

Commenter	Comments
Russ Rouch	<p>I would like to dispute your proposed \$5 fine per violation. Your proposed fine would be for \$83,150 that you claim "significant incentive for the Company to avoid repeat violations in the future." This statement is absurd! A \$83,150 fine for a corporation with 2020 gross revenue of \$163,523,159. This fine would amount to a fine of 0.0508%, in other words, for a corporation this size it's an accounting rounding error. The amount of people affected is huge. I will bet that the company saved over \$83,150 in salaries alone due to their "employee shortage". In other words, they will come out ahead. The amount of people that drove their recycling and waste to the dump spent a combined amount well in excess of \$83,150 in gas alone.</p> <p>I understand that \$1000 per occurrence could well be excessive, but \$5 is the opposite. Clearly the appropriate amount should be somewhere in between these two values.</p> <p>Further, your "investigation" was for the week of Aug 8, 2021; and here we are November 11, 2021; yet still to this date they are only picking up recycling every 4 weeks instead of every 2 weeks as their customers are forced to pay for.</p> <p>On the current invoice that was just mailed out, WM included the following "Recycle Adjustments"</p> <p>09/30/21 \$3.41 09/30/21 \$3.41 10/31/21 \$7.40 10/01/21 \$5.34</p> <p>WM doesn't even attempt how they seemingly came up with random amounts to adjust.</p> <p>.</p> <p>To add insult to injury, starting on the current invoice, WM increased our rates.</p>
James E. Hensley	<p>I am not now, nor have I ever been employed by Waste Management, Inc</p> <p>consumer@utc.wa.gov.</p> <p>“Waste Management cited inadequate staffing levels for the missed pickups and shared that they are taking steps to recruit qualified drivers. In their investigation, staff found Waste Management’s commission-approved tariff does not list driver shortage as an approved reason for missing service, such as unsafe weather, labor disputes, and declared public health emergencies.</p> <p>While the UTC is able to assess up to \$1,000 per service violation, staff believe that the full penalty could create a financial hardship for the company, and that the recommended penalty will be significant enough incentive for Waste Management to avoid repeat violations in the future.”</p> <p>COMMENT: This is a situation relevant to the COVID-19 pandemic. There exists a renown nationwide shortage of qualified drivers in all transportation companies operating specialty collection vehicles. Waste Management (WM) copes with the same shortage!</p>

	<p>UTC is seriously in error with this display of managerial ineptitude which is currently so rampant within Washington State government.</p> <p>The pandemic is a “declared public health emergencies” situation. The UTC staff obviously is unaware of that.</p> <p>Any penalty assessed (\$83,150.00) Waste Management should be viewed as unjust, unfair, criminally motivated, and provide proof positive that the UTC is a collection of persons who fail to recognize the current dire circumstances faced by humanity.</p> <p>GIVEN CIRCUMSTANCES, NO SUCH PENALTY SHOULD BE ASSESSED WASTE MANAGEMENT, INC.</p> <p>JAMES E. HENSLEY (253) 277 - 0257</p>
Beth Trigilio	<p>I did not understand how to submit my information as an interested party as outlined below. There was another option provided, which was to email in regards to docket number 210689.</p> <p>Waste Management has not been responding to emails, live chat, or phone calls. I had requested partial refund, as they provided 50% of my recycling pickups for the past four months. They declined. I submitted BBB complaint. They claimed to issue me a credit, but did not. My next payment was for the full amount. Contacted customer service again. They claim to give me \$7 credit. But \$7 for four months of missed pickups? Unacceptable. I would call what they are doing stealing. We’ve currently had three consecutive missed pickups. They were supposed to pick up two and a half weeks ago, but did not. They were supposed to pick up Friday, but did not. That pickup was rescheduled to Monday, but they missed that one too.</p> <p>They need to give appropriate and reasonable credits. It would also be helpful if they had a place to drop off if they can’t pick up.</p> <p>Beth Trigilio 2175 Dickerson Dr NW Bremerton, WA 98312 btrigg_uoft@hotmail.com 419-236-4735</p>
Gisele Desrochers	<p>Hi,</p> <p>I received the emails containing the TG-210689 Complaint and Notice of Virtual Prehearing Conference RE Waste Management.</p> <p>I find it seriously concerning that the company and others keep making excuses about their staffing issues. Not my problem. The ferry system is also experiencing staffing shortages, but the difference there is that they will give a full refund for services not rendered.</p>

Many restaurants are experiencing the same shortage but if I order a steak and they can't deliver that, I am not charged for it. Therefore, I don't understand how Washington State and the various impacted counties are allowing them to continue to skip services in this manner.

Essentially they are ripping off each and every customer they skip service to and that results in enormous profits for Waste Management while doing less work. Is this a concern for anyone else? Essentially, if the recycling charge for 3 months of service is \$22.20/mo + tax, then each recycle pickup is worth \$3.70 + tax. Multiply that by number of customers and multiple that number of months this is repeated = large profit margins for Waste Management. Meanwhile customers are inconvenienced and are expected to pay for services they did not receive. I also find it concerning there is no other competing company as an alternate option to using services offered by Waste Management. Essentially, they are a monopoly.

When I signed up for their services, I agreed to their terms that they would service my recycling every other week and I would pay them for that service at an agreed upon cost to me every 3 months. They have not lived up to that agreement as they missed the following recycling service dates: August 11, September 8, October 6 and November 3, 2021, yet I have continued to be charged full price and have paid it.

Waste Management recently sent its customers a letter via mail stating:

- They blamed their situation on staffing issues.
- They indicated they will continue to skip our pickups as they have been doing until the unforeseeable future.
- Moving forward they will give us a refund only if its two consecutive non-pickups of the same type. Thus if they only pick up once a month, its not consecutive missed pickups, so no refund.
- There will be a onetime refund/discount of \$7.80.

I do not find this acceptable, nor do my neighbors. I feel that Waste Management needs to refund/credit for every missed visit not only ones that are consecutive, including retroactively, and also cease skipping service dates or alternatively, go to a once a month pick up, and charge half the price they are currently charging. Options to rent an additional recycle container should also be offered at a discounted price so there is plenty of room to retain the recycling between pickups.

Thanks,

Gisele

Pronouns: She/her

Gisele Desrochers, Director, Clinical Quality Assurance

Currently Working Remotely | gdesroch@fredhutch.org / gdesroch@scharp.org

1100 Fairview Ave N, Mail Stop E3-129, Seattle, WA 98109

Statistical Center for HIV/AIDS Research & Prevention (SCHARP)

Fred Hutchinson Cancer Research Center | fredhutch.org | Cures Start Here

	<p>External Email</p> <p>Sorry...One more thing....Waste Management should not be able to blame the fact that they are not notifying customers in a timely manner ahead of a non-pickup on staff call outs. That's bull. This is an obviously a pattern as they are skipping every other scheduled pick up for the past 4 months, so this is pre-planned. Not an ad hoc situation. You cannot tell me that every other week staff are calling out sick for 4 consecutive months on the same day. No, this is a pre-planned strategy. Please do not accept this as justification for not notifying customers ahead of the missed pick up.</p> <p>My neighbor and I live up a steep hill. Its not exactly easy for us to bring our cans down our driveways to the street, so timely communication is needed. As its very dark in the evenings and early mornings and we live in bear territory, its not very convenient. A text the day before would be great.</p> <p>Thanks</p> <p>My apologies, I got the dates wrong for the missed services:</p> <p>They are:</p> <p>When I signed up for their services, I agreed to their terms that they would service my recycling every other week and I would pay them for that service at an agreed upon cost to me every 3 months. They have not lived up to that agreement as they missed the following recycling service dates: August 11, September 8, October 20 and November 17, 2021, yet I have continued to be charged full price and have paid it.</p>
David Milligan	<p>For the second time in a row my yard waste will not be collected and now has been rescheduled for another two weeks from now. This will make six weeks of uncollected yard waste.</p> <p>I'm beginning to wonder if Waste Management will ever pick up my yard waste.</p> <p>I realize this is not the end of the world, but I do have other winter pruning to get accomplished and this removes a month and a half from the time which that can occur.</p>
Jeffrey Lewis	<p>Taken by CTC</p> <p>What they're doing is illegal; per their contract they have to have drivers out picking it up. Instead of calling them again; I saw in the paper you guys were handling this and were investigating. I thought "no more", and I am going to submit strictly to the UTC. I believe the manager of Waste Management up in the industrial park either should be looked at or moved or something because this is ridiculous. I thought the commission took care of all of this with the fines.</p> <p>Taken by CTC</p> <p>The main thing is there was no garbage pickup last Monday because of snow, we understand that. And then this Monday, we saw the recycle truck come through and pick up all the recycle, which is good. Garbage didn't show up at all and 8:15 p.m., we got a broken message that WM wouldn't collect until the following Monday. It seemed odd to me, that recycle, since its the same truck, that they</p>

	<p>can't collect both? I know, per their contract, they have to try to pickup and when there is no reason they couldn't, it irritates me. Again, their management needs to be looked into very hard or removed.</p>
<p>Derek W. Zimmer</p>	<p>If you would like to call me, you may.</p> <p>Waste Management, like any other major corporation, should have contingency plans for any unforeseen situations, albeit labor shortage, weather, etc.</p> <p>No corporation is able to continually and essentially say to its customers: "Stick it. We will provide our contract services when on our next contracted date for services. We know that you cannot change service providers. We know that no harm can come to us. So, once again, stick it. Oh, you think that we should have contingency plans for unforeseen. We should. However, did you not hear what we just said. Stick it. You cannot change service providers, so why should treat you like a customer that has the ability to switch to another service provider. Oh, you said something about the Utility Trade Commission. What can they do? Do a Request for Proposal. Who will bid other than us? So, stick it!"</p> <p>Therefore, as a customer of Waste Management, I'll box my garbage and place it in my garage, hoping that rats or some other rodent doesn't come in for a free meal. Or, when WM does not pick up my garden waste, I'll suck it up and pile it in my yard as temporary nesting and dens for wildlife.</p>
<p>David M Downing</p>	<p>These comments are regarding docket # 210689. I ordered garbage service and recycling service including the carts for both. The service address is 1120 Shearwater Lane NW Seabeck WA, 98380. I did finally receive the carts. Recycling was still never collected due to their not collecting recycling and not providing a cart. I submitted a complaint the was investigated by John Trier with the UTC. He found Waste Management in violation of WAC 480-70-236(2). His comments are as follows "Good afternoon Dave,</p> <p>I am getting back to you regarding your Waste Management (WM) complaint. In your complaint Waste Management had billed for service prior to delivering its carts for use.</p> <p>During my investigation I found that WM had set up your account with a 9/7/21 start date, but did not deliver containers until 11/9/21. However, it did bill the account in full during that period, and justified the charges by claiming to have provided alternate methods to put out materials for collection prior to the delivery of the carts and that it bills customers for collecting up to a certain volume of material each service period, and not for servicing the container.</p> <p>I did not find that argument to be particularly persuasive, as WM's commission approved tariff does specify that recycling customers will be provided with carts, and the garbage section indicates collection charges are set per container and frequency of pickup. I have found Waste Management to be in violation of WAC 480-70-236(2) for the two months of billing prior to delivering the containers." I have been trying to get refund for the service that was not provided. I've spoken with customer service including a supervisor to no avail. Wait times on hold are exceedingly long. They have declined to refund for services that I did not receive. I do not want to wreck my credit for refusing to pay my bill. I would appreciate the UTCs assistance in remedying the situation with Waste Management failure to provide service. V/r, Dave</p>

Aaron Verleye	<p>We are required and pay for service from Waste management. Today 11/29/21 we got no recycling pick up. We haven't gotten pick up in a month and a half!! When we call to ask for a credit we are denied (we have documentation of denial) or we are told it wasn't picked up due to bad weather which started in July with Waste management. We do not snow in July!! Credits have been refused and recycling not picked up. Today even our trash was not picked up until we called and they told my husband it was picked up when in fact 20 min later the truck shows up to pick it up after calling. NO TRASH/RECYCLING is a HEALTH hazard. Waste Management needs to credit us and pick up the waste we pay for or be responsible for the rodent / insect infestations that may occur due to this issue.</p>
Patrick Donnelly	<p>Regarding docket 210689, I urge the UTCto fine Waste Management. The missed pickups are not acceptable. As are WM's notices coming late in the day of a scheduled pickup wherein they saw your pickup had been "rescheduled" to the next pickup date. That is not a reschedule; it's a missed pickup for a service I've paid for. They say they will pickup double "at no extra cost," which is insulting as I've already paid. And when the missed pickup is a bin full of yard waste, how do I double up the next pickup when the bin is already full?? Please fine them, don't allow them to increase prices to pay the fine, and please eliminate the sweetheart desk that lets them miss a pickup and not have to provide a refund - that deal does not support the consumer in any fashion.</p>
Brice McCain	<p>Good afternoon, The issue with Waste Management is they are billing for full service, while only providing a partial service to their intended customers. Their policy of only providing a refund if they miss a full month is not acceptable. Name one other industry or service where you pay full price for partial service and are expected for that to be an acceptable standard. Any missed services by any industry is supposed to be either partially refunded, credited, or charged for partial service. Waste management recycling service provides to pick ups a month, a single missed service is 1 pick up a month. With the lack of staff to provide full service also means their revenue and expenditures should reflect that as well because their personnel costs are down. Charging for full service while not providing full service and having less personnel costs is fraud, waste and abuse to the consumer. Many consumers choose to make the extra effort to take their recycling to the transfer station themselves while knowing they will not receive adequate compensation or an apology from waste management. If you find the standard of care and service acceptable once, then next time this is an issue you will have established a trend. Consumers who were not provided full service deserve a refund or a credit to the statements.</p>
Andrew MacMillen	
Clifford Clark	<p>Docket number 210689. I understand that Waste Management is having labor problems, but I am even more concerned with their response to my recent yard waste missed pickup request, the second in a row. They responded that the "driver attempted to service your container on the service day 12/03/2021, but the container was not accessible or visible for the service." That is not true. The container was in the same place it has been for years, next to the curb beside the driveway, in full view and readily accessible. I was home all day, and watched the truck go down the other side of the street late in the afternoon, but it never came by on my side.</p>
William Hoke	<p>Reference is to proposed fine of Waste Management in Kitsap County. Respectfully, I have been a customer of Waste Management in Bremerton since 2001. During this time I can recall of no more than three missed pick-ups. Their weekly service has been nearly perfect. Very few companies have</p>

	<p>performed this well in the face of unusually bad weather, the pandemic, labor shortages, increased volumes. I vote to go easy on them. We are all frustrated but let's not take it out on a lot of good, reliable -- and essential -- workers.</p>
Mike Peeples	<p>TG-210689</p> <p>The continued lack of service being performed due to various reasons with not the weather but because the lack of drivers, the charges being held when services not being provided. They should not be able to prioritize and choose who gets service. They have decided to delay the recycling and yard waste which makes you go two weeks with having to store the waste causing undue hardship. We pay for Waste Management to provide a service and they should provide the service or compensate customers if the company is unwilling to provide the services.</p>