

Tariff No. 81 Revised Page No. 15B

Company Name/Permit Number: Sanitary Service Co, Inc. G-14

Registered Trade Name:

Item 30 – Limitations of Service, continued

- h. The company is not obligated to extend credit to missed customers who do not receive service if the company collects the customers' accumulated solid waste as required in subsection (g) above or if the company did not unreasonably delay the restoration of service during the five business day grace period. If the company does not collect all of a customer's accumulated solid waste as required in subsection (g) above, or if the company unreasonably delayed the restoration of service during the five business day grace period, the company is required to give a credit to the customer, proportionate to the customer's monthly service charge, for all missed services and for each subsequent missed service until normal service is restored.
  - i. When the labor disruption has been settled, notify the commission's regulatory services and consumer protection staff by email, and indicate when normal service is anticipated to resume.
7. Missed service due to a declared public health emergency
- a. Upon declaration of a public health emergency, or upon direction by a federal, state, or local authority, solid waste collection companies may alter services for the health and safety of the general public, its customers and its employees. This may include but is not limited to the altering of normal collection and administrative services.
  - b. The company shall provide notice to the Commission when services have been altered. The company shall take reasonable actions to notify impacted customers of the situation. The company will maintain continuity of service throughout a public health emergency to the greatest extent practicable while conforming to the emergency declaration. The company will return to normal operations as soon as is reasonable given the circumstances of the emergency.
  - c. All accumulated solid waste will be collected by the company on the customer's next regularly-scheduled service date following the resumption of normal operations. The company will not charge for extra waste set out in addition to customer's normal receptacle(s) if the amount of extra waste does not exceed the amount that reasonably would be expected to accumulate due to the missed service.

Issued by: Paul Razore

Issue date: March 16, 2020

Effective date: May 1, 2020

(For Official Use Only)

Docket No. TG- \_\_\_\_\_ Date: \_\_\_\_\_ By: \_\_\_\_\_