Box 50506
City, State, Zip:	Seattle, WA 98178	City, State, Zip:	Bellevue, WA 98015
County:	King		

Complaint Info			
Class of Service:	<input type="radio"/> Residential <input checked="" type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	410-365031
M37365		Status: Closed as of:	10/09/2009
Company Rep:		Mike Weinstein	Initially Opened on:
Rep Email Address:	mweinst@wm.com	Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Rachel Stark	Closed on:	10/09/2009
Disputed Amount:		Referral:	Other
Contacted How?	phone	Other Referral:	King County counsel member

Complaint Description: Mr. says the senior apartment building is not having their garbage picked up. The normal garbage service day is Thursday. Mr. contacted the company to inquire why and was told the driver reported he did not have good visibility that is safe to back out of driveway. Mr. would like to know why the company did not notify him prior to stopping service and was told they called the number they have on file. Mr. informed the company he had updated his phone number with them about 6 months ago. Mr. asked why he was not mailed a letter and they just said they attempted to call. He called 9:22am Monday and was told the garbage would be picked up and someone would contact him regarding what the problem was. At 3:00pm the company told him the garbage was picked up at 11:50am and someone would contact him with the resolution for the visibility problem. The garbage was not picked up and Mr. contacted the company on Tuesday, spoke with a supervisor named Tina who told him they would not pick up the garbage until the problem was solved and someone would be on site Tuesday to tell him what needed to be done. Nothing was done and he called back and spoke with a supervisor name Marsella and was told same thing and no one has called and he would like to have the issue resolved so garbage service can resume.

Mr. would like to have the company tell him what needs to be done and possible flag or tag on the bush where it needs to be cut and he will make sure that happens. He also would like the company to pick up the garbage as soon as possible due to it has not been pick up on about 3 weeks and it is becoming a safety issue.

10/7/09 3:55 URGENT complaint passed to Michael Weinstein at Waste Management via e-mail
Response due October 9, 2009, by 5pm, PST

Results: The company did not have Mr.'s updated phone number and attempted to call him. The driver spoke to the tenants of the building and requested the bush be trimmed. The tenants did not inform the owner there was a problem until the garbage had started to stack up. The route manager met with Mr. and discussed the bush that needed to be trimmed and the

garbage has been picked up.

Closure Status

Disposition: Consumer upheld

Company Profile:

Amount Saved: \$0.00

Violation(s):

Categories

Industry: 227 - Solid Waste

Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	107583
---------------------------	---	---------------

Customer Info			
Customer:	Flavia Norheim	Primary Phone:	(425) 481-9960
Contact:		Other Phone:	(425) 890-0872
eMail Address:	flavianorheim@hotmail.com	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	19727 6th Dr SE	Mailing Address:	
City, State, Zip:	Bothell, WA 98012	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Disconnect Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	00007-53318-15009
M37365		Status: Closed as of:	10/27/2009
Company Rep:	Mike Weinstein	Initially Opened on:	10/07/2009
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Pam Smith	Closed on:	10/27/2009
Disputed Amount:	0	Referral:	I don't know
Contacted How?	online complaint		

Complaint Description:	<p>Customer paid bill for June/July/August within the 45 day time period via the Waste Management web site. Payment was made on - line but was not posted for more than 14 days so garbage service was cut off and not picked up.</p> <p>She was told that it takes up to two weeks to post a payment made on line and that she should have called WM to let them know the payment had been made. There is nothing on the web site that states that it takes two weeks to post a payment nor that she should have called in order to be sure service was not stopped.</p> <p>Customer would like service restored, and credited for the missed pick up.</p> <p>10/7 12:34 sent to Waste Management via e-mail. Please check on this. Does it really take 2 weeks to post?</p>
Results:	Payment was not made until 9/14, posted on 9/15. no pickups were missed.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	107546
---------------------------	---	---------------

Customer Info			
Customer:	Robert L Evans	Primary Phone:	(360) 638-2864
Contact:		Other Phone:	408-309-5437 (cell)
eMail Address:	grampsevan@aol.com	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	2512 NE Twin Spits Road	Mailing Address:	
City, State, Zip:	Hansville, WA 98340	City, State, Zip:	, WA
County:	Kitsap		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	12/09/2009
Company Rep:	roxanne hudson	Initially Opened on:	10/02/2009
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Roger Kouchi	Closed on:	12/09/2009
Disputed Amount:		Referral:	Company
Contacted How?	phone		

Complaint Description: Consumer is distressed that the company quotes 1 charge for garbage/recycling driveway pickup and then charges a higher rate.

- Wants to know why there is a difference in the carry out rate for recycle versus garbage. The recycling is only picked up 2 times per month whereas the garbage is picked up every week.
- House is about 225 feet from the road.
- He is disabled and it is difficult to bring the containers to the road.

Passed complaint to the company via e-mail on 10/2/09 (9:49 a.m.)
Initial response due 10/6/09.

Results: Investigation revealed the following:

- Customer initially stopped service in 2007. Restarted service effective 9/2/09, added drive-in service effective 9/8/09 and then cancelled last pickup on 10/14/09.
- Driveway measures 222 feet in length. Tariff allows company to charge \$1.60 per pickup (\$1.60 x 4.33 pickups - \$6.93 per month).
- The difference between the two rates is weekly vs. bi-weekly service according to Tariff RCY bi-weekly carry out is 1/2 the cost of MSW weekly carry out. The customer service representative quoted the wrong rate to the customer.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	107628
---------------------------	---	---------------

Customer Info		
Customer:	Scott Miller	Primary Phone: (360) 668-6257
Contact:		Other Phone:
eMail Address:	salutati@hotmail.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	21128 Welch Rd	Mailing Address:
City, State, Zip:	Snohomish, WA 98296	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 10/26/2009
Company Rep:	michael weinstein	Initially Opened on: 10/14/2009
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Mike Meeks	Closed on: 10/26/2009
Disputed Amount:	37.91	Referral: I don't know
Contacted How?	online complaint	

Complaint Description:	<p>Customer states he paid 37.91 bill twice. The last time, to keep from being sent to collection. Says he cancelled service in August 2009. Please provide billing/payment history for this customer.</p> <p>Additionally, he states that he stopped service because Waste Management missed his pick-up on several occasions. Please provide account notes regarding customer's contact with the company over missed pick-ups.</p> <p>Please scroll down to review customer's comments.</p> <p>Passed to Waste Management at 3:51pm on 10/14. Please respond by 10/16.</p>
Results:	Customer stated he didn't want to pursue complaint. Since complaint was already passed I received a response from the company. Customer was over-billed and was refunded \$31.31.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$31.31	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	107798
---------------------------	---	---------------

Customer Info			
Customer:	Gary Ammerman	Primary Phone:	(360) 403-7381
Contact:		Other Phone:	(425) 710-4341
eMail Address:	ammermangl@mukilteo.wednet.edu	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	Ammerman	Mailing Address:	
City, State, Zip:	Arlington, WA 98223	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	201-0118139-2677-8
M37365		Status: Closed as of:	11/13/2009
Company Rep:	Michael Weinstein	Initially Opened on:	11/10/2009
Rep Email Address:	mweinstein@wm.com	Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Dennis Shutler	Closed on:	11/13/2009
Disputed Amount:	0	Referral:	I don't know
Contacted How?	online complaint		

Complaint Description: Mr states his recycling bin is rarely emptied. Mr states he routinely contacts Waste Management (WM) to request the recycle bin be emptied, and as of today 11/10/09 the recycle bin has been sitting unemptied curbside since 11/05/09. Mr states he has asked WM to empty both his trash and his recycle bins at the same time, though WM has not responded and still the recycle bin sits full. Mr states the service got so bad that he stopped using the recycle bin for two years. Mr believes he should receive the service he's paying for. Mr believes WM should simply empty the recycle bin every other week.

Passing a new complaint.

In accordance with the commission's response rule in Washington Administrative Code (WAC) 480-70-386, Waste Management's response is due not later than 5 p.m. PT on 11/13/09.

Please provide this customer's account history. At a minimum, the information provided should consist of: records of all communications between the company and the customer; copies (if available) of all late or disconnection notices; as well as the account billing/payment history, all throughout the period of 8/01/09 to current.

Complaint passed to Waste Management, via e-mail on 11/10/09, at 11:36 a.m.

Results: WM admitted it was its recycle driver's error that Mr's recycling was not consistently picked up. WM made sure the route sheet is correct, the day is correct, the map is correct and the route driver has been spoken to.

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
-------------------	--	--	--

Industry:	227 - Solid Waste	Docket Number:	
-----------	-------------------	----------------	--

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	107934
---------------------------	---	---------------

Customer Info		
Customer:	Cathy McPherson	Primary Phone: (360) 782-1354
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	3931 Harbel Drive NE	Mailing Address:
City, State, Zip:	Bremerton, WA 98310	City, State, Zip: , WA
County:	Kitsap	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 12/11/2009
Company Rep:	Michael Weinstein	Initially Opened on: 12/07/2009
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Mike Meeks	Closed on: 12/11/2009
Disputed Amount:		Referral: Other
Contacted How?	phone	Other Referral:

Complaint Description:	<p>Customer 3 issues.</p> <ol style="list-style-type: none"> 1. Can't reach anyone on the phone at the company. Long wait times. 2. Got bill for extra can charge for Nov. 1. Customer called to dispute and company stated they would remove the charge. Charge was not removed. 3. Customer was told that she had to contact the company prior to when she would put out extra can. Says that she had extra can on Nov. 27th and called the company to advise at that time. Company missed the extra can pick on Nov. 30. called again on Dec. 4, company agains missed pick today, Dec. 7. Customer called to find out when they would pick up and was told December 14. Customer believes this is unacceptable. <p>Customer has serious medical issues and just want the company to show some consideration.</p> <p>Customer wants a supervisor at the company to call her to discuss.</p> <p>Passed to co. at 12:36pm on 12/7. Please respond by 12/9</p>
-------------------------------	---

Results:	<ol style="list-style-type: none"> 1. Company states that call volumes were high because of the holiday and changes to the recycling pickups. 2. Customer was credited for the extra can in the amount of \$6.42. 3. Company picked up the extra can on same day that complaint was passed.
-----------------	--

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$6.42	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	108010
---------------------------	---	---------------

Customer Info		
Customer:	Casey Harrison	Primary Phone: (425) 338-9829
Contact:		Other Phone:
eMail Address:	cvharrison@clearwire.net	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address			
Service Address:	2216 116th ST SE	Mailing Address:	
City, State, Zip:	Everett, WA 98208	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: Out Of Service
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 12/23/2009
Company Rep:	Michael Weinstein	Initially Opened on: 12/18/2009
Rep Email Address:	mweinstein@wm.com	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Gail Griffin-Wallace	Closed on: 12/23/2009
Disputed Amount:		Referral: UTC newsletter
Contacted How?	online complaint	

Complaint Description: Customers container was picked up with service today. Customer says WM will not replace container until next week which means customer will not have access to trash storage until day of next pick-up.

Why was customers container removed?
Please explain why the container was not replaced at the time of pick-up.
Please provide an account history for the past 6 months.

passed to WM via email 12/18 @ 10:10 am - your initial response to this complaint is due by close of business 12/22/09.

Results: Company for various reasons sometimes lose a container in it trucks. When this happens a new container is delivered the follow week. Company will develop new procedures to notify customer and deliver containers in a more timely manner. Customer received new container 12/22/09.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	108079
---------------------------	---	---------------

Customer Info		
Customer:	Alan Cleland	Primary Phone: (425) 743-1586
Contact:		Other Phone:
eMail Address:	alan.debbie@cleland.net	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	12412 Scenic Drive	Mailing Address:
City, State, Zip:	Edmonds, WA 98026	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 201-0041537-2677-5
M37365		Status: Closed as of: 01/22/2010
Company Rep:	Theresa Thompson	Initially Opened on: 01/04/2010
Rep Email Address:	tthomps2@wm.com	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Rachel Stark	Closed on: 01/22/2010
Disputed Amount:		Referral: I don't know
Contacted How?	online complaint	

Complaint Description:	<p>Consumer states the company is not sticking to the regular scheduled service for pick up of yard waste or recycling. When the customer contacts the company, they are not receiving a response back. The company said they posted the wrong schedule and would send a new one out. The customer would like to see the new schedule and would like a refund or credit for services missed. They would also like to have their neighbors or other residents in this service area receive a credit.</p> <p>1/13/2010 2:22 Complaint passed to Mike Weinstein at Waste Management via e-mail Response due January 15, 2010, by 5pm PST</p>
-------------------------------	---

Results:	The customer did not receive the correct schedule. The company provide the customer with a correct schedule and provided him a courtesy credit of \$14.10 for his missed pickup.
-----------------	--

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$14.10	Violation(s): 480-70-386(b)(i) 1

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	108409
---------------------------	---	---------------

Customer Info			
Customer:	Norris G. Smith	Primary Phone:	(360) 710-6260
Contact:		Other Phone:	(360) 476-5030
eMail Address:	smithnorris@wavecable.com	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	6642 Richards Ave. SE	Mailing Address:	
City, State, Zip:	Port Orchard, WA 98367	City, State, Zip:	, WA
County:	Kitsap		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID: M37365	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	011-9465
Company Rep:		Terry Bickel	Status: Closed as of:
Rep Email Address:		Initially Opened on:	02/19/2010
Agency Rep:	Lynda Holloway	Quality Review:	<input checked="" type="checkbox"/> Done
Disputed Amount:		Closed on:	03/03/2010
Contacted How?	online complaint	Referral:	I don't know

Complaint Description: Customer states the Co. is ceasing curbside pick-up service on their road Richards Ave. They were notified by phone message on 2/10/10 that curbside garbage pickup service would end, effective immediately. Customer said this presents a hardship for all of the homeowners as the distance from the end of Richards to Ebbert is about 1/4 of a mile, and not all affected residents have pickup trucks or any means to transport containers other than manually carrying them to the designated pickup site. He also states that the designated pickup site does not provide an adequate staging area for the refuse containers without encroaching on Ebbert road which presents the potential for an obstruction hazard to traffic flow.

Customer wants the Co. to work with the residents to restore curbside garbage pickup service.

2/19/10 4:40 PM -- Passed to Michael Weinstein, Waste Management / Brem-Air Disposal, via e-mail (response due 2/23/10 by 5 PM) - O.K. to contact customer.

Results: The company is allowed to refuse service on the customer's private road in accordance with WAC 480-70-366(1)(c) which states, In the company's judgement, driveways or roads are improperly constructed or maintained, do not have adequate turn arounds, or have other unsafe conditions. The customer's road was recently asphalted and does not meet specifications to hold the Co. truck. Co. has already broken the road and does not want to incur any further charges to repair. Co. has provided the customers an optional site to leave their cans.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	108293
---------------------------	---	---------------

Customer Info		
Customer:	John Marthaller	Primary Phone: (509) 868-0074
Contact:		Other Phone:
eMail Address:	j.marthaller@hotmail.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address			
Service Address:	3920 East Center Road #14	Mailing Address:	
City, State, Zip:	Mead, WA 99021	City, State, Zip:	, WA
County:	Spokane		

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disconnect Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 455-0862366-2681-7
M37365		Status: Closed as of: 02/08/2010
Company Rep:	Michael Weinstein	Initially Opened on: 02/04/2010
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Dennis Shutler	Closed on: 02/08/2010
Disputed Amount:	0	Referral: I don't know
Contacted How?	online complaint	

Complaint Description: Mr states on 2/04/10 WMI refused to empty Mr's garbage on the scheduled day. Mr called WMI and spoke to a customer service representative (CSR) who said the garbage was not picked up because Mr's bill was one day overdue. Mr says the bill was paid in full 2/03/10. Mr noted he is on Social Security disability and he gets paid once a month on the 3rd. WMI's CSR was adamant that WMI would not return to pick up the garbage until the next weekly scheduled pickup, if the bill was paid. WMI's CSR also said that WMI would only pick up one additional bag of garbage for free next week but all additional garbage will be charged \$7 per bag over the one free bag.

Mr believes WMI should come and get the garbage WMI left and let the customer know before they stop service so an arrangement can be reached to prevent denial of service.

Passing a new complaint.

In accordance with the commission's response rule in Washington Administrative Code (WAC) 480-70-386, WMI's response is due not later than 5 p.m. PT on 2/08/10.

Please provide this customer's account history. At a minimum, the information provided should consist of: records of all communications between the company and the customer; copies (if available) of all late or disconnection notices; as well as the account billing/payment history, all throughout the period of 10/01/09 to current.

Complaint passed to WMI, via e-mail on 2/04/10, at 2:31 p.m.:

Results:	Mr had not notified WMI of his new telephone contact information. Mr's payment did not post to his account until after his service was suspended. WMI properly suspended Mr's service.
-----------------	--

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	Waste Management of Washington, Inc.	108317
---------------------------	---	---------------

Customer Info			
Customer:	Terry Jones	Primary Phone:	(509) 499-9802
Contact:		Other Phone:	
eMail Address:	jonesy49.1@juno.com	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	19208 E. Dove Cir.	Mailing Address:	19029 E Bonne Ave #66
City, State, Zip:	Greenacres, 99016	City, State, Zip:	Fairchild AFB, WA 99011
County:	Spokane		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	(None)
Company ID:	Waste Management of Washington , Inc.	Account Number:	681104014226815
M37365		Status: Closed as of:	03/08/2010
Company Rep:	Pearlie Simpson	Initially Opened on:	02/08/2010
Rep Email Address:		Quality Review:	<input checked="" type="checkbox"/> Done
Agency Rep:	Pam Smith	Closed on:	03/08/2010
Disputed Amount:	198.11	Referral:	Other
Contacted How?	letter	Other Referral:	

Complaint Description: Customer has received notices from WM for past due balances that she has already paid. According to the customer, Waste Management sent the account to collections. She believes the account is paid in full, she made payment arrangements to the company. Enclosed in the complaint are 3 letters to the company without dates. Customer notes on 1 letter that she made 3 payments
10/23/09 45.00
11/29/09 45.00
1/25/10 126.03.
Numerous bill and notices are also included (see next activity)

2/8 11:19 sent to WM via e-mail
Please research this account, is the account paid in full? The letters from the customer are not dated. Did you respond to his letters. I have copies of the letter if you need them? I will need bill, payment, and notice history. This response is due 2/10/10.

Results: The balances and payments are correct. 6 violations, company did not respond to 3 letters from customer. Co did refund the 45.00 overpayment.

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$45.00	Violation(s):	480-70-386(1)(a)(iii) 3, 480-70-361(3)(b) 3

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	108392
---------------------------	---	---------------

Customer Info			
Customer:	Robert Krull	Primary Phone:	(360) 691-2210
Contact:		Other Phone:	
eMail Address:	sobison@aol.com	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	8701 163rd Avenue NE	Mailing Address:	
City, State, Zip:	Granite Falls, WA 98252	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	5975207-2677-4
M37365		Status: Closed as of:	02/22/2010
Company Rep:	Michael Weinstein	Initially Opened on:	02/18/2010
Rep Email Address:	mweinstein@wm.com	Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Dennis Shutler	Closed on:	02/22/2010
Disputed Amount:	0	Referral:	I don't know
Contacted How?	online complaint		

Complaint Description:	<p>Mr states Waste Management (WM) has refused to remove an extra can charge for almost a year. Mr states in nearly ten years he has never put out an extra container and approximately one third of the time there are only two containers at the end of Mr's private road serving three homes.</p> <p>Passing a new complaint.</p> <p>In accordance with the commission's response rule in Washington Administrative Code (WAC) 480-70-386, WMI's response is due not later than 5 p.m. PT on 2/22/10.</p> <p>Please provide this customer's account history including records of communications between the company and the customer throughout the period of this disputed charge.</p> <p>Complaint passed to WM, via e-mail on 2/18/10, at 4:08 p.m.:</p>
Results:	WM records show an extra was placed and the additional fee was charged and billed appropriately. WM's records show Mr has never called WM to dispute this charge. As a customer courtesy, WM credited Mr's account the \$4.45 extra charge.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$4.45	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	108646
---------------------------	---	---------------

Customer Info		
Customer:	Michael Steinor	Primary Phone: (650) 544-8845
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	19420 76th Ave SE	Mailing Address:
City, State, Zip:	Snohomish, WA 98296	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Delayed Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 04/15/2010
Company Rep:	Michael Weinstein	Initially Opened on: 03/29/2010
Rep Email Address:	mweinstein@wm.com	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Gail Griffin-Wallace	Closed on: 04/15/2010
Disputed Amount:		Referral: Phone book
Contacted How?	phone	

Complaint Description: Customer called to begin service and have containers delivered on 3/19. Customer has not received containers and WM has not been able to confirm their delivery.

Please verify containers have been delivered. date?
How does WM keep track of what customer have received containers and who is assigned what container?

passed to WM via email 3/29/10 @ 1:30 pm - your initial response to this complaint is due by close of business 3/31/10.

Results: Waste Management records show that a yard waste cart was delivered on March 19. The company has no record of advising the care was not received. Upon receipt of this complaint, the company arranged to deliver a cart the first week of April. When the route manager went to deliver the cart, he observed a cart already at the residence. The commission has no requirement that the company keep a record of individual tote numbers assigned to a customer.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	Waste Management of Washington, Inc.	108587
---------------------------	---	---------------

Customer Info		
Customer:	Thelma Block	Primary Phone: (253) 862-0168
Contact:		Other Phone:
eMail Address:	tmblock@comcast.net	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	10610 177th Av Ct. E.	Mailing Address:
City, State, Zip:	Bonney Lake, WA 98391	City, State, Zip: , WA
County:	Pierce	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	M37365 Waste Management of Washington , Inc.	Account Number:
Company Rep:		Status: Closed as of: 03/30/2010
Rep Email Address:	Michael Weinstein	Initially Opened on: 03/16/2010
Agency Rep:	Mike Meeks	Quality Review: <input type="checkbox"/> Done
Disputed Amount:		Closed on: 03/30/2010
Contacted How?	phone	Referral: Other agency

Complaint Description:	<p>Elderly customer states she moved from: 13459 Adair Creek Way NE, Redmond, 98053. Moved in October 2009. Paid final bill. Contacted the company to delay pick up for 3 days as she would be moving to new location and was stopping service. Customer states that in January, she received a bill from Waste Management for \$138.60 for the cost of the cans that she left to be picked up.</p> <p>Customer states that she and the company were in agreement with the final bill amount when she contacted the company to pay up. Says that with the company agreeing to delay the pick up, she is not responsible for the cans. Company should have done what they said they were going to do and remove the cans with the last pickup. Customer does not believe she owes for the company receptacles. Says that W.M. has threatened to forward to an attorney or a collection agency. Customer called the company on three occasions to get someone to agree that she doesn't owe. Has been unsuccessful.</p> <p>Passed to Waste Management at 2:40pm on 3/16. Please respond by 3/18.</p>
-------------------------------	--

Results:	<p>Company rep. stated that the cans were missing when they went to pick them up. Company does not know what happened to the cans, nor does the customer. Upon receipt of the complaint, manager agreed to waive any fees for the customer as they believe she left them out per her instructions, though the cans are lost. With the exception of the 138.60, the customer had paid all charges in full. With the waiver of the equipment charge, customer has a zero balance.</p>
-----------------	---

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$138.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	Waste Management of Washington, Inc.	108510
---------------------------	---	---------------

Customer Info		
Customer:	G. Allen Chambers	Primary Phone: (425) 868-1457
Contact:		Other Phone:
eMail Address:	ac4567@gmail.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address			
Service Address:	25927 NE 25th St.	Mailing Address:	405 Visata Grande
City, State, Zip:	Redmond, WA 98073	City, State, Zip:	Greenbrae, CA 94904
County:	King		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Miscellaneous Lookup	Complaint Keyword:	(None)
Company ID:	Waste Management of Washington , Inc.	Account Number:	600-1166930-2679-5
M37365		Status: Closed as of:	03/09/2010
Company Rep:	Michael Weinstein	Initially Opened on:	03/05/2010
Rep Email Address:	mweinstein@wm.com	Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Gail Griffin-Wallace	Closed on:	03/09/2010
Disputed Amount:		Referral:	Other
Contacted How?	e-mail	Other Referral:	

Complaint Description: Customer cancelled his service on 6/16/09 as was told he would receive a refund. Customer has not received.

Is customer due refund? Amount?
WAC 480-70-406 requires a refund be issued in 30 days. Please explain the delay.

passed to WM via email 3/4 @ 4:40 pm - your initial response to this complaint is due by close of business 3/9/10

Results: Company assumed that because customer carried an account credit since 2006, that this was an abandoned account and refund was released to the states Uniform Unclaimed Property Act. Company realized its error through this complaint and issued refund plus interest. Violations for not refunding within 30 days were recorded.

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$324.07	Violation(s):	480-70-406(1)(b) 84

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	Waste Management of Washington, Inc.	108484
---------------------------	---	---------------

Customer Info		
Customer:	Ronald G. Ramp	Primary Phone: (206) 455-3485
Contact:		Other Phone:
eMail Address:	swramp@hotmail.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	10746 28th Ave SW	Mailing Address:
City, State, Zip:	Seattle, WA 98146	City, State, Zip: , WA
County:	king	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	Waste Management of Washington , Inc.	Account Number:
M37365		Status: Closed as of: 03/09/2010
Company Rep:	Michael Weinstein	Initially Opened on: 03/04/2010
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Mike Meeks	Closed on: 03/09/2010
Disputed Amount:		Referral: I don't know
Contacted How?	online complaint	

Complaint Description:	Customer states that company is missing pick ups. Wants credit. Please provide information about the number of missed pick ups. Has the company credited his account? Please review customer's comments by scrolling down. Passed to Waste Management at 7:36am on 3/4. Please respond by 3/8.
Results:	Company states they have no record of the customer contacting them for missed service. Company did attempt to contact the customer on March 4 regarding his claim that the service was not collected. Customer's can was not out to be picked up.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	108814
---------------------------	---	---------------

Customer Info			
Customer:	Barbara Hopper (Jessie)	Primary Phone:	(425) 350-9627
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	10925 228th Street NE	Mailing Address:	
City, State, Zip:	Arlington, WA 98223	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	
M37365		Status: Closed as of:	04/28/2010
Company Rep:	Pearlie Simpson	Initially Opened on:	04/22/2010
Rep Email Address:	PSimpso@wm.com	Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Rachel Stark	Closed on:	04/28/2010
Disputed Amount:		Referral:	Other
Contacted How?	phone	Other Referral:	Snohomish County Solid Waste

Complaint Description: Ms. states she has a 1 yard dumpster which she pays commercial rate of \$136, which includes recycle service at no additional charge. Sometime last year, she called the company to attempt to get a second recycle bin and was told her service only includes one bin and she would have to pay an additional rate for another one. She didn't want to pay an additional fee for another recycle bin so she did not request to have them bring another out. About two months after that, the company stopped picking up her recycle so she called the company. The company told her she did not have recycle service. Once the company looked at her account, they noticed her recycling service was grandfathered into her service and she indeed had recycling service and sent someone out that day to pick up her recycle. Yesterday, she thought her blue recycle bin got stolen and contacted the company. The company told her they took the bin because she doesn't have that service. She also indicates that the company told her there were multiple families on her property, therefore she should have residential service. Ms. states she does not have multiple families, she has her sister staying on her property in a temporary dwelling therefore she is still allowed to remain under commercial rates.

Ms. would like the company to bring back her recycle bin and not to have any other problems with her service.

4/22/2010 11:42 Complaint passed to Mike Weinstein at Waste Management via e-mail Response due April 26, 2010, by 5pm PST

Results: The company shows this customer as a residential customer since establishing service September 12, 2000. Due to the amount of garbage that she generates, she has a commercial bin and is billed for a commercial bin. However, since she is a residential customer, recycling is a separate charge and is not mandatory in her area. The company cannot provide her with recycling service if she chooses not to pay for it.

Recycling service is an open market for business customers, which means business

customers are able to have someone else they choose to haul their recyclables. Business recycling service with Waste Management charges are \$16.40 per month.

The company states if this customer would like to be a business customer, she could contact the company and tell them her business name.

Closure Status

Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories

Industry:	227 - Solid Waste	Docket Number:	
-----------	-------------------	----------------	--

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	108864
---------------------------	---	---------------

Customer Info		
Customer:	Tina Fenn	Primary Phone: (360) 830-4607
Contact:		Other Phone:
eMail Address:	fennmt@sinclair.net	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	8385 Leeward Avenue	Mailing Address:
City, State, Zip:	Seabeck, WA 98380	City, State, Zip: , WA
County:	Kitsap	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: not given
M37365		Status: Closed as of: 05/06/2010
Company Rep:	Weinstein, Mike	Initially Opened on: 04/30/2010
Rep Email Address:	mweinstein@wm.com	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Dennis Shutler	Closed on: 05/06/2010
Disputed Amount:		Referral: Attorney General
Contacted How?	online complaint	

Complaint Description: Ms called Waste Management (WM) and cancelled her service at her old address (10541 NW Sirocco Cir Silverdale WA 98383, account #011-0043837-0029-3) effective 2/19/10. Ms contacted WM in March and was told that they did not send out refunds until the next billing cycle (mid April). Ms still had not received her refund as of 4/26/10. Ms contacted WM again (talked to Megan) and was told WM did not routinely send refunds for prepaid service unless requested and they had no record of Ms' request last month. WM also told Ms that it would be another 6-8 weeks after the new billing cycle before she would received her refund. Ms does not believe she should have to wait for her refund.

Complaint passed to WM, via e-mail on 4/30/10, at 3:53 p.m.: (response due 5/04/10)

Results: WM issued the \$40.93 refund on 4/29/10, three days after Ms' request for a refund was recorded at WM. WM's records do not reflect an earlier request by Ms for a refund.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$40.93	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	108737
---------------------------	---	---------------

Customer Info		
Customer:	Thomas McInerney	Primary Phone: (425) 949-1238
Contact:		Other Phone:
eMail Address:	wm@web3.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	19115 43rd Ave SE	Mailing Address:
City, State, Zip:	Bothell, WA 98012-7445	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 201011039326779
M37365		Status: Closed as of: 04/19/2010
Company Rep:	Michael Weinstein	Initially Opened on: 04/09/2010
Rep Email Address:	mweinstein@wm.com	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Gail Griffin-Wallace	Closed on: 04/19/2010
Disputed Amount:		Referral: I don't know
Contacted How?	e-mail	

Complaint Description:	<p>Customer requested a decrease in service to once-a-month. Customer believes he is being overbilled and is due a credit.</p> <p>Please provide account history. What is customer service level? Please provide the tariff locations for the applied rates.</p> <p>passed to WM via email 4/9/10 @ 7:30 am - your initial response to this complaint is due by close of business 4/13/10.</p>
-------------------------------	--

Results:	<p>Waste Management records show that cust requested service of one can at \$5.55, with monthly pickup plus recycle service at \$8.65, for a quarterly total of \$42.60, in April, 2009. Previously, cust was charged at the weekly pick up rate of \$13.75 for one can, plus \$8.65 for recycle service. This brought the previous bill total to \$67.20 per quarter. Credits for over payments of \$22.88 were issued on customers August 1, 2009 invoice. I have reviewed the company's tariff and the rates are correct.</p>
-----------------	--

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	Waste Management of Washington, Inc.	109324
---------------------------	---	---------------

Customer Info		
Customer:	Keith Ren	Primary Phone: (425) 471-5299
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	6716 81st Ave SE	Mailing Address:
City, State, Zip:	Snohomish, WA 98290	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	Waste Management of Washington , Inc.	Account Number:
M37365		Status: Closed as of: 07/22/2010
Company Rep:	Michael Weinstein	Initially Opened on: 07/16/2010
Rep Email Address:	mweinstein@wm.com	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Gail Griffin-Wallace	Closed on: 07/22/2010
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer lives down a private road and pays drive-in and drive-out fees. Customer has had service down his road for several years. Customer is now being told this service will not longer be available to him.

What are the issues?

passed to WM via email 7/16 @ 4:20 - your initial response to this complaint is due by close of business 7/20/10

Results: Customer lives down a private road the runs several hundred yards. Portions of the road have be determined to be unsafe to back into and walk-in service is not practical. Customer will need to bring trash to main public road or make other arrangements.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	109367
---------------------------	---	---------------

Customer Info		
Customer:	Harold Wilson	Primary Phone: (425) 868-4116
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address			
Service Address:	23782 NE Greens Crossing Rd.	Mailing Address:	
City, State, Zip:	Redmond, WA 98053	City, State, Zip:	, WA
County:	King		

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 07/23/2010
Company Rep:	Mike Weinstein	Initially Opened on: 07/22/2010
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Rachel Stark	Closed on: 07/23/2010
Disputed Amount:	100	Referral: Company
Contacted How?	phone	

Complaint Description:	<p>This consumer pays his bill using the automatic bill payment. He says normally his bill is about \$50, however, his wife added some services and this time his bill is \$104.90. The company has a \$100 cap on how much they are able to automatically pull from a consumer's account. When his bill was due on June 25, the company contacted him and he was able to have the company pull \$104.90 and his bill was paid in full. Then on July 7, he noticed the company pulled another \$100 from his bank account. On July 8, he contacted the company and was told they see their error and will credit back to his bank account in about 10 business days. Mr. says on July 21, he still has not seen his credit, so he called the company this morning (July 22) to inquire why. He spoke with an extremely helpful person named Belinda who was trying to be able to try and assist him so he could receive his credit as quick as possible; however, the billing department's policy takes 4-6 weeks. He said Belinda was very nice and polite, but thought this was unacceptable and requested to speak with a supervisor. She put him on hold and when she came back, she indicated the supervisor told her to let him know that there was nothing the company could do to expedite his issue because that was how long he had to wait. Mr. would like to know why he was told 10 business days and now is being told 4-6 weeks. Mr. would like to receive his credit as soon as possible.</p> <p>7/22/2010 9:18 Complaint passed to Mike Weinstein at Waste Management via e-mail Response due July 26, 2010, by 5pm PT</p>
-------------------------------	---

Results:	<p>The company has a \$100 payment cap on their system. The customer's bill came to \$104.90 due to them adding services. The company contacted him to let him know the cap prevented his payment to go through. The consumer made a \$104.90 payment to the company, however, the automatic reoccurring payment still processed. The company stated it takes 14 days for a payment to clear a customer's account. Once that happens, a refund should take 7-10 days not 4-6 weeks. The company issued a refund of his \$100 July 22, 2010, which the customer will see the refund in his bank in about 3-5 days.</p> <p>The company was asked to ensure office staff and managers know this policy so other</p>
-----------------	--

consumers are not told 4-6 weeks.

Closure Status

Disposition: Consumer upheld

Company Profile:

Amount Saved: \$0.00

Violation(s):

Categories

Industry: 227 - Solid Waste

Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	109383
---------------------------	---	---------------

Customer Info		
Customer:	Paul Carlson	Primary Phone: (425) 743-2526
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	14317 43rd Ave	Mailing Address:
City, State, Zip:	Lynnwood, WA 98046	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	M37365	Account Number:
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of: 07/27/2010
Company Rep:	Michael Weinstein	Initially Opened on: 07/23/2010
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Gail Griffin-Wallace	Closed on: 07/27/2010
Disputed Amount:		Referral:
Contacted How?		

Complaint Description:	<p>Customer says your web site states missed pick-ups will be collected within 24 hours of being reported. Customer reported missed pick-up on 7/19. While his trash and yard waste were collected, his recycle was not.</p> <p>Is there a different policy for recycling? Where is it stated on your web site?</p> <p>passed to WM via email 7/26 @ 8:25 am - your response to this complaint is due by close of business 7/28/10.</p>
Results:	Due to a misunderstanding regarding the recycle pick up date which was recently changed, service was missed. Recycle was picked up 7/26/10

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	109399
---------------------------	---	---------------

Customer Info		
Customer:	Michael Steinore	Primary Phone:
Contact:		Other Phone: (650) 544-8845
eMail Address:	michaelsteinore@msn.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	19420 76th Avenue SE	Mailing Address:
City, State, Zip:	Snohomish, WA 98296	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID: M37365	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number: 201-021327826778
Company Rep:	Michael Weinstein	Status: Closed as of: 08/12/2010
Rep Email Address:	mweinstein@wm.com	Initially Opened on: 07/27/2010
Agency Rep:	Dennis Shutler	Quality Review: <input type="checkbox"/> Done
Disputed Amount:	0	Closed on: 08/12/2010
Contacted How?	online complaint	Referral: I don't know

Complaint Description:	<p>Mr called Waste Management (WM) and spoke to Customer Service Representative Laurie, who admitted Mr was overbilled on his latest bill. Mr requested a corrected bill, so that he can avoid paying more than is due and so that he can avoid a subsequent bill with all sorts of rebates and special charges on it. Laurie told Mr that he cannot get a corrected bill and that if he doesn't pay the overbilled amount, Mr risks an interruption in service, even if Mr pays what is due.</p> <p>Mr wants a corrected bill as soon as possible. Mr states there was no apology, no sense of regret.</p> <p>Passing a new complaint.</p> <p>Please provide this customer's account history beginning 5/01/10 to current. Address how Mr was overcharged and how Mr may or may not receive a corrected bill.</p> <p>Complaint passed to WM, via e-mail on 7/27/10, at 1:53 pm: (Response due 7/29/10)</p>
Results:	<p>Mr was overbilled charges for service he did not request. WM sent Mr a corrected bill as Mr requested.</p> <p>VIOLATIONS RECORDED =</p>

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$35.07	Violation(s):
		480-70-386(1)(b)(i) 2, 480-70-396(3)(b)(ii) 4, 480-70-386(1)(b)(ii) 1

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	109386
---------------------------	---	---------------

Customer Info			
Customer:	Chris Martin	Primary Phone:	(206) 669-1656
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	203 E Idaho	Mailing Address:	PO Box 761
City, State, Zip:	Roslyn, WA 98941	City, State, Zip:	Roslyn, WA 98941
County:	Kittitas		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Disputed Bill Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	150000624918157
M37365		Status: Closed as of:	07/28/2010
Company Rep:		Michael Weinstein	Initially Opened on:
Rep Email Address:	mweinstein@wm.com	Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Sheri Hoyt	Closed on:	07/28/2010
Disputed Amount:		Referral:	Other
Contacted How?	phone	Other Referral:	

Complaint Description: Customer's bill increased from \$35.59 to \$36.30 for three months of weekly garbage pickup. When he called the company to find out why, the CSR told him the city was at fault. Customer called the city, it says service is not provided through a city contract, it is through the company's UTC certificate. Customer says he is using his own can, a 32 gallon can. Customer wants to know if the company is supposed to be providing the can and whether it should be 35 gallons and not 32 gallons, and he wants to know what the rate increase is attributed to. Company could not provide tariff references for the rates customer is charged. Customer spoke with two different CSRs, they couldn't answer his questions and neither could Lisa, 933, Floor Supervisor, or Rolando, another supervisor.
 *WM Ellensburg Tariff No. 11, Item 100 indicates this customer should be receiving service with a 35 gallon cart at \$13.40 per month for weekly service. What service is WM providing this customer?
 *Does WM rate/service include a company-provided cart? If so, please provide the tariff reference.
 *Did WM recently increase this customer's rate? And if so, why?
 7/23, 2:45pm)passed to Michael Weinstein via email. Response due 7/27, 5pm.

Results: Customer has customer-provided 1 32-gallon can service for \$12.10/month. (Customer can upgrade to 35 gallon company-provided cart for \$13.40/mo.) The rate was previously \$11.45/mo. Effective July 1, due to an increase in Kittitas County disposal fees from \$72.64/ton to \$86.84/ton, the rate was increased. The company said the CSR provided faulty information to the customer when he called and it has addressed the training issue with the CSR manager. Also, the company failed to provide rate increase information on its bills, instead relying solely on public notice in local newspapers. Company will be including a message on the next bill informing customers of the disposal fee increase.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	109655
---------------------------	---	---------------

Customer Info			
Customer:	Eugene Berner	Primary Phone:	(360) 568-5970
Contact:		Other Phone:	
eMail Address:	bernerkg@aol.com	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	9108 147th Avenue SE	Mailing Address:	
City, State, Zip:	Snohomish, WA 98290	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	not given
M37365		Status: Closed as of:	09/22/2010
Company Rep:		Michael Weinstein	Initially Opened on:
Rep Email Address:	mweinstein@wm.com	Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Dennis Shutler	Closed on:	09/22/2010
Disputed Amount:	0	Referral:	Company
Contacted How?	phone		

Complaint Description:	<p>Mr states his recycling service is scheduled for every other Friday, and Waste Management (WM) has missed his scheduled pick up for the last three pick ups. Mr simply asks that WM keep to its schedule.</p> <p>Passing a new complaint.</p> <p>*why is this customer's service being missed? *will credits be applied to this customer's account for the missed services? *what steps is WM taking to ensure Mr's service are performed properly in the future?</p> <p>Complaint passed to WM via e-mail on 9/13/10 at 11:32 am, response is due not later than 5 pm PT on 9/15/10:</p>
Results:	<p>Mr contacted WM's call center and reported missed service on only two occasions, on 8/19 and 9/13. WM put in an RPC (Repeat Problem Customer Identified) for two missed services within 30 days. The majority of the missed services are due to no can out and available for service (NCO).</p> <p>VIOLATIONS RECORDED = 1</p>

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	480-70-386(1)(b)(i) 1

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	109881
---------------------------	---	---------------

Customer Info			
Customer:	Norm Love	Primary Phone:	(509) 473-9114
Contact:		Other Phone:	
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	10012 E 10th	Mailing Address:	
City, State, Zip:	Spokane, WA 99206	City, State, Zip:	, WA
County:	Spokane		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Disconnect Lookup	Complaint Keyword:	(None)
Company ID:	M37365	Account Number:	681106132826814
	WASTE MANAGEMENT OF WASHINGTON , INC.	Status: Closed as of:	10/18/2010
Company Rep:	Mike Weinstein	Initially Opened on:	10/12/2010
Rep Email Address:	mweinstein@wm.com	Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Sheri Hoyt	Closed on:	10/18/2010
Disputed Amount:	59.82	Referral:	Phone book
Contacted How?	phone		

Complaint Description: Customer started service in July 2010 at his present address. He paid a pro-rated bill soon after he started service and hasn't received a bill since. Customer was unaware the bill didn't arrive, now he has received a notice saying if he doesn't pay \$59.82 by the end of October his service will be discontinued. Customer cannot pay the bill until the first week of November when he receives his social security. If customer had received the bill he could have budgeted for it, now he does not have a way to pay the bill until after the end of the month.

*Is WM willing to delay this customer's payment until the first week of November and not discontinue his pickups?

*What is the bill cycle for this customer - two or three month bills? Customer says he is confused as to whether this is a two month or quarterly bill. He was told he has a three month bill but that the bill should have come the beginning of September and is delinquent the last day of October, indicating it is a two month bill.

10/12, 2:29pm)passed to Mike Weinstein via e-mail. Response due 10/14, 5pm.

Results: The bill is for pro-rated services received in July and for services received August, September and October 2010. Customer is on a three month bill cycle. The company has not rendered another bill to the customer, nor has it received payment for service provided to this customer yet. Company extended the payment date to the first week of November. Customer has been told his next bill will render December 1 and will be due 30 days later. If he does not pay it timely, he will likely receive another late notice.

VIOLATION RECORDED - 1

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	480-70-386(1)(b)(i) 1

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	110108
---------------------------	---	---------------

Customer Info		
Customer:	Thomas McInerney	Primary Phone: (425) 949-1238 (# does not accept ann calls)
Contact:		Other Phone:
eMail Address:	wm@web3.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address			
Service Address:	19115 43rd Ave SE	Mailing Address:	
City, State, Zip:	Bothell, WA 98012	City, State, Zip:	, WA
County:	King		

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disconnect Lookup	Complaint Keyword: (None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:
M37365		Status: Closed as of: 11/15/2010
Company Rep:	Michael Weinstein	Initially Opened on: 11/08/2010
Rep Email Address:	mweinstein@wm.com	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Gail Griffin-Wallace	Closed on: 11/15/2010
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: Customer made an arrangement with WM to make a payment 8/24 & another 11/15, to bring his account current. WM termanited service in October advising customer there was not record of his arrangement. Customer will be bring his account current on 11/15 however, there is a missed pickup. Will WM credit customer for the month it did not pick up?

Please provide account history.

passed to WM via email 11/8 @ 9:55 am - your initial response to this complaint is due by close of business 11/10/10

Results: Company records have no record of an arrangement. Customers service will rusume upon receipt of past due payment. Customers bill will be prorated for time out of service.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	WASTE MANAGEMENT OF WASHINGTON, INC.	110199
---------------------------	---	---------------

Customer Info			
Customer:	Donna Lane	Primary Phone:	(949) 310-4316
Contact:		Other Phone:	
eMail Address:	dlanerich@aol.com	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	18077 Cherry Tree Lane	Mailing Address:	
City, State, Zip:	Suquamish, WA 98392	City, State, Zip:	, WA
County:	Kitsap		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Quality Of Service Lookup	Complaint Keyword:	(None)
Company ID:	WASTE MANAGEMENT OF WASHINGTON , INC.	Account Number:	011-0162509-0029-3
M37365		Status: Closed as of:	12/03/2010
Company Rep:	Michael Weinstein	Initially Opened on:	11/23/2010
Rep Email Address:	mweinstein@wm.com	Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Gail Griffin-Wallace	Closed on:	12/03/2010
Disputed Amount:	16.6	Referral:	I don't know
Contacted How?	online complaint		

Complaint Description:	<p>Customer says WM provided misleading and false information regarding its yard waste program causing the customer to have unnecessary expenditures.</p> <p>Please provide any customer log. What are yard waste charges and where are they located in the tariff.</p> <p>passed to WM via email 11/23 @ 12:50 pm - your initial response to this complaint is due by close of business 11/29/10</p>
Results:	Company has no record of discussions with the customer regarding yard waste issues. As a courtesy, company provided customer with an adjustment.

Closure Status			
Disposition:	Company upheld with arrangements	Company Profile:	
Amount Saved:	\$16.58	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	Waste Management of Washington, Inc.	110557
---------------------------	---	---------------

Customer Info		
Customer:	Jim Cockerill	Primary Phone: (253) 279-2010
Contact:		Other Phone:
eMail Address:	jpcockerill@juno.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address			
Service Address:	1955 SE Oak Road	Mailing Address:	
City, State, Zip:	Port Orchard, WA 98367	City, State, Zip:	, WA
County:	Kitsap		

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	Waste Management of Washington , Inc.	Account Number: 00003-55002-35000
M37365		Status: Closed as of: 01/14/2011
Company Rep:	Mike Weinstein	Initially Opened on: 01/14/2011
Rep Email Address:	mweinstein@wm.com	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Sheri Hoyt	Closed on: 01/14/2011
Disputed Amount:		Referral: I don't know
Contacted How?	online complaint	

Complaint Description:	<p>Customer's street has been posted with a five ton weight limit due to frost upheaval of the road. There is no known repair date. Customer says Waste Management reads the sign as though it means 5,000 pounds instead of five tons and refuses to go onto the street even though the company manager acknowledges that its trucks weight less than 5 tons. Customer said the manager indicated he would "not argue numbers" with him and that I am free to quit the service and use the landfill. He said that the service will not extend into the customer's street. Customer says there are a lot of residences who will have to haul their garbage and recycle cans from a quarter to a third mile to set them on Burly Road for pick up.</p> <p>*Please explain what the road restriction is that prohibits the company from providing service to this customer and the surrounding neighbors?</p> <p>*What provisions has the company made to continue service to affected customers? 1/14, 11:03am)passed to WM via e-mail. Response due 1/19, 5pm.</p>
-------------------------------	--

Results:	<p>Customer spoke with a company dispatcher, not a route manager. The company's trucks weigh a minimum of 34,000 pounds, or 17 tons, empty. A fully loaded truck can carry another 10,000 pounds, or 2 tons, of refuse. The road has a weight restriction on it for five tons. The company cannot travel on the road until the weight restriction sign is removed. The road needs repaired and the county does not want further damage by heavy trucks. The company's tariff allows the company to determine when the road conditions are unsafe. The company scheduled a courtesy pickup for the customer, and any other customers who missed their pick up yesterday, for Monday, January 17. The company also revised the area the customers will put their cans during the road restrictions, the customer is satisfied.</p>
-----------------	--

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	Waste Management of Washington, Inc.	110501
---------------------------	---	---------------

Customer Info		
Customer:	Phillip White	Primary Phone: (509) 443-7293
Contact:		Other Phone:
eMail Address:	philathy@yahoo.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	5111 S Regal Street, Apt.3	Mailing Address:
City, State, Zip:	Spokane, WA 99223	City, State, Zip: , WA
County:	Spokane	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	M37365 Waste Management of Washington , Inc.	Account Number: 681105907126814
Company Rep:		Status: Closed as of: 01/10/2011
Rep Email Address:	Michael Weinstein	Initially Opened on: 01/05/2011
Agency Rep:	Dennis Shutler	Quality Review: <input checked="" type="checkbox"/> Done
Disputed Amount:	0	Closed on: 01/10/2011
Contacted How?	phone	Referral: Company

Complaint Description:	<p>Mr states Waste Management (WM) failed to pick up his recycling, and that WM's employees dumped recycling products onto the ground and left them there.</p> <p>Passing a new complaint.</p> <p>*why was this customer's service missed? *will credits be applied to this customer's account for the missed services? *what steps is WM taking to ensure Mr's service are performed properly in the future? *why are recycling products allowed to be dropped and left on the ground by the employees? *what steps is WM taking to ensure recycling products are loaded and contained properly in the future?</p> <p>Complaint passed to WM via e-mail on 1/05/11 at 3:12 pm, response is due not later than 5 pm PT on 1/07/11:</p>
-------------------------------	--

Results:	<p>WM was in compliance when it missed a recycle pickup due to inclement weather. The recycle route driver is being retrained on how to properly handle the bins and ensure nothing is left accidentally behind. The driver should have left the ineligible recyclable materials in the bin along with a yellow tag explaining why it was left. The company gave a \$1.08 goodwill credit for one missed pickup, plus \$1 (total \$2.08) for the customer's inconvenience.</p>
-----------------	--

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$2.08	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	Waste Management of Washington, Inc.	110512
---------------------------	---	---------------

Customer Info			
Customer:	Jim Hossack	Primary Phone:	(425) 788-9027
Contact:		Other Phone:	
eMail Address:	W7LS@blarg.net	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	15221 342nd Ave, NE	Mailing Address:	
City, State, Zip:	Duvall, WA 98019	City, State, Zip:	, WA
County:	King		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Quality Of Service Lookup	Complaint Keyword:	(None)
Company ID:	Waste Management of Washington , Inc.	Account Number:	600-1183779
M37365		Status: Closed as of:	01/25/2011
Company Rep:	Michael Weinstein	Initially Opened on:	01/06/2011
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Dennis Shutler	Closed on:	01/25/2011
Disputed Amount:		Referral:	I don't know
Contacted How?	e-mail		

Complaint Description:	<p>Mr states Waste Management (WM) failed to pick up and empty his cans when Mr placed them in the proper location, the night before they were to be picked up, and there was no snow issue.</p> <p>Passing a new complaint.</p> <p>*why was this customer's service missed? *will credits be applied to this customer's account for the missed services? *what steps is WM taking to ensure Mr's service are performed properly in the future? *provide all communication records between Mr and WM beginning 3/01/10 to current.</p> <p>Complaint passed to WM via e-mail on 1/06/11 at 2:16 pm, response is due not later than 5 pm PT on 1/10/11:</p>
-------------------------------	--

Results:	<p>WM's route manager serviced Mr's containers and apologized to Mr for WM's error. WM is unsure why Mr's service was missed. WM provided Mr direct contact information to expedite any future service missed. WM will speak with the driver to determine possible reasons for the missed pickup. WM noted the route sheet so the driver will service Mr's cans, and the route map will be updated for relief drivers. No credits will be applied.</p> <p>VIOLATIONS RECORDED = 9</p>
-----------------	---

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	480-70-386(1)(b)(i) 9

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	Waste Management of Washington, Inc.	110522
---------------------------	---	---------------

Customer Info		
Customer:	Martha Stone	Primary Phone: (425) 273-1052
Contact:	Aaron Christensen	Other Phone:
eMail Address:	a4x4ver@hotmail.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	20717 NE 181st Place	Mailing Address:
City, State, Zip:	Woodinville, WA 98077	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	Waste Management of Washington , Inc.	Account Number: 600-1195646
M37365		Status: Closed as of: 01/12/2011
Company Rep:	Michael Weinstein	Initially Opened on: 01/07/2011
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Dennis Shutler	Closed on: 01/12/2011
Disputed Amount:	0	Referral: Company
Contacted How?	phone	

Complaint Description:	<p>Mr says Waste Management (WM) has missed his garbage and recycling pick up for the last two times (12/29/10 & 1/05/11). Mr believes WM should provide the service they have been paid to do.</p> <p>Passing a new complaint.</p> <p>*why is this customer's service being missed? *will credits be applied to this customer's account for the missed services? *what steps is WM taking to ensure Mr's service is performed properly in the future?</p> <p>Complaint passed to WM via e-mail on 1/07/11 at 11:33 am, response is due not later than 5 pm PT on 1/11/11:</p>
Results:	<p>WM issued Mr a credit of \$15.26 due to the inconvenience caused by the inclement weather. WM continually reviews its procedures during bad weather and WM makes every effort to provide service when conditions do not endanger customers and/or employees.</p>

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$15.26	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	Waste Management of Washington, Inc.	110563
---------------------------	---	---------------

Customer Info		
Customer:	Mark Fuller	Primary Phone: (509) 336-9732
Contact:		Other Phone:
eMail Address:	mark.fuller.01@gmail.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	13229 12th Street SE	Mailing Address:
City, State, Zip:	Snohomish, WA 98290	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	Waste Management of Washington , Inc.	Account Number: 201-183824
M37365		Status: Closed as of: 01/26/2011
Company Rep:	Michael Weinstein	Initially Opened on: 01/18/2011
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Dennis Shutler	Closed on: 01/26/2011
Disputed Amount:	0	Referral: I don't know
Contacted How?	e-mail	

Complaint Description:	<p>Mr's recycle bin was not picked up on Wednesday, 1/12/11. Mr says Waste Management (WM) has repeatedly stated this would be corrected but Mr's service continues to be missed. Mr states this has occurred regularly since Mr moved into this residence in September 2007.</p> <p>Passing a new complaint.</p> <p>*why is this customer's service being missed? *will credits be applied to this customer's account for the missed services? *what steps is WM taking to ensure Mr's service are performed properly in the future?</p> <p>Complaint passed to WM via e-mail on 1/18/11 at 8:08 am, response is due not later than 5 pm PT on 1/20/11:</p>
Results:	<p>The company was in compliance when it missed Mr's service on 1/12/11 due to inclement weather. Mr was issued a credit of \$7.60 due to his inconvenience. WM committed to do a site survey, update all maps and route sheets including 4-screen notes, to coach each driver and make sure they are aware of Mr's address, to put in reminder tickets for the drivers to call Mr every service day, and to call dispatch to note the account as Serviced or No Can Out.</p>

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$7.60	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	Waste Management of Washington, Inc.	110508
---------------------------	---	---------------

Customer Info		
Customer:	Trevor Mangold	Primary Phone: (425) 844-3844
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	20103 NE Woodinville-Duvall Rd.	Mailing Address:
City, State, Zip:	Woodinville, WA 98077	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Refusal Of Service Lookup	Complaint Keyword: (None)
Company ID:	Waste Management of Washington , Inc.	Account Number:
M37365		Status: Closed as of: 01/10/2011
Company Rep:	Michael Weinstein	Initially Opened on: 01/06/2011
Rep Email Address:	mweinstein@wm.com	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Lynda Holloway	Closed on: 01/10/2011
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: The customer said his Wednesday garbage pick-up has been missed for two weeks in a row. Customer said when he called the Co. he was told it was because of inclement weather, however, the customer said they don't live at a high elevation and did not have inclement weather problems.

The customer said the recycling truck picked up their neighborhood recycling bins yesterday, so doesn't understand why the Co. would not pick up their garbage on the same day. Customer said garbage is accumulating in their neighborhood and they want the Co. to arrange a pick-up before next Wednesday.

1/6/11 11:05 AM -- Passed to Michael Weinstein, Waste Management, via email (Response due 1/10/11 by 5:00 PM)

Results: Co. in compliance with rules for not providing service because of inclement weather conditions, and agreeing to pick-up additional trash on the customer's next scheduled pick-up.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	Waste Management of Washington, Inc.	110828
---------------------------	---	---------------

Customer Info		
Customer:	Sam Chen	Primary Phone: (206) 799-1818
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address			
Service Address:	16911 22nd Avenue SE	Mailing Address:	
City, State, Zip:	Bothell, WA 98012	City, State, Zip:	, WA
County:	King		

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	Waste Management of Washington , Inc.	Account Number: 201-0157478-2677-2
M37365		Status: Closed as of: 03/07/2011
Company Rep:	Mike Weinstein	Initially Opened on: 02/25/2011
Rep Email Address:	mweinstein@wm.com	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Sheri Hoyt	Closed on: 03/07/2011
Disputed Amount:		Referral:
Contacted How?	phone	

Complaint Description: Customer has every week garbage service and every other week recycling service. Customer said his trash has been picked up every week this month, however, the company never picked up his recycling in the month of February. Pick ups were scheduled for February 10 and 24. Customer called the company but was not told why the company didn't pick up and was refused a credit. The customer has no room to store the accumulated recycling, he said he will be self-hauling it to the transfer station.
 *Please explain why this customer's recycling was not picked up on February 10 and 24.
 *Since customer is self-hauling his recycling, will the company credit the February recycling charges in full?
 2/25, 9:55am)passed to WM via e-mail. Response due 3/1, 5pm.

Results: Waste Management records indicate the customer does not always put his containers out for pick-up. The driver notes the account and calls dispatch in real-time (when he's at the residence) to report the can(s) are not out. WM's driver called its dispatch office to report that the customer's recycling container was not out at 2:55 p.m., when he was there for collection on February 10. The customer contacted the company on February 11 and it performed a courtesy pick-up on February 14. On February 24, the customer's account was not noted that the customer's container was not set out, therefore, Waste Management believes the customer's recycling was picked up as scheduled. As a courtesy, the company placed a credit on the customer's account for the February 24 recycling pick-up in the amount of \$4.33.

To ensure recycling is collected, the customer needs to have his container placed out by 6:00 a.m. on the scheduled collection day. Until February 2011, there were no notes on the customer's account to indicate he called Waste Management to complain about a missed pickup, with the exception of a call made to the company on February 4, 2007.

Closure Status		
Disposition:	Company upheld with arrangements	Company Profile:
Amount Saved:	\$4.33	Violation(s):

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	Waste Management of Washington, Inc.	111096
---------------------------	---	---------------

Customer Info			
Customer:	Bruce Peterson	Primary Phone:	(425) 743-2262
Contact:		Other Phone:	
eMail Address:	ghostrider@gocruzn.com	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	6130 144th St SW	Mailing Address:	
City, State, Zip:	Edmonds, WA 98026	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	Waste Management of Washington , Inc.	Account Number:	215-11940
M37365		Status: Closed as of:	04/15/2011
Company Rep:	Michael Weinstein	Initially Opened on:	03/30/2011
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Dennis Shutler	Closed on:	04/15/2011
Disputed Amount:	0	Referral:	Attorney General
Contacted How?	e-mail		

Complaint Description:	<p>Mr moved into a house in Arlington in October 2010, having garbage service provided by Waste Management (WM) in his name. Mr only lived there a couple of weeks and Marion Berry put the account in her name. Mr has received calls from WM on his cell phone, Mr attempted to return the calls and was unable to reach WM. Mr wants WM to cease calling cell phones of non-customers, and stop using auto dialers and answering services that don't connect to a representative timely.</p> <p>Passing a new complaint.</p> <p>*what steps is WM taking to ensure Mr receives no further calls regarding his previous account? *what steps is WM taking to ensure a customer may contact a WM representative in a timely manner?</p> <p>Passed to WM via e-mail on 3/30/11 at 1:27 pm, response is due not later than 5 pm PT on 4/01/11.</p>
-------------------------------	--

Results:	<p>Mr received calls from WM because his account showed \$22.15 remained unpaid. Mr delayed his start date from 10/08/10 to 10/15/10 and WM recorded two service start dates. WM violated commission statute when it double billed Mr for the month. WM credited Mr's account the \$21.85 overcharge and adjusted the remaining \$.30 to bring the account to a zero balance.</p> <p>VIOLATIONS RECORDED = 1</p>
-----------------	--

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$22.15	Violation(s):	81.80.220 1

Categories			
-------------------	--	--	--

Industry:	227 - Solid Waste	Docket Number:	
-----------	-------------------	----------------	--

Consumer Complaint	Waste Management of Washington, Inc.	111097
---------------------------	---	---------------

Customer Info		
Customer:	Tami Hylback	Primary Phone: (425) 508-3807
Contact:		Other Phone:
eMail Address:	thylback@msn.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	19638 Snowden Lane	Mailing Address:
City, State, Zip:	Mount Vernon, WA 98274	City, State, Zip: , WA
County:	Skagit	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	Waste Management of Washington , Inc.	Account Number: 901004758500435
M37365		Status: Closed as of: 04/07/2011
Company Rep:	Michael Weinstein	Initially Opened on: 03/30/2011
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Dennis Shutler	Closed on: 04/07/2011
Disputed Amount:	25	Referral: Company
Contacted How?	phone	

Complaint Description:	<p>Ms believes Waste Management (WM) is improperly applying a driver charge of \$3.60 per 1/10 mile to her garbage service, not including the service fees. Ms received a copy of WM's tariff 17, Original Page 19, Item 80, and Ms believes the note on the bottom of the page does not apply to her location. Ms' driveway is off Snowden Lane and Snowden Lane is a private drive with five additional residences. Snowden Lane is off Cedardale Road, a public roadway. Ms believes because there are five additional residences on Snowden Lane, WM should only charge Ms the driver fee from the start of her actual driveway or not at all.</p> <p>Passing a new complaint.</p> <p>*How is WM applying the driver charge in this instance?</p> <p>Passed to WM via e-mail on 3/30/11 at 1:56 pm, response is due not later than 5 pm PT on 4/01/11.</p>
Results:	WM has not billed Ms for driver or drive-in charges and Ms will not be charged these fees. WM's rep will receive coaching in applying WM's tariff.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	Waste Management of Washington, Inc.	110913
---------------------------	---	---------------

Customer Info	
Customer: Audrey Livermore	Primary Phone: (360) 825-5635
Contact:	Other Phone:
eMail Address:	Fax: after 2pm
Privacy Confidential: <input type="checkbox"/> Yes	

Address	
Service Address: 40117 212th Avenue SE	Mailing Address:
City, State, Zip: Enumclaw, WA 98022	City, State, Zip: , WA
County: King	

Complaint Info	
Class of Service: <input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group: Disputed Bill Lookup	Complaint Keyword: (None)
Company ID: M37365	Account Number:
Waste Management of Washington , Inc.	Status: Closed as of: 04/04/2011
Company Rep: Mike Weinstein	Initially Opened on: 03/07/2011
Rep Email Address:	Quality Review: <input type="checkbox"/> Done
Agency Rep: Sheri Hoyt	Closed on: 04/04/2011
Disputed Amount:	Referral:
Contacted How?	

Complaint Description: Customer contacted Waste Management about a bill increase (she has two accounts, her home and a rental next door -- the rental is at 40003 212th Avenue SE -- account number 80000152811055-2) and was told that the commission approved a 19% rate increase last August. She is just now seeing the increase in her bills. Customer was given the impression that this is something the commission made the company do and was directed to the commission. Customer has every week service for a trash mini-can and every other week service for a recycling bin. Her three month bill went from \$64 to \$75.
 *Please explain the increase in this customer's bill, to include when the increase was effective and when her bill changed.
 3/7, 3:55pm)passed to WM via e-mail. Response due 3/9, 5pm.

Results: Customer's rates were increased in docket TG-101080 effective August 1, 2010. Customer received advance notice as required by rule. Notices were mailed by the company to its customers on June 16, 2010.

The customer's August 1 bill was for the months of July, August and September. The company retro-actively billed for the rate increase amount on the customer November 1 statement, it included the new charges for August and September that were not collected in the July statement. The company included a letter with all bill statements regarding the approved increases.

Closure Status	
Disposition: Company upheld	Company Profile:
Amount Saved: \$0.00	Violation(s):

Categories	
Industry: 227 - Solid Waste	Docket Number:

Consumer Complaint	Waste Management of Washington, Inc.	111138
---------------------------	---	---------------

Customer Info		
Customer:	Lisa Smith	Primary Phone: (425) 377-9041
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address			
Service Address:	10609 18th Place SE	Mailing Address:	
City, State, Zip:	Lake Stevens, WA 98258	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: Retroactive
Company ID:	Waste Management of Washington , Inc.	Account Number: 201-015-9583-26777
M37365		Status: Closed as of: 04/18/2011
Company Rep:	Michael Weinstein	Initially Opened on: 04/06/2011
Rep Email Address:	mweinstein@wm.com	Quality Review: <input checked="" type="checkbox"/> Done
Agency Rep:	Lynda Holloway	Closed on: 04/18/2011
Disputed Amount:	74.51	Referral: Friend
Contacted How?	phone	

Complaint Description:	<p>The customer said in 2009 she requested a smaller bin, and the notes on her account show she made the request. The Co. changed her billing, but didn't bring her a smaller bin. Now she is being backbilled \$74.51.</p> <p>The customer said she is very busy and didn't notice that she was being billed for the wrong bin. Customer said she made the request and it was the company's mistake by not providing her the correct size bin, so she should not be billed the additional \$74.51.</p> <p>4/6/11 11:00 AM -- Passed to Michael Weinstein, WM, via email (response due 4/8/11 by 5:00 PM)</p>
Results:	<p>Waste Management should not have billed the customer \$124.47 for extra charges from Oct. 2010 through March 2011. As a result of the complaint, the company agreed to credit \$124.47.</p> <p>Violations Recorded = 7</p>

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$124.47	Violation(s): 480-70-236(2) 6, 480-70-406(2) 1

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	Waste Management of Washington, Inc.	111441
---------------------------	---	---------------

Customer Info			
Customer:	Dave Peters	Primary Phone:	(360) 830-3418
Contact:		Other Phone:	360 337-4898 work/msg
eMail Address:		Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	7127 Cadmar Lane NW	Mailing Address:	
City, State, Zip:	Seabeck, WA 98380	City, State, Zip:	, WA
County:	Kitsap		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	Answer Time
Company ID:	Waste Management of Washington , Inc.	Account Number:	011-166828
M37365		Status: Closed as of:	05/25/2011
Company Rep:	Michael Weinstein	Initially Opened on:	05/23/2011
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Dennis Shutler	Closed on:	05/25/2011
Disputed Amount:	0	Referral:	Phone book
Contacted How?	phone		

Complaint Description:	<p>Mr said he called the company today and waited on hold for over 15 minutes each time, never getting through to discuss his account. Mr said he never got to the point where he could leave a voice message. Mr believes 15 minutes on hold is excessive.</p> <p>Passed to Brem-Air Disposal via e-mail on 5/23/11 at 4:42 pm, response is due not later than 5 pm PT on 5/25/11.</p>
Results:	<p>Brem-Air expressed its apology that Mr was unable to contact the company. Brem-Air is implementing a major system upgrade and experienced some technical difficulties that are expected to be corrected.</p> <p>VIOLATION RECORDED = 1</p>

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	480-70-361(2) 1

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	Waste Management of Washington, Inc.	111448
---------------------------	---	---------------

Customer Info		
Customer:	Larry and Carol Blume	Primary Phone: (509) 922-2671
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address			
Service Address:	11615 E. 38th	Mailing Address:	
City, State, Zip:	Spokane Valley, WA 99206	City, State, Zip:	, WA
County:	Spokane		

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	Waste Management of Washington , Inc.	Account Number: 681100998026817
M37365		Status: Closed as of: 06/01/2011
Company Rep:	Michael Weinstein	Initially Opened on: 05/24/2011
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Rachel Stark	Closed on: 06/01/2011
Disputed Amount:		Referral: Other
Contacted How?	phone	Other Referral: Just knew

Complaint Description: Ms. says she called the company May 10, to restart her yard waste service. The company told her they would deliver her container on May 19, which would be her next garbage service day. She and her husband are upset the company took so long to deliver their can because they had yard waste on the ground and could have put it in their can if the company delivered their can before 5pm on May 19. They also said when the company came during the day on May 19, to pick up the service, her husband was home and asked the driver if he would come around the block once he was at the end of his route and he would put his yard waste from the ground into his neighbor's can so they could catch up on their yard waste. The driver refused to come back. Her husband had also requested to speak with a supervisor and was told Marcus would call him, however, he never received a call from him. Someone from the office did call and spoke with her husband, however, he was specifically told Marcus would call him.

They would like to know why the company took so long to deliver their can and if they are going to be charged for the yard waste service for May 19.

5/24/2011 2:52 Complaint passed to Michael Weinstein Management via e-mail
Response due May 26, 2011, by 5pm PT

Results: The company had a vehicle breakdown which is why it took so long to get the yard waste cart to this consumer. The company is going to provide this customer with a credit of \$1.98 for one week of yard waste service. The company has a record that Marco did call and leave the customer a message, however, did not receive a return call. The driver was also spoken to regarding the customer service he provided. The driver thought the customer was trying to get free service and should have looked into his situation more and could have picked up his yard waste.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:		

	\$1.98	Violation(s):	480-70-386(1)(b)(i) 2
Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	Waste Management of Washington, Inc.	111318
---------------------------	---	---------------

Customer Info		
Customer:	Adeline Wutzke	Primary Phone: (360) 440-8774
Contact:	Gary Engen, son	Other Phone:
eMail Address:	(Watzke)	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address	
Service Address:	2509 Sheridan Road NE
Mailing Address:	
City, State, Zip:	Bremerton, WA 98310
County:	Kitsap
City, State, Zip:	, WA

Complaint Info	
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business
Complaint Group:	Disputed Bill Lookup
Complaint Keyword:	(None)
Company ID:	M37365
Account Number:	
Company Name:	Waste Management of Washington , Inc.
Status: Closed as of:	05/10/2011
Company Rep:	Michael Weinstein
Initially Opened on:	05/03/2011
Rep Email Address:	mweinstein@wm.com
Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Sheri Hoyt
Closed on:	05/10/2011
Disputed Amount:	12.15
Referral:	Other
Contacted How?	phone
Other Referral:	

Complaint Description: Last year, the company wouldn't pick up the customer's 64 gallon yardwaste container that was half filled. An employee on the truck said it was because the container exceeded the weight limit. Some months later, in approximately September 2010, the customer canceled the yardwaste service and the company came and took the container away. The customer just discovered that she is being charged for a 64 gallon recycling container although she's never been provided a recycling container and the company has never picked up recycling. Customer has had service at this address since 3/27/09 and apparently has been charged \$12.15 per month for recycling she's never used. Customer says not one of her neighbors has a recycling container either. Customer understands now after speaking with the county that recycling is mandatory but believes the company does not clearly delineate on its statements what services it is providing and charging for.

*When did this customer establish service and when did the company deliver a recycling container to her?

*Has the company ever picked up recycling from this customer or any of her neighbors?

*What is the maximum weight allowed for a yard waste container and is it true that a container cannot be filled more than halfway before it is overweight?

5/3, 3:18pm)passed to WM via e-mail. Response due 3/5, 5pm.

Results: Kitsap County notified the company by letter dated May 3 that this customer is eligible for a mandatory recycling exemption. Going forward, the customer will not be charged the quarterly rate of \$12.15 for the recycling. Customer will also no longer receive a quarterly recycling rebate of \$5.28.

Customer established service 3/25/09 and a recycling cart was delivered at that time. The customer's son called the company on 6/09/09 and requested the recycling cart be removed and added yard waste service. On 6/11/09 the yard waste cart was delivered. On 10/29/09, the customer's son called and canceled the yard waste service. On 4/27/10, the customer's son called and requested yard waste service again. On 8/26/10, the customer's son called and canceled the yard waste service.

Waste Management states it picked up the customer's recycling until her son canceled the service and requested the recycling container be removed. The company does collect recycling from the customer's neighbors. The maximum weight on a yard waste container is 200lbs. If a customer fills the containers with heavy objects like dirt and rocks, the container is likely to hit capacity when it is half filled.

Closure Status

Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories

Industry:	227 - Solid Waste	Docket Number:	
-----------	-------------------	----------------	--

Consumer Complaint	Waste Management of Washington, Inc.	111519
---------------------------	---	---------------

Customer Info		
Customer:	Larry and Carol Blume	Primary Phone: (509) 922-2671
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address			
Service Address:	11615 E. 38th	Mailing Address:	
City, State, Zip:	Spokane Valley, WA 99206	City, State, Zip:	, WA
County:	Spokane		

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	Waste Management of Washington , Inc.	Account Number: 681100998026817
M37365		Status: Closed as of: 06/06/2011
Company Rep:	Michael Weinstein	Initially Opened on: 06/06/2011
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Rachel Stark	Closed on: 06/06/2011
Disputed Amount:		Referral: Prior use
Contacted How?	phone	

Complaint Description: Mr. says that his garbage was not picked up last week on Thursday. He attempted to contact the company however the automated system did not allow his call to go through to speak to a live person. He eventually got through to someone in Portland and said they will let the company know in his area. He said due to the holiday the company runs a day late and were suppose to come on Friday to pick up his garbage. He said they didn't come and he had to get in his car and go to the company on Saturday. He said the person came out of the office was named Teresa knew him and why he was there and told him the company is just busy and shorted staffed. He said that was not his problem and requested to know why the company did not pick up his garbage on time because they require him to pay his bill on time. He believes the company is retaliating against him because he filed a complaint about his yard waste container not being delivered. He said in that complaint, the company stated they called him and he knows that is not the truth. He says he used to work for the company and knows how the company works. He would like to know why the company did not pick up his garbage and why when he called the company, he was not able to get through to a live person other than when he called around and got someone in Portland, OR.

6/6/2011 10:43 Complaint passed to Michael Weinstein at Waste Management via email
Response due June 8, 2011, by 5pm PT

Results: The customer is a former employee who left on bad terms. There is no evidence of retaliation toward this customer by the company. The company did miss this consumer's garbage due to driver error. The customer left a voicemail message and received a returned voicemail from the company rep. The company picked up this customer's garbage on Saturday and has noted the account so it is not missed in the future.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories

Industry:	227 - Solid Waste	Docket Number:	
-----------	-------------------	----------------	--

Consumer Complaint	Waste Management of Washington, Inc.	111609
---------------------------	---	---------------

Customer Info		
Customer:	Jesse Howard	Primary Phone: (206) 399-8363
Contact:		Other Phone:
eMail Address:	howardj1@qwest.net	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address			
Service Address:	46 Harle Rd	Mailing Address:	
City, State, Zip:	Waterville, WA 98858	City, State, Zip:	, WA
County:	Douglas		

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	M37365 Waste Management of Washington , Inc.	Account Number: 720-0529598-2674-5
Company Rep:		Status: Closed as of: 07/12/2011
Rep Email Address:	Mike Weinstein	Initially Opened on: 06/17/2011
Agency Rep:	Sheri Hoyt	Quality Review: <input type="checkbox"/> Done
Disputed Amount:		Closed on: 07/12/2011
Contacted How?	online complaint	Referral: Attorney General

Complaint Description: Customer writes that Waste Management Northwest, in the two years since he became its customer, has failed to pick up his trash on numerous occasions. The company refuses to credit his account, telling him it will pick up all accumulated trash on the next scheduled pick up day. Customer is to put his accumulated trash in bags. Customer lives in a rural area, bagged trash is not an option due to wildlife. If animals spread the trash, customer has to clean it up, not the company. Customer believes this could be an ecological and health hazard. Customer writes he has attempted to resolve the issue through all available channels with the company, its policies have provided no effective remedy. Customer wants the company to collect his trash on the regularly scheduled pick up day and wants credit due for missed service.

*Please provide account notes for this customer since his account was opened.
 *Please explain why this customer's trash is not picked up as scheduled.
 *Please explain what the company has done/is doing to ensure his trash is picked up as scheduled.

6/17, 11:42am)passed to WM via email. Response due 6/21, 5pm.

Results: Waste Management reports this is an ongoing problem with this customer. The company's drivers record when the customer's cans are not out. Service was started April 2009. Since that time, the company has recorded 67 instances of the customer's cans not being out. In addition, the customer's account reflect missed pick-ups due to inclement weather. The customer lives in a very rural area with steep roads which are difficult to serve in the winter.

The customer has contacted the company regarding those missed pick ups, other than those due to inclement weather, only about 20 percent of the time. The company believes this indicates the customer is awaret the missed pickups are due to the customer not putting his bins out. The customer says he doesn't always contact the company, even when he placed his bins out and they weren't serviced.

The company and the customer agree on the location where the customer must place his bins for pick-up. Customer must bring his bins out about half a mile past the end of his

driveway, which is approximately half a mile itself, to be serviced. The district manager will be notified by the route drivers when the customer's cans are not out for pick-up so as to allow him to monitor the situation. The customer will contact me again if the missed pick-ups continue.

Closure Status

Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories

Industry:	227 - Solid Waste	Docket Number:	
-----------	-------------------	----------------	--

Consumer Complaint	Waste Management of Washington, Inc.	111761
---------------------------	---	---------------

Customer Info		
Customer:	Stephanie and Nick Stewart	Primary Phone: (509) 481-5820
Contact:		Other Phone:
eMail Address:	stewie14@msn.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	3105 S Chapman Road	Mailing Address:
City, State, Zip:	Greenacres, WA 99016	City, State, Zip: , WA
County:	Spokane	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	Waste Management of Washington , Inc.	Account Number: 455-0901076-2681-5
M37365		Status: Closed as of: 07/22/2011
Company Rep:	Michael Weinstein	Initially Opened on: 07/13/2011
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Dennis Shutler	Closed on: 07/22/2011
Disputed Amount:	0	Referral: Company
Contacted How?	phone	

Complaint Description:	<p>Ms says Waste Management (WM) provides recycling service to residents just one block away from her residence, but WM will not provide recycling service to her residence, though both areas are in the unincorporated portion of the county. Ms simply wants WM to provide recycling services to her residence.</p> <p>Passed to WM via e-mail on 7/13/11 at 10:52 am, response is due not later than 5 pm PT on 7/15/11.</p>
Results:	<p>WM failed to provide recycling service to this complainant and eight neighbors in compliance with WM's tariff. Recycling service is listed in the company's tariff and mandated by the Spokane County Recycling Service Level Ordinance as adopted and codified as Chapter 8.58.</p> <p>VIOLATIONS RECORDED = 10</p>

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s): 480-70-236 9, 480-70-386(1)(b)(ii) 1

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	Waste Management of Washington, Inc.	111949
---------------------------	---	---------------

Customer Info		
Customer:	Rick Carrier	Primary Phone: (425) 931-4076
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	11718 38th Dr SE	Mailing Address:
City, State, Zip:	Everett, WA 98208	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	Waste Management of Washington , Inc.	Account Number:
M37365		Status: Closed as of: 08/23/2011
Company Rep:	Michael Weinstein	Initially Opened on: 08/09/2011
Rep Email Address:	mweinstein@wm.com	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Lynda Holloway	Closed on: 08/23/2011
Disputed Amount:		Referral: Other
Contacted How?	phone	Other Referral:

Complaint Description: The customer said he has been having problems getting his recycling picked up and being overcharged. Mr. said his recycling was missed last Friday (8/5) and his last bill included additional charges of \$13 plus three extra charges of \$4. Mr. said there are times when he has put additional trash out, but doesn't believe it was that many times, or that it would have justified an additional \$13 charge.

Mr. said the company service representatives are rude when he calls to make a complaint about the billing or missed pick-ups, and the Co. doesn't respond to his on-line inquiries. Mr. wants Co. to pick up his recycling, review his account to assure he is being billed correctly, and respond to his on-line inquiries.

8/9/11 9:20 AM -- Passed to Michael Weinstin, via email (response due 8/11/11 by 5:00 PM)

Results: Co. picked-up the customer's recycling on 8/9/11 and issued a credit of \$13.83 for overcharges. Co. said they will work to provide the customer better customer service.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$13.83	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	Waste Management of Washington, Inc.	112096
---------------------------	---	---------------

Customer Info		
Customer:	Ardis Ogden	Primary Phone: (425) 238-1951
Contact:		Other Phone:
eMail Address:	Rjay007@comcast.net	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	12520 240th St NE	Mailing Address:
City, State, Zip:	Arlington, WA 98223	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	Waste Management of Washington , Inc.	Account Number: 201000144426772
M37365		Status: Closed as of: 09/07/2011
Company Rep:	Mike Weinstein	Initially Opened on: 08/31/2011
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Pam Smith	Closed on: 09/07/2011
Disputed Amount:	31.64	Referral: Internet
Contacted How?	phone	

Complaint Description: Customer called to reduce service to one tote (dropping one can). March 22, 2011. They did not change service and she called again May 24, 2011 and talked to Julie. She claimed no request was made, but promised to change it. The billing was changed as of May 31st. The customer would like the additional charge from March 23rd -May 30th credited. (10 weeks of one tote service.) After she called March 22nd, she only placed one tote out each time.

8/31 9:18 sent to WM via e-mail. This response is due 9/2. Please check on this billing. Customer should be refunded the difference from the time she reduced service.

Results: Co will credit the difference for the one can from 3/22-5/21. 31.64. There is no record of a customer call in March.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$31.64	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	Waste Management of Washington, Inc.	112349
---------------------------	---	---------------

Customer Info		
Customer:	Russ Podmayer	Primary Phone: (425) 742-0843
Contact:		Other Phone:
eMail Address:	rpodmayer@aol.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	12806 Possession Lane	Mailing Address:
City, State, Zip:	Edmonds, WA 98026	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	Waste Management of Washington , Inc.	Account Number: 201006427926776
M37365		Status: Closed as of: 11/07/2011
Company Rep:	Michael Weinstein	Initially Opened on: 10/19/2011
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Dennis Shutler	Closed on: 11/07/2011
Disputed Amount:	0	Referral: Prior use
Contacted How?	e-mail	

Complaint Description:	<p>Customer asks if the residents on the lane provided an asphalt paved surface to the end of the lane with a turn around area, would Waste Management (WM) resume curb side service? Customer said additional pavement and a turn around area may be possible if WM would agree to resume service.</p> <p>Passed to Waste Management via e-mail on 10/19/11 at 1:33pm, response is due not later than 5pm PT on 10/21/11.</p>
Results:	<p>WM determined it's vehicles can drive on the roadway when and if the end of the street is paved. WM also requires a damage waiver and tree trimming. Customer will contact WM when the roadway is paved by the developer building homes on the roadway.</p> <p>VIOLATIONS RECORDED = 1</p>

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s): 480-70-386(1)(b)(i) 1

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	Waste Management of Washington, Inc.	112596
---------------------------	---	---------------

Customer Info		
Customer:	Patricia Bohannon	Primary Phone: (509) 893-1713
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	801 N. University	Mailing Address:
City, State, Zip:	Spokane, WA 99206	City, State, Zip: , WA
County:	Spokane	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	Waste Management of Washington , Inc.	Account Number:
M37365		Status: Closed as of: 12/12/2011
Company Rep:	Mike Weinstein	Initially Opened on: 12/05/2011
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Pam Smith	Closed on: 12/12/2011
Disputed Amount:	0	Referral: Other
Contacted How?	phone	Other Referral: self

Complaint Description: Customer has had missed pick ups. She can remember one missed pick up in November and one last Friday 12/1. She can't remember prior to November. She does pay for a special pick up at her door. She is tired of the can being on the porch. The can is the way. I told her I would check on the missed pick ups and make sure they are aware that it is special pick up service.

12/5 12:41 sent to WM via e-mail. Please check on the missed pick ups. How many have there been in the last 3 months? This is due 12/7

Results: Driver made an error. He went back and picked up the bag at no charge. Told customer to call me if she has service issues in the future.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	Waste Management of Washington, Inc.	112742
---------------------------	---	---------------

Customer Info		
Customer:	Jim Hossack	Primary Phone: (425) 788-9027
Contact:		Other Phone:
eMail Address:	W7LS@blarg.net	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	15221 342nd Ave, NE	Mailing Address:
City, State, Zip:	Duvall, WA 98019	City, State, Zip: , WA
County:	King	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	Waste Management of Washington , Inc.	Account Number: 600-1183779
M37365		Status: Closed as of: 01/06/2012
Company Rep:	Michael Weinstein	Initially Opened on: 12/30/2011
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Lynda Holloway	Closed on: 01/06/2012
Disputed Amount:		Referral: Other
Contacted How?	phone	Other Referral: Referral from Penny Ingram

Complaint Description:	<p>The customer said his normal pick-up date is Tuesday. The customer reviewed the company's calendar about pick-ups during a holiday, which said he should set the cans out one day later than the normal pick-up date. Mr. did as it said, but the Co. came on Tuesday instead.</p> <p>When the customer contacted the Co. the rep. agreed the language was not clear and promised to send a truck to pick-up his garbage and recycling by noon 12/30.</p> <p>The customer wants his garbage and recycling services picked up ASAP. 12/30/11 3:00 PM -- Passed to Michael Weinstein, WM, via email (response due 1/4/11 by 5:00 PM)</p>
Results:	<p>Co. picked up the customer's garbage and recycling on 12/30/11. Customer has been provided information on when he should set out his garbage and recycling during holidays.</p> <p>Violation Recorded = 1</p>

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s): 480-70-368(1)(b)(i) 1

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	Waste Management of Washington, Inc.	112947
---------------------------	---	---------------

Customer Info			
Customer:	Gwendolyn Zubatch	Primary Phone:	(425) 381-7711
Contact:		Other Phone:	(425) 780-5335
eMail Address:	gyzubatch@gmail.com	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	6309 149th St SE	Mailing Address:	
City, State, Zip:	Snohomish, Washington 98296	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	Waste Management of Washington , Inc.	Account Number:	00009-74203-53000
M37365		Status: Closed as of:	02/03/2012
Company Rep:	Michael Weinstein	Initially Opened on:	01/30/2012
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Dennis Shutler	Closed on:	02/03/2012
Disputed Amount:	0	Referral:	Internet
Contacted How?	online complaint		

Complaint Description: Customer's service was delayed 1/16/12-1/20/12 due to inclement weather. Waste Management (WM) said service the following week 1/23/12-1/27-12 would include removal of double the normal amount of waste. However, service was not provided as promised. Customer submitted a Missed Service notice on WM's website, but still no service and no contact. Customer lacks facilities to store the waste and is concerned of a health hazard. Customer believes service should be provided immediately or WM should provide credit sufficient to pay for the customer's disposal of the waste.

Passed to WM via e-mail on 1/30/12 at 11:05am, response is due not later than 5pm PT on 2/01/12.

Results: There are no notes of any missed pickups or correspondence from the customer. WM will provide a coaching opportunity on customer-submitted web requests, and review how WM recovers from snow days regarding customers who have to wait an additional week for service. The extras that were on the ground were not solid waste, only cardboard (recycling), which was not scheduled to have been picked up. The solid waste cart had been emptied, the driver correctly serviced the garbage and left the extras (recyclables) as not to mix the two commodities. WM left contact info for the customer and took all the extra recyclables.

Closure Status			
Disposition:	Company upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	

Categories			
Industry:	227 - Solid Waste	Docket Number:	

Consumer Complaint	Waste Management of Washington, Inc.	113421
---------------------------	---	---------------

Customer Info		
Customer:	Phil Kurtzhall	Primary Phone: (509) 467-6253
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	6721 N. Market	Mailing Address:
City, State, Zip:	Spokane, WA 99217	City, State, Zip: , WA
County:	Spokane	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Disputed Bill Lookup	Complaint Keyword: (None)
Company ID:	Waste Management of Washington , Inc.	Account Number:
M37365		Status: Closed as of: 05/09/2012
Company Rep:	Mike Weinstein	Initially Opened on: 03/19/2012
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Lynda Holloway	Closed on: 05/09/2012
Disputed Amount:		Referral:
Contacted How?		

Complaint Description: The consumer called to cancel service around the first of October 2011, and no refuse was collected that month. He requested a final bill several times times, calling WM in Spokane, Seattle and California. He never received the final bill, but did receive a collections notice for \$18, then received a bill of \$112.09 from WM.

The consumer wants the Co. to pull the \$18.21 out of collections, and re-bill him only for service for he actually received in August and September, 2011.

3/19/12 3:15 PM -- Passed to Mike Weinstein, WM, via email (resposne due 3/21/12 by 5:00 PM)

Results: The customer's final bill should have been for \$82.69, which was a pro-rated amount for his quarterly billing of \$103.92 for service in August, September and October. The Co. rebilled the customer the correct amount which the customer paid. The account is now at a zero balance and has been pulled from collections.

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$47.61	Violation(s): 480-70-386(1)(b)(ii) 4

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	Waste Management of Washington, Inc.	113788
---------------------------	---	---------------

Customer Info		
Customer:	Karen Rise	Primary Phone: (509) 548-2303
Contact:		Other Phone: (509) 679-7097
eMail Address:	chumstick2@frontier.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address			
Service Address:	18400 Little Chumstick	Mailing Address:	
City, State, Zip:	Leavenworth, Washington 98826	City, State, Zip:	, WA
County:	Chelan		

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	Waste Management of Washington , Inc.	Account Number:
M37365		Status: Closed as of: 05/03/2012
Company Rep:	Michael Weinstein	Initially Opened on: 04/30/2012
Rep Email Address:	mweinstein@wm.com	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Lynda Holloway	Closed on: 05/03/2012
Disputed Amount:		Referral:
Contacted How?	online complaint	

Complaint Description: The consumer said in November 2011 she put their service on Vacation Suspension. She didn't receive a revised bill, so sent the Co. a check for \$20.00 which she thought would cover the one month she used prior to the suspension, plus leave a credit on the acct. Her normal billing was \$48.67.

A month later she received a "past due account" phone call from the Co. She explained that she did not owe any money, and that the Co. actually should owe her money. Her husband called the local office and confirmed there was credit on their account.

The customer said in Feb. she received a final notice threatening to place her account in collections.

In March she recieved a refund from the Co. in the amount of \$7.90, but is still worried that the Co. turned her over to collections. The customer wants an apology from the Co. for the mistake and confirmation that she will not have a negative mark on her credit report because of the company's collection attempt.

4/30/12 4:05 PM -- Passed to Michael Weinstin, WM, via emai (response due 5/2/12 by 5:00 PM)

Results: Customer has not been sent to collections. Because the Co. bills in 3 month cycles, the system did not recalculate the amount the customer owed due to the suspension of service until her next bill cycle, dated Feb. 16, 2012. Co. District Mgr will call the customer with an apology.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories	
Industry:	227 - Solid Waste
Docket Number:	

Consumer Complaint	Waste Management of Washington, Inc.	113794
---------------------------	---	---------------

Customer Info		
Customer:	John Williams	Primary Phone: (509) 796-2588
Contact:		Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	20656 W. S. Bank Rd.	Mailing Address:
City, State, Zip:	Nine Mile Falls, WA 99026	City, State, Zip: , WA
County:	Spokane	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Customer Service Lookup	Complaint Keyword: (None)
Company ID:	Waste Management of Washington , Inc.	Account Number:
M37365		Status: Closed as of: 05/01/2012
Company Rep:	Mike Weinstein	Initially Opened on: 05/01/2012
Rep Email Address:	mweinstein@wm.com	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Rachel Stark	Closed on: 05/01/2012
Disputed Amount:		Referral: Internet
Contacted How?	phone	

Complaint Description: This customer is not a customer of the company.

He states he been behind a truck that belong to Waste Management, and debris is flying out of the truck and the roads are becoming littered. He would like to know if the company compacts their load prior to taking off down the road. He would also like to know what the company will do to resolve this issue.

5/1/2012 1:52 Complaint passed to Mike Weinstein at Waste Management via email
Response due May 3, 2012, by 5pm PT

Results: Advised consumer more detail like if there was a truck number, provide the date, time, and the name of the road. I told him this information would benefit the company to be able to pin-point the truck so the company can speak with the route manager and driver to prevent this from happening.

Closure Status		
Disposition:	Company upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s):

Categories		
Industry:	227 - Solid Waste	Docket Number:

Consumer Complaint	Waste Management of Washington, Inc.	114065
---------------------------	---	---------------

Customer Info		
Customer:	Bill Harthill	Primary Phone:
Contact:		Other Phone:
eMail Address:	bharthill@comcast.net	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	5426 E. Silver Spurs Lane	Mailing Address:
City, State, Zip:	Spokane, WA 99217	City, State, Zip:
County:	Spokane	, WA

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	Answer Time
Company ID:	Waste Management of Washington , Inc.	Account Number:	
M37365		Status: Closed as of:	06/13/2012
Company Rep:	Mike Weinstein	Initially Opened on:	05/30/2012
Rep Email Address:		Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Rachel Stark	Closed on:	06/13/2012
Disputed Amount:		Referral:	I don't know
Contacted How?	online complaint		

Complaint Description: On Tuesday, May 29, 2012, consumer wanted to determine whether or not his garbage pickup in Spokane County by Waste Management would be a day late due to the Memorial Day Holiday. He was unable to find the information on the company's website and then called the number listed on his bill 509-924-9400.

The call was answered by a machine which he states for 10 or more minutes provided him information on how the company contributes to keeping living space green, uses waste gas at the dumps, how to set up a more efficient method to pay your bill, etc. He states there was then a gap of about a minute and then the recorded voice asked if he had talked with more than one representative and then launched into a survey. The survey asked about the satisfaction of the treatment by their representative. After the quiz the machine hung up on the consumer.

Consumer than decided to fax his question with a letter to the number (509-467-7931) listed on his bill. The first attempt the fax did not go through, so during the second attempt he listened to the call and heard the automated message that the number has been disconnected and is no longer in service.

Customer is very frustrated and would like to know why he was not able to easily find the information on the company's website or be able to speak with a live person when he called. He would also like to know why the fax number provided is not working.

5/30/2012 4:20 Complaint passed to Mike Weinstein at Waste Management via email Response due June 1, 2012, by 5pm PT

Results: The company confirms the fax number listed on the bill is disconnected and will fix the incorrect fax number.

The customer was contacted to walk him through the the company's website and the company was able to assist him with finding the information he requested.

On May 29, 2012, the customer attempted to contact the company, he was not able to speak with a live person nor was he able to leave a message for the company for a return call.

1 total violation recorded.

Closure Status

Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	480-70-361(2) 1

Categories

Industry:	200 - Motor Freight Carrier, 227 - Solid Waste	Docket Number:	
-----------	--	----------------	--

Consumer Complaint	Waste Management of Washington, Inc.	114258
---------------------------	---	---------------

Customer Info			
Customer:	Randy Laswell	Primary Phone:	(425) 330-9558
Contact:		Other Phone:	
eMail Address:	Laswell@comcast.net	Fax:	
Privacy Confidential:	<input type="checkbox"/> Yes		

Address			
Service Address:	14105 3rd. Avenue W	Mailing Address:	
City, State, Zip:	Everett, Washington 98208	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info			
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business		
Complaint Group:	Customer Service Lookup	Complaint Keyword:	(None)
Company ID:	Waste Management of Washington , Inc.	Account Number:	
M37365		Status: Closed as of:	06/27/2012
Company Rep:	Michael Weinstein	Initially Opened on:	06/21/2012
Rep Email Address:	mweinstein@wm.com	Quality Review:	<input type="checkbox"/> Done
Agency Rep:	Rachel Stark	Closed on:	06/27/2012
Disputed Amount:		Referral:	Friend
Contacted How?	online complaint		

Complaint Description:	<p>Consumer has had service at the same address for the past 15 years. The company has refused to pick of their cans unless they take them down the hill to the next street. Consumer was not notified of the change and contacted the company. The rep. told them the street was an easement and would no longer come down the street to pick up.</p> <p>There are 7 other homes on this street that are affected. The customer would like to know why the company will no longer pick up on their street or why no other alternatives are offered.</p> <p>6/21/2012 11:25 Consumer complaint passed to Mike Weinstein at Waste Management via email Response due June 25, 2012, by 5pm PT</p>
-------------------------------	---

Results:	<p>The company's new garbage truck stoppers on the bumper were hitting the road and the company notified the customer's the same day of the schedule change. The company has fixed the issue with the truck and have resumed service on the road for these consumers. The company picked up the customer's missed garbage pick up the same week.</p> <p>1 total violation recorded</p>
-----------------	--

Closure Status			
Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	480-70-361(5) 1

Categories			
Industry:	200 - Motor Freight Carrier, 227 - Solid Waste	Docket Number:	

Consumer Complaint	Waste Management of Washington, Inc.	114248
---------------------------	---	---------------

Customer Info		
Customer:	Rhonda Bolpen	Primary Phone: (206) 790-7630
Contact:	John Bolpen	Other Phone:
eMail Address:		Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address			
Service Address:	14032 3rd Avenue W	Mailing Address:	
City, State, Zip:	Everett, WA 98208	City, State, Zip:	, WA
County:	Snohomish		

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Quality Of Service Lookup	Complaint Keyword: (None)
Company ID:	Waste Management of Washington , Inc.	Account Number: 604021347826774
M37365		Status: Open as of: 06/20/2012
Company Rep:	Michael Weinstein	Initially Opened on: 06/20/2012
Rep Email Address:		Quality Review: <input type="checkbox"/> Done
Agency Rep:	Sheri Hoyt	Closed on:
Disputed Amount:		Referral: Internet
Contacted How?	phone	

Complaint Description: The customer lives on a private cul-de-sac, its 300' long, there are four customers at the end that all group their trash, recycling and yard waste containers together for pick up. Three weeks ago the trash cans were emptied and left 300' down the road which has a fairly sharp incline. There was no explanation as to why so the customer called the company and was told the new driver doesn't want to pick them up at the end of the cul-de-sac where they have been picked up since 1998.

Since the recycling and yard waste trucks are still picking up in the same place, the customer and his neighbors set out their cans in the normal place the following week. They were emptied and left there. The following week the cans were not emptied. The customer says there are no safety hazards, the other trucks still pick up at the end of the cul-de-sac and the trash truck is still picking up trash at the end of the neighboring cul-de-sacs which are identical to his. The customer wants an explanation why the driver is not picking up the trash in the normal spot. The customer is not willing to haul his can 300' down the road.

*Please explain the change in the customer's pick-up area and what notice the customer received for that change.

*Please review this customer's road, is Waste Management willing to reconsider providing trash pickup in the same place it's been for many years?

6/20, 3:13pm)passed to Waste Management via email. Response due 6/22, 5pm.

Results: The truck being used for service is a new truck that has two stops under the front bumper that scuff the main road when exiting the lane. The company visited the site and, as a result, will raise the stops to clear the road when exiting. The company will resume trash collection at the end of the lane as previously serviced.

Waste Management records indicate the driver tagged the customer's can on June 5, notifying the customer of the change in collection location but not the effective date or the reason why. Although the driver followed company procedure by notifying his manager, the customer was never contacted by the manager. Waste Management collected the customer's missed trash on Friday, June 22.

VIOLATION RECORDED - 1

(See related complaints, numbers 114258 and 114259)

Closure Status

Disposition:	Consumer upheld	Company Profile:	
Amount Saved:	\$0.00	Violation(s):	480-70-361(5) 1

Categories

Industry:	227 - Solid Waste	Docket Number:	
-----------	-------------------	----------------	--

Consumer Complaint	Waste Management of Washington, Inc.	114259
---------------------------	---	---------------

Customer Info		
Customer:	Janusz Lukomski	Primary Phone: (425) 787-6109
Contact:		Other Phone:
eMail Address:	janusz53@yahoo.com	Fax:
Privacy Confidential:	<input type="checkbox"/> Yes	

Address		
Service Address:	14108 3rd Ave W	Mailing Address:
City, State, Zip:	Everett, Washington 98208	City, State, Zip: , WA
County:	Snohomish	

Complaint Info		
Class of Service:	<input checked="" type="radio"/> Residential <input type="radio"/> Business	
Complaint Group:	Refusal Of Service Lookup	Complaint Keyword: (None)
Company ID:	Waste Management of Washington , Inc.	Account Number:
M37365		Status: Closed as of: 06/27/2012
Company Rep:	Michael Weinstein	Initially Opened on: 06/21/2012
Rep Email Address:	mweinstein@wm.com	Quality Review: <input type="checkbox"/> Done
Agency Rep:	Rachel Stark	Closed on: 06/27/2012
Disputed Amount:		Referral: Friend
Contacted How?	online complaint	

Complaint Description: Consumer has had service at the same address for the past 15 years. The company has refused to pick of their cans on June 19, 2012, unless they take them down the hill to the next street. Consumer was not notified of the change and contacted the company. The rep. told them the street was an easement and would no longer come down the street to pick up.

There are 7 other homes on this street that are affected. The customer says the company is picking up yard waste and recycle, but not the garbage. The company rep. also told him they may be able to pick up for an additional charge but would need to speak with the driver, but did not inform him how much of a fee.

The customer would like to know why the company will no longer pick up on their street or why no other alternatives are offered. He would like to know why they are willing to do this for an additional fee.

6/21/2012 11:25 Consumer complaint passed to Mike Weinstein at Waste Management via email
Response due June 25, 2012, by 5pm PT

Results: The company's new garbage truck stoppers on the bumper were hitting the road and the company notified the customer's the same day of the schedule change. The company has fixed the issue with the truck and have resumed service on the road for these consumers. The company picked up the customer's missed garbage pick up the same week.

1 total violation recorded

Closure Status		
Disposition:	Consumer upheld	Company Profile:
Amount Saved:	\$0.00	Violation(s): 480-70-361(5) 1

Categories

Industry: 200 - Motor Freight Carrier, 227 - Solid Waste Docket Number: