

ATTACHMENT A

Washington State Complaint: CAS-08516-C3W0J0

Company: Peninsula Sanitation Service, Inc.

Industry: Solid Waste

Customer: [REDACTED]

Alt Contact:

Account Number:

Service Phone:

E-mail Address:

Service Address: [REDACTED]

Complaint: CAS-08516-C3W0J0

Type: Complaint

Serviced By: [REDACTED]

Grouped By: Deposit

Opened On: 3/10/2016 9:00:00 PM

Closed On: 3/30/2016 9:00:00 PM

Disposition: Consumer upheld

Violations Total: 2

TA Total: 0

Amount Customer Saved: \$0.00

Description:

Consumer called to set up service and was told they would need to pay \$51.66 to set up service. When they called a second time they were told they would need to pay an additional \$51.66. The consumer was told they are being charged a deposit due to the location of where they live. The consumer was

not given an option to establish credit to avoid paying the deposit. On what basis was this consumer being asked for a deposit? How much does this consumer need to pay in order to start service? Please provide a description of the charges and the appropriate tariff reference. The consumer was told by their landlord that this is a reoccurring issue and each of his tenants are being asked for a deposit due to living in a trailer court. Response due 3/15/2016 by 5 p.m. Passed via email to Peninsula Sanitation Service 3/11/2016 2:20 p.m.

Result:

On Mar. 11 the company failed to give the consumer an opportunity to establish satisfactory credit and avoid paying a security deposit. The company attempted to collect a deposit from a consumer living in an area that had a high number of consumers whose balances were sent to collections. The area a person resides, is not a permissible basis for charging a deposit. The company stated it would give the consumer an opportunity to establish credit and would discontinue requiring a deposit based on where a consumer lived. Total Violations: 2

Violations

WAC or RCW: 480-70-411(1)

Count: 1

TA:

Description: Violation: WAC 480-70-411(1) – 1 count – On Mar. 11 the company failed to give the consumer an opportunity to establish satisfactory credit and avoid paying a security deposit. Company notified.

WAC or RCW: 480-70-411(3)

Count: 1

TA:

Description: Violation: WAC 480-70-411(3) – 1 count – On Mar. 11 the company attempted to collect a deposit from a consumer living in an area that had a high number of consumers whose balances were sent to collections. The area a person resides, is not a permissible basis for charging a deposit. Company notified.

ATTACHMENT B

Page 1 of 1

BUSINESS INFORMATION

Business Name:
PENINSULA SANITATION SERVICE, INC.

UBI Number:
600 367 197

Business Type:
WA PROFIT CORPORATION

Business Status:
ACTIVE

Principal Office Street Address:
116 HOWERTON WAY SE, ILWACO, WA, 98624-9088, UNITED STATES

Principal Office Mailing Address:
PO BOX A, ILWACO, WA, 98624-0166, UNITED STATES

Expiration Date:
07/31/2020

Jurisdiction:
UNITED STATES, WASHINGTON

Formation/ Registration Date:
07/01/1980

Period of Duration:
PERPETUAL

Inactive Date:

Nature of Business:
WASTE MANAGEMENT & REMEDIATION SERVICES

REGISTERED AGENT INFORMATION

Registered Agent Name:
JAY ALEXANDER

Street Address:
116 HOWERTON WAY SE, ILWACO, WA, 98624-0000, UNITED STATES

Mailing Address:
PO BOX A, ILWACO, WA, 98624-0000, UNITED STATES

GOVERNORS

Title	Governors Type	Entity Name	First Name	Last Name
GOVERNOR	INDIVIDUAL		TERESA	ALEXANDER
GOVERNOR	INDIVIDUAL			JAY ALEXANDER

<https://ccfs.sos.wa.gov/>

7/1/2019

ATTACHMENT C

Page 1 of 1

BUSINESS INFORMATION

Business Name:

PACIFIC SOLID WASTE DISPOSAL, INC.

UBI Number:

600 113 100

Business Type:

WA PROFIT CORPORATION

Business Status:

ACTIVE

Principal Office Street Address:

116 HOWERTON WAY SE, ILWACO, WA, 98624-9088, UNITED STATES

Principal Office Mailing Address:

PO BOX A, ILWACO, WA, 98624-0166, UNITED STATES

Expiration Date:

05/31/2020

Jurisdiction:

UNITED STATES, WASHINGTON

Formation/ Registration Date:

05/02/1973

Period of Duration:

PERPETUAL

Inactive Date:

Nature of Business:

UTILITIES

REGISTERED AGENT INFORMATION

Registered Agent Name:

TERESA ALEXANDER

Street Address:

116 HOWERTON WAY SE, ILWACO, WA, 98624-9088, UNITED STATES

Mailing Address:

PO BOX A, ILWACO, WA, 98624-0166, UNITED STATES

GOVERNORS

Title	Governors Type	Entity Name	First Name	Last Name
GOVERNOR	INDIVIDUAL		JAY	ALEXANDER
GOVERNOR	INDIVIDUAL			TERESA A ALEXANDER
GOVERNOR	INDIVIDUAL		JAY	ALEXANDER

<https://ccfs.sos.wa.gov/>

5/16/2019

ATTACHMENT D



STATE OF WASHINGTON

UTILITIES AND TRANSPORTATION COMMISSION

1300 S. Evergreen Park Dr. S.W., P.O. Box 47250 • Olympia, Washington 98504-7250

(360) 664-1160 • TTY (360) 586-8203

January 9, 2019

Mr. Jay Alexander
Peninsula Sanitation Service, Inc.
Post Office Box A
Ilwaco, WA 98624-0166

RE: Data Request

Dear Mr. Alexander:

Under Washington State law (Revised Code of Washington 81.04.070), the Utilities and Transportation Commission has the right to inspect the accounts, books, papers and documents of any solid waste company doing business in this state.

As part of a staff review of your solid waste company's business practices, please send us the following information and documentation:

1. Please provide your company's procedure for requiring customer deposits for service and your company's procedure for refunding customer deposits. Also please include:
 - a. A list that includes each customer charged a desposit for service from June 1, 2016, through January 1, 2019;
 - b. The service address of each customer charged a deposit;
 - c. The reason each customer was charged a deposit for service;
 - d. The date the customer received a credit or refund of the deposit, if applicable.
 - e. The amount of the credit or refund to the customer, including accrued interest.
2. A list of all customers charged drive-in fees from June 1, 2016, through Jan. 1, 2019.
3. A copy of the company's customer complaint record, listing all complaints received from Jan. 1, 2018, through Jan. 1, 2019, including all documents related to each complaint.
4. The name, title, telephone number, and email address of the contact person whom our staff can work with directly for questions that may arise concerning any details of the information provided.

Respect. Professionalism. Integrity. Accountability.

Mr. Jay Alexander
Peninsula Sanitation Service, Inc.
January 9, 2019
Page 2

Please provide all requested information no later than Jan. 23, 2019, in electronic format using Microsoft Word for narrative documents and Excel for data. Extension requests may be granted on a case-by-case basis. A request for extension must be made in writing prior to the deadline and must include the reason for the extension.

The response should be directed to Susie Paul, Compliance Investigations. Please include a copy of this letter with your response. If you have questions regarding this request, please contact Ms. Paul at Susie.Paul@utc.wa.gov or (360) 664-1105.

Sincerely,



Mark Johnson
Executive Director and Secretary

ATTACHMENT E

DATE	TOWN	DEPOSIT AMOUNT	APPLIED DATE	DEPOSIT REASON
6/8/2017	OCEAN PARK WA	51.56	12/27/2017	NO PREV SERVICE
6/17/2017	ILWACO WA	51.56	12/27/2017	NO VALID ID
7/11/2017	LONG BEACH WA	51.56	4/12/2018	NO VALID ID
9/18/2017	OCEAN PARK WA	51.56	3/16/2018	NO VALID ID
9/29/2017	RAYMOND WA	64.86	3/18/2018	NO VALID ID
10/27/2017	OCEAN PARK WA	29.84	4/12/2018	NO VALID ID
10/31/2017	ILWACO WA	54.54	4/12/2018	NO VALID ID
11/20/2017	OCEAN PARK WA	51.56	8/9/2018	NO VALID ID
3/20/2018	LONG BEACH WA	51.56	10/10/2018	NO VALID ID
3/28/2018	OCEAN PARK WA	51.56	10/10/2018	NO VALID ID
6/18/2018	LONG BEACH WA	51.56	1/8/2019	NO VALID ID
11/7/2018	LONG BEACH WA	51.56	1/10/2019	NO VALID ID

ATTACHMENT F

Paul, Susie (UTC)

From: Teresa Alexander <teresa_pss@rainierconnect.com>
Sent: Wednesday, January 16, 2019 2:22 PM
To: Paul, Susie (UTC)
Subject: RE: Data Request

Hi Susie,

The only list that we have I sent to you. It had dates, names, account #'s, etc.
The reason listed for getting a deposit was no valid id and this was started a few years back by the previous co- owner of this company. The reason we collected a 2 month deposit, which we held for 6 months, then applied directly to their account was if they had no valid id and if we had to send them to collection we needed a valid id.
I am the new co-owner and I called our collection company in November and asked them what they now required and it was an either or type of id which is very easy to get from our customers and we immediately stopped collecting the 2 month deposit. As noted in the list I sent you we had only collected 4 deposits in 2018.

Teresa Alexander
Vice President
Peninsula Sanitation Service, Inc.
Pacific Solid Waste Disposal, Inc.
PO Box A
Ilwaco, WA 98624
Office: 360.642.2541
Fax: 360.642.4757

From: Paul, Susie (UTC) [mailto:susie.paul@utc.wa.gov]
Sent: Wednesday, January 16, 2019 1:28 PM
To: Teresa Alexander <teresa_pss@rainierconnect.com>
Subject: RE: Data Request

Hi Teresa,

I did not see a response to my request for a copy of the company's procedures for requiring customer deposits and for crediting or refunding the customer. Please provide me a response to this question. Thank you.

ATTACHMENT G

RECEIVED DEC. 16, 2013 UT. & TRANS. COMM. ORIGINAL TG-132286
SUB 03/20/14

Tariff No. <u>16</u>	1st	Revised Page No. <u>20</u>
Company Name/Permit Number: Peninsula Sanitation Service, Inc. G-011		
Registered Trade Name(s) None		
<u>Item 80 -- Carry-out Service, Drive-Ins</u>		
<p>Companies will assess the following additional charges when customers request that company personnel provide carry-out service of cans/units not placed at the curb, the alley, or other point where the company's vehicle can be driven to within five feet of the cans/units using improved access roads commonly available for public use. Driveways are not considered improved access roads commonly available for public use.</p>		
	Rate	
	Residential	Commercial
Charge for Carry-outs	Per Unit, Per Pickup	Per Unit, Per Pickup
Cans, units, mini-cans, or micro-mini cans that must be carried out over 5 feet, but not over 25 feet.	\$ 1.90 (A)	\$ 1.90 (A)
For each additional 25 feet, or fraction of 25 feet, add	\$.80 (A)	\$.80 (A)
<p>NOTE: The company may elect to drive in at the rates shown above, except the charge will be limited to one can, unit, mini-can, or micro-mini can. If cans, units, mini-cans, or micro-mini-cans are carried over 125 feet, but are safely accessible to the company's vehicle, the drive-in charges shown below must be assessed instead.</p>		
	Rate	
	Residential	Commercial
Charge for Drive-ins (per pickup)	Per Unit, Per Pickup	Per Unit, Per Pickup
Drive-in on driveways of over 125 feet, but less than 250 feet	\$ 1.70 (A)	\$ 1.70 (A)
Drive-ins on driveways of over 250 feet, but less than 1/10 mile	\$.50 (A)	\$.50 (A)
For each 1/10 mile over 1/10 mile	\$.50 (A)	\$.50 (A)
Issued By: Diane Carter		
Issue Date 12/16/2013	Effective Date: 4/1/2014	
<i>(For Official Use Only)</i>		
<p>FOR OFFICIAL USE ONLY Docket: TG-132286 Order 02 in Docket TG-132286 Agenda Date: March 27, 2014 Effective Date: April 1, 2014</p>		
Docket No. TG-_____ Date Granting Tariff Revisions per		

ATTACHMENT H

**RECEIVED FEB. 29, 2012 WA. UT. & TRANS. COMM. ORIGINAL TG-120283
SUB 6/25/12**

Tariff No. <u>16</u>	Revised Page No. <u>19</u>
Company Name/Permit Number: Peninsula Sanitation Service, Inc. G-011	
Registered Trade Name(s) None	
<u>Item 75 -- Flat Monthly Charges</u>	
This rule applies in connection with Items 120, 130, 240, 245, 250, 255, 260, 265, 270, and 275.	
A flat monthly charge may be assessed if computed as follows:	
1. If weekly service is provided: Multiply the rate times 4.33 and then multiply that figure times the number of units picked up.	
2. If every other week service is provided: Multiply the rate times 2.17 and then multiply that figure times the number of units picked up.	
3. For Items 240, 250, 260, and 270: For permanent, regularly scheduled pickups, a flat monthly charge may be assessed if computed as follows:	
a. For weekly service, each container provided:	
i. If monthly rent is shown: monthly rent plus (4.33 times pickup rate times number of pickups per week)	
ii. If monthly rent is not shown: 1st pickup rate plus (3.33 times additional pickup rate) plus (4.33 times additional pickup rate times additional weekly pickups).	
b. For every-other week service, each container provided:	
i. If monthly rent is shown: monthly rent plus (2.17 times pickup rate times number of pickups per week)	
ii. If monthly rent is not shown: 1st pickup rate plus (1.17 times additional pickup rate) plus (2.17 times additional pickup rate times additional weekly pickups).	
Issued By: Diane Carter	
Issue Date <u>2/29/2012</u>	Effective Date <u>7/1/2012</u>
<i>(For Official Use Only)</i>	
Granting Tariff Revisions By Operation of Law per Order 02 in Docket TG-120283	
Docket No. TG-_____	Date: _____
By: <u>Agenda Date: June 28, 2012</u> <u>Effective Date: July 1, 2012</u>	

ATTACHMENT I

SECTION 2 - BUILDING IDENTIFICATION

2.1 **BUILDING DEFINED.** Buildings are structures serving as single- or multiple-family dwellings, businesses, public services, etc. Care must be taken in distinguishing between units when multi-family dwellings are served by a common vehicle access and there are multiple floors and/or buildings. Refer to Section 1.4 above. Minor structures near main buildings are considered part of the main building.

2.3 **DISPLAY OF BUILDING NUMBER.** Building owners will display their building's numerical designation so that it is legible from its access road by occupants of vehicles approaching from either direction. If not visible from the access road to the building, the numerical designation will be displayed near the intersection of the access road and the road of origination. Numerals must be at least four (4) inches tall and of a contrasting color to the background.

SECTION 3 - ROAD IDENTIFICATION

3.3 **PRIVATE ROADS:** A private road is defined as **"a vehicle access route serving four (4) or more buildings owned by separate individuals."** Every private road will be uniquely and concisely named with a "LANE" suffix designation. Private road names will be added to the official Pacific County road maps and road name index maintained by the ENGINEER.

New private roads (created after the adoption of Ordinance No. 135 or this ordinance, as applicable) will be named following the applicable scheme provided herein by the property owner(s) and/or the developer(s) subject to the approval of the ENGINEER. New private roads also must be signed and maintained according to the requirements of the ENGINEER at the expense of the property owner(s) and/or the developer(s) served.

SECTION 4 - RENTAL UNIT IDENTIFICATION

ATTACHMENT J

