

**Exh. BF-3
Docket TG-240189
Witness: Bridgit Feeser**

**BEFORE THE
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

**WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION,**

Complainant,

v.

**WASTE MANAGEMENT OF
WASHINGTON, INC.,**

Respondent.

DOCKET TG-240189

**EXHIBIT TO
TESTIMONY OF
BRIDGIT FEESER**

**STAFF OF
WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION**

Staff Investigation Report, dated April 30, 2024

October 22, 2024



INVESTIGATIVE REPORT

WASTE MANAGEMENT OF WASHINGTON, INC.

TG-240189

Jaquandria Ewanika
Compliance Investigations
April 30, 2024

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Attachment D: Company's response to follow up data request.

PURPOSE, SCOPE, AND AUTHORITY

Purpose

The purpose of this investigation is to determine if Waste Management of Washington, Inc., (Waste Management or Company) is complying with laws and rules enforced by the Washington Utilities and Transportation Commission (Commission) set forth in Chapter 81.77 Revised Code of Washington (RCW), Chapter 480-70 Washington Administrative Code (WAC), and Waste Management's Tariff No. 14, Certificate No. G-237, on file at the Commission.

Scope

The scope of this investigation focuses on Waste Management's business practices related to customers who live in Douglas County and have permanent bi-weekly container service under Waste Management of Greater Wenatchee Tariff No.14, Item 240.

Authority

Commission Staff (Staff) undertakes this investigation under the authority of RCW 81.04.070, which grants the Commission authority to inspect the accounts, books, papers, and documents of any public service Company, and WAC 480-70-216, which addresses solid waste collection companies and delegates to Staff the authority to inspect and investigate.

Staff

Jaquandria Ewanika, Compliance Investigator
(360) 664-1320
Jaquandria.Ewanika@utc.wa.gov

EXECUTIVE SUMMARY

Staff conducted this investigation to determine if Waste Management is providing bi-weekly container service pickup service for consumers in Douglas County under its Waste Management of Greater Wenatchee Tariff No.14, Item 240, which defines permanent service as no less than scheduled, every other week pickup, unless local government requires more frequent service. WAC 480-70-236 requires companies to file tariffs and comply with provisions of commission-approved tariffs. This investigation is a follow-up to an informal consumer complaint related to frequency of service and service quality.

In April 2022, an informal consumer complaint was filed and investigated by a Consumer Protection complaint investigator. In the complaint, a consumer from Douglas County requested and was being charged for permanent bi-weekly container pick-up service of a 4-yard dumpster, but the Company was only picking up the container on a monthly basis. During staff's investigation, the Company stated that they would only provide monthly service to this consumer due to the distance from their yard and the consumer's location. Staff's investigation found Waste Management failed to provide bi-weekly service in accordance with its commission-approved tariff. Staff recorded 14 informal violations against the Company and referred the matter to the Compliance Investigation Section.

In February 2023, Compliance Investigations staff began a formal investigation into the Company's business practices related to permanent container pick-up schedule in Douglas County. Staff issued a data request for the timeframe of September 1, 2021, through April 30, 2023.

Staff's review of the Company's responses found that they failed to comply with:

- WAC 480-70-236 which states, companies must file tariffs and must comply with the provisions of approved tariffs, and;
- their commission-approved tariff, Waste Management of Greater Wenatchee Tariff No.14, Item 240, which states permanent service is defined as no less than scheduled, every other week pickup, unless local government requires more frequent service.

Staff Recommendation

Staff recommends the Commission issue a formal complaint against Waste Management and assess a penalty of \$254,000, \$1,000 for each of the 254 violations of WAC 480-70-236 for failing to follow their Commission approved Tariff 14, Item 240, for 25 Douglas County customers when providing permanent container pick-up services.

BACKGROUND

Waste Management is a for-profit company that provides solid waste collection services in 15 Washington counties, including Douglas County, under a certificate of public convenience and necessity from the Commission, G-237.

Waste Management reported a gross annual revenue of \$167,115,018.75 in 2022.

Compliance History

A review of Waste Management's compliance history reveals the Commission has filed complaints against the Company resulting in penalties.

Complaint/Docket History

Docket TG-210689 – Penalty assessment of \$83,150 against Waste Management for 16,630 violations of RCW 81.28.080 and WAC 480-07-236 for missed recycling and yard waste collection services during the July-December 2021 period, for residential customers in Kitsap County.

Docket TG-121265 – Penalty assessment of \$20,000 against Waste Management for failure to collect solid waste in King County and Snohomish County during and immediately following a labor disruption in conflict with the frequency of service requirements in its tariffs.

Technical Assistance

Consumer Complaint CAS-36523-G6P2M5 – On April 19, 2022, a customer filed an informal complaint with the Commission against Waste Management. The customer stated they had been receiving monthly container pickup service instead of bi-weekly container service. During staff's investigation, Waste Management cited the round-trip distance to provide service from its dispatch to the consumer's location was approximately 300 miles as the reason it was unable to provide every other week service as required. Staff informed Waste Management that they were not in compliance with their tariff and recorded 14 informal violations against the Company.¹

INVESTIGATION

Data Request

On April 20, 2023, commission staff issued a data request requiring Waste Management to provide a list of customers receiving monthly solid waste residential pick-up service in Douglas County and Grant County from August 1, 2021, through March 31, 2023, and the customer bills.²

On May 24, 2023, the Company provided a spreadsheet of more than 8,000 customers receiving solid waste residential pick-up service in Douglas County and Grant County from August 1, 2021, through March 31, 2023, and the customer bills.

¹ See Attachment A: Case Report for Consumer Complaint CAS-36523-G6P2M5.

² See Attachment B: April 20, 2023, data request letter mailed to Company.

On June 6, 2023, Staff sent a follow-up request to the Company for additional information to focus on the customers receiving services under the Company's Waste Management of Greater Wenatchee Tariff Item No.14, Item 240. Staff requested a list of all customers receiving service under Item 240 of Tariff 14 from September 1, 2021, through April 30, 2023, and to indicate the frequency of service for each customer.³

On June 21, 2023, the Company provided an updated spreadsheet indicating customers receiving service under Item 240 of Tariff 14 from September 1, 2021, through April 30, 2023, and the frequency of service for those customers.⁴

Data provided by the Company shows:

- Of the 651 customers identified by the Company, 29 customers were receiving monthly, and not bi-weekly, container pickup service. Of the 29 customers, 25 customers' service occurred after June 1, 2022.
- One customer with permanent bi-weekly container pickup service only received monthly pickup service for the period of June 1, 2022, through April 6, 2023.
- Twenty-one customers in Douglas County were to receive bi-weekly pick-up service for their permanent containers but are being provided monthly pick-up service. These twenty-two customers received service from June 1, 2022, through April 30, 2023.
- Two customers in Douglas County were to receive bi-weekly pick-up service for their permanent containers but are being provided monthly pick-up service. These two customers' service is scheduled to end May 31, 2023.
- One customer in Douglas County is to receive bi-weekly pick-up service for their permanent containers but is being provided monthly pick-up service. This customer's service is scheduled to end June 1, 2023.

Frequency of Service Table

The following chart shows 25 customers who signed up for bi-weekly permanent container pickup service but are only receiving monthly pickup service. Twenty-one customers still had active service status up to April 30, 2023. One customer closed their account on April 6, 2023; two customers closed their account on May 31, 2023; and one other customer closed their account on June 1, 2023.

³ See Attachment C: June 6, 2023, data request letter to the Company.

⁴ See Attachment D: Company's response to follow up data request.

County	Customer Identifier	Frequency of Service	Date Account Opened	Date Account Closed	Service Description
Douglas	154	Monthly	7/21/2009	Active	4 YD MSW
Douglas	236	Monthly	5/8/2015	Active	4 YD MSW
Douglas	274	Monthly	4/13/2017	Active	6 YD MSW
Douglas	304	Monthly	3/22/2018	Active	6 YD MSW
Douglas	321	Monthly	9/18/2018	Active	4 YD MSW
Douglas	343	Monthly	4/18/2019	Active	2 YD MSW
Douglas	354	Monthly	7/5/2019	Active	4 YD MSW
Douglas	387	Monthly	5/7/2020	5/31/2023	2 YD MSW
Douglas	393	Monthly	6/18/2020	5/31/2023	1 YD MSW
Douglas	400	Monthly	8/6/2020	Active	1.5 YD MSW
Douglas	401	Monthly	8/7/2020	Active	6 YD MSW
Douglas	408	Monthly	10/14/2020	Active	3 YD MSW
Douglas	423	Monthly	1/21/2021	Active	2 YD MSW
Douglas	431	Monthly	2/24/2021	Active	4 YD MSW
Douglas	476	Monthly	7/29/2021	4/6/2023	2 YD MSW
Douglas	477	Monthly	7/29/2021	Active	2 YD MSW
Douglas	489	Monthly	9/9/2021	Active	2 YD MSW
Douglas	494	Monthly	9/13/2021	Active	2 YD MSW
Douglas	496	Monthly	9/17/2021	Active	2 YD MSW
Douglas	520	Monthly	1/6/2022	Active	1 YD MSW
Douglas	521	Monthly	1/7/2022	Active	2 YD MSW
Douglas	523	Monthly	1/14/2022	Active	2 YD MSW
Douglas	529	Monthly	1/14/2022	6/1/2023	2 YD MSW
Douglas	530	Monthly	1/14/2022	Active	2 YD MSW
Douglas	539	Monthly	1/14/2022	Active	2 YD MSW

Findings

Staff’s findings focus on data provided by the Company for June 1, 2022, through June 1, 2023. Staff finds that Waste Management violated WAC 480-70-236, which states companies must file tariffs and must comply with the provisions of approved tariffs. The Company failed to comply with Waste Management of Greater Wenatchee Tariff No.14, Item 240, which states permanent service is defined as no less than scheduled, every other week pickup, unless local government requires more frequent service.

Staff finds that the Company did not correct their business practices to provide bi-weekly pick-up service for customers with permanent containers in Douglas County after staff provided technical assistance in the April 2022 informal consumer complaint. Specifically, staff finds that:

- One customer with permanent bi-weekly container pickup service only received monthly pickup service for the period of June 1, 2022, through April 6, 2023, for a total of 10 violations.
- Two customers with permanent bi-weekly container pickup service only received monthly pickup service for the period of June 1, 2022, through May 31, 2023, for a total of 22 violations.
- One customer with permanent bi-weekly container pickup service only received monthly pickup service for the period of June 1, 2022, through June 1, 2023, for a total of 12 violations.
- Twenty-one customers with permanent bi-weekly container pickup service only received monthly pickup service for June 1, 2022, through April 30, 2023, for a total of 210 violations.

Staff Recommendation

Staff recommends the Commission issue a formal complaint against Waste Management and assess a penalty of up to \$1,000 for each of the 254 violations of WAC 480-70-236 for failing to follow their commission-approved Waste Management of Greater Wenatchee Tariff 14, Item 240, when providing permanent container pick-up services to 25 Douglas County customers.

SUMMARY OF RECOMMENDATIONS

The Commission set out the factors it will consider in determining the level of penalty imposed for a violation in Docket A-12006. Below is staff's analysis of those factors as applied to Waste Management's violations:

1. How serious or harmful the violation is to the public

The violations are a serious disregard to the public. Each solid waste Company is required to follow its commission-approved Tariff. By failing to provide bi-weekly service as required by its Tariff, the 25 customers affected were unable to receive the service. Since the Company is not complying with their tariff for Douglas County customers, staff believes it is highly likely that the Company is also not providing bi-weekly pick-up service for customers with permanent containers in other rural areas under their G-237 Certificate, such as Grant County.

2. Whether the violation is intentional

Staff believes the violations were intentional. The Company is aware that it was required to provide bi-weekly service to customers under Tariff 14, Item 240. In the April 2022 informal complaint filed by a consumer, the Company stated in its response to staff, that the distance between the consumer's pickup area to their yard was too far. The Company failed to correct their business practices after staff recorded violations and provided technical assistance during the April 2022 informal consumer complaint and continued to not provide bi-weekly container pickup service for Douglas County customers as required by their tariff.

3. Whether the Company self-reported the violations

The Company did not self-report the violations. Staff learned of the practice through a customer complaint and discovered that the practice was not isolated through this investigation.

4. Whether the Company was cooperative and responsive

Staff found the Company to be cooperative during the investigation. The Company provided information requested by Staff under reasonable timelines.

5. Whether the Company promptly corrected the violations and remedied the impacts

The Company did not correct their business practices after staff informed them during an informal consumer complaint investigation in April 2022, that they were violating WAC

480-70-236 and the Company's Waste Management of Greater Wenatchee Tariff Item No.14, Item 240.

6. The number of violations

Staff finds 254 violations of WAC 480-70-236 and Company's Waste Management of Greater Wenatchee Tariff Item No.14, Item 240 for failing to provide bi-weekly container pickup service to 25 customers.

7. The likelihood of recurrence

Staff believes that recurrence is possible. During an April 2022 informal consumer complaint investigation, the Company stated that the distance between the consumer's location and their yard was too far, and that was the reason they did not provide bi-weekly pick-up service for this customer with permanent containers. Staff recorded violations against the Company and provided technical assistance regarding their non-compliance with the Company's Tariff 14, Item 240.

The Company continued to violate their company tariff by not providing bi-weekly pick-up service for Douglas County customers with permanent containers.

8. The Company's past performance regarding compliance, violations and penalties

Waste Management is the subject of a number of informal consumer complaints that have been filed with the Commission in recent years and also has had previous formal enforcement actions taken against it by the Commission.

In 2013, the Commission issued a formal complaint against Waste Management for failure to collect solid waste in King County and Snohomish County during and immediately following a labor disruption in Docket TG-121265. Pursuant to a settlement approved by the Commission, Waste Management paid a penalty of \$20,000 and issued one-time bill credits to its customers.

In November 2021, the Commission issued a formal complaint against Waste Management due to the Company missing yard waste and recycling pickups in Kitsap County in violation of RCW 80.28.080 and WAC 480-70-236 in Docket TG-210689. Waste Management paid a penalty of \$83,150.

9. The Company's existing compliance program.

Staff is unaware of any compliance program.

10. The size of the Company

Waste Management reported gross annual revenue of \$167,115,018.75 in 2022.

Staff Recommendation

Staff recommends the Commission issue a formal complaint against Waste Management and assess a penalty of \$254,000, \$1,000 for each of the for 254 violations of WAC 480-70-236 for

failing to follow their Commission approved Tariff 14, Item 240, for 25 Douglas County customers when providing permanent container pick-up services.

Washington State Complaint: CAS-36523-G6P2M5

Company: Waste Management of Washington, Inc.

Industry: Solid Waste

Customer: [REDACTED]

Alt Contact:

Account Number: [REDACTED]

Service Phone: [REDACTED]

E-mail Address: [REDACTED]

Service Address: [REDACTED]
[REDACTED]

Complaint: CAS-36523-G6P2M5

Type: Complaint

Serviced By: John Trier

Grouped By: Quality Of Service

Opened On: 4/19/2022, 7:10:18 PM

Closed On: 5/11/2022, 1:29:33 PM

Disposition: Consumer upheld

Violations Total: 14

TA Total: 0

Amount Customer Saved: \$109.50

Description:

The customer moved into the property in November 2020 and requested bi-weekly container service from Waste Management. The customer never received biweekly (or twice monthly)

service from WM despite being billed for it. Even when the customer inquired about upgrading to weekly service he was told by WM that it would still only pick up once a month. The customer was also charged for extras when WM failed to come pick up the previous time.

On 4/19/22 the customer cancelled service and was told that they would be responsible to pay for the service that WM did not pickup and do an extra next month on 5/15/22. The customer disputes the missed pickup as there was no weather conditions that would have prevented WM from providing service.

4/21/22 10:24 p.m. Passed complaint to WM via email. WM's response is due by 5 p.m. on 4/25/22.

Supervisor Result:

more of the same as above, and told yeap that is way it is.

Customer Resolution:

honor what they are selling. I just asked for service they said they would do X for this much \$ and I said yes. they never did that. ever.

Result:

From 1/1/21 to 5/1/22 the customer was billed for container service under item 240 of Waste Management's (WM) Tariff #14. The tariff specifies that permanent service will be provided no less than scheduled, every other week pickup, unless local government requires more frequent service. Between Jan 2021 and Nov 2021, the customer was billed for biweekly service using the 2.167 calculation in Item 75. When the customer resumed service, WM did correct the charges to reflect the single pickup per month, but it still did not provide every other week service as required by the tariff. VIOLATIONS RECORDED - 14

Violations

WAC or RCW: 480-70-236(2)

Count: 14

TA:

Description: Waste Management (WM) failed to provide service in accordance with its commission approved tariff. For 14 billing cycles between January 2021 and May 2022 WM billed the customer for biweekly service. Due to the distance involved, WM determined that it would only be able to provide monthly collection to the customer. WM's tariff #14 Item #240 defines permanent service as no less than scheduled, every other week pickup, unless

local government requires more frequent service. WM must provide service in a manner consistent with the conditions described in its approved tariff. WM has been notified of the violations.

Activities

Activity Type: Activity

Activity Date: 4/19/2022, 7:09:00 PM

Contact:

Subject: [Complaint as Originally Filed.](#)

Attachments: 0

Description:

we have been at this house since Nov 2020, we called for new service and were told the options. we selected a dumpster to be picked up every other week (26 times a year) this happened to be on a Friday. The bill stated just that. "Every other week." We never once received this service level. NOT one time did the garbage truck pick up twice a month let alone every other Friday. The calendar app would tell us that next Friday would be a pickup day and they would not arrive. We reported no pick-ups. I talked to multiple staff members, David, Ann, Rebecca, Don and others. Over a period of last year and half. Telling our story over and over again. I asked if we could buy a different service, one that was what the invoice said it would be. We were to pay for \$95+ for service every other week. We were told that once a month would be the same price as every other week? (but of course they NEVER intended on picking up the garbage!) we were told by Ann (who is a very nice person) that even if I ordered the pick up every week... which was 218+ a month. they would only pick up once a month. *sigh We never received the service they were selling us on the bill. Ever. so I asked(demanded) and received multiple credits. But I would always have to call. And it always cost us a lot of our time. They would charge us extra because the dumpster was a "little" fuller because they did not come and pickup the garbage when they contracted with us to pick up the garbage. So an extra fee was explained as our fault. This last time, 4-19-2022 we canceled the service as they told us that we would be responsible to pay for the service that they did not pickup. And that they would pickup the next month, (may 15th). So no extra pickup. They claim it was snow on the ground that was the issue. I have pictures from that day and by 10am no snow. We had very little. But all they had to do was come the next week? Right? Which they would not do. They came out when there was FEET of snow on the ground, before. It is not like school was canceled; I mean school buses still got around fine! So we have finally had enough. We canceled our service. I am very interested in starting a class action lawsuit against waste management. I have the bills and details about the calls if people want that info. If I could hire anyone else to pickup our garbage I would. But no one else

services our area? WHY is that? I know of multiple families being treated this way. Others have seen (and we have the security footage on cameras) that show the garbage truck drive up the drive way pause. And drive on. Then on the website and bill it says the garbage can was blocked. (this is never/was NOT TRUE in any way) if there was anyone I could contact and yell at I would. I have a small business and I can't imagine treating my customers this way. But wait, I guess it because I don't have a monopoly in all the counties & states that I serve. Waste management has very bad management.

Activity Type: Email

Activity Date: 4/20/2022, 8:00:08 AM

To: john.trier@utc.wa.gov;

From: crmadmsvc@utc.wa.gov

Subject: [CAS-36523-G6P2M5 has been Assigned to You CRM:0042142](#)

Attachments: 0

Body:

CAS-36523-G6P2M5

Activity Type: Email

Activity Date: 4/20/2022, 8:00:27 AM

To: john.trier@utc.wa.gov;

From: crmadmsvc@utc.wa.gov

Subject: [CAS-36523-G6P2M5 has been Assigned to You CRM:0042142](#)

Attachments: 0

Body:

CAS-36523-G6P2M5

Activity Type: Email

Activity Date: 4/21/2022, 10:25:08 AM

To: DCovert1@wm.com;

From: john.trier@utc.wa.gov

**Subject: [WA UTC Complaint CAS-36523-G6P2M5 for \[REDACTED\]](#)
[CRM:0133901](#)**

Attachments: 0

Body:

New consumer complaint

Washington UTC Complaint CAS-36523-G6P2M5

Company: Waste Management of Washington, Inc.

Customer: [REDACTED]

Account #: [REDACTED]

Contact:

Service Address:

[REDACTED]
[REDACTED]

Primary Phone: [REDACTED]

Secondary Phone:

Email Address: [REDACTED]

Complaint Information:

Complaint ID: CAS-36523-G6P2M5

Serviced By: John Trier

Opened On: 4/19/2022 7:10 PM

Grouped By: Quality Of Service

Description:

The customer moved into the property in November 2020 and requested bi-weekly container service from Waste Management. The customer never received biweekly (or twice monthly) service from WM despite being billed for it. Even when the customer inquired about upgrading to weekly service he was told by WM that it would still only pick up once a month. The customer was also charged for extras when WM failed to come pick up the previous time.

On 4/19/22 the customer cancelled service and was told that they would be responsible to pay for the service that WM did not pickup and do an extra next month on 5/15/22. The customer disputes the missed pickup as there was no weather conditions that would have prevented WM from providing service.

4/21/22 10:24 p.m. Passed complaint to WM via email. WM's response is due by 5 p.m. on 4/25/22.

Activity Type: Email

Activity Date: 4/21/2022, 10:26:14 AM

To: [REDACTED]

From: john.trier@utc.wa.gov

Subject: [WA UTC Complaint CAS-36523-G6P2M5 for \[REDACTED\]](#)
[CRM:0133902](#)

Attachments: 0

Body:

Thank you for contacting the Utilities and Transportation Commission regarding your dispute with Waste Management of Washington, Inc.. I have filed a complaint against the company on your behalf. WM's response to the complaint must be received by the commission no later than 5 p.m., on 4/25/22. I will contact you as soon as I have information to share. Please be aware that investigations generally take between two and four weeks to complete, sometimes longer. If you have additional concerns or questions, you may contact me by phone at 1-888-333-9882 or via email at john.trier@utc.wa.gov, Monday through Friday, 8:30 a.m. to 4:30 p.m.

Sincerely,

John Trier

Consumer Complaint Investigator

1-888-333-9882 Office

(360) 664-4291 Fax

Email: john.trier@utc.wa.gov

Utilities and Transportation Commission

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www.utc.wa.gov

Activity Type: Email

Activity Date: 4/21/2022, 11:08:12 AM

To: john.trier@utc.wa.gov;gedgar@co.douglas.wa.us;

From: [REDACTED]

Subject: [Re: WA UTC Complaint CAS-36523-G6P2M5 for \[REDACTED\]](#)
[CRM:0133902](#)

Attachments: 0

Body:

External Email

Hello John- Thanks for reaching out.

Not that Gordy needs anything else "dumped" on him and I know has enough on his plate to deal with... but I really think the county Prosecutor's office should be made aware of how many people in Douglas county are not getting service that they are paying for. I know my situation is not isolated and will wager that other counties are experiencing the same results we are. Thanks again for your help, [REDACTED].

Gordy - here is the gist of my complaint I filed with the UTC. Thanks everyone.

we have been at this house since Nov 2020, we called for new service and were told the options. we selected a dumpster to be picked up every other week (26 times a year) this happened to be on a Friday. The bill stated just that. "Every other week." We never once received this service level. NOT one time did the garbage truck pick up twice a month let alone every other Friday. The calendar app would tell us that next Friday would be a pickup day and they would not arrive. We reported no pick-ups. I talked to multiple staff members, David, Ann, Rebecca, Don and others. Over a period of last year and half. Telling our story over and over again. I asked if we could buy a different service, one that was what the invoice said it would be. We were to pay for \$95+ for service every other week. We were told that once a month would be the same price as every other week? (but of course they NEVER intended on picking up the garbage!) we were told by Ann (who is a very nice person) that even if I ordered the pick up every week... which was 218+ a month. they would only pick up once a month. *sigh We never received the service they were selling us on the bill. Ever. so I asked(demanded) and received multiple credits. But I would always have to call. And it always cost us a lot of our time. They would charge us extra because the dumpster was a "little" fuller because they did not come and pickup the garbage when they contracted with us to pick up the garbage. So an extra fee was explained as our fault.

This last time, 4-19-2022 we canceled the service as they told us that we would be responsible to pay for the service that they did not pickup. And that they would pickup the next month, (may 15th). So no extra pickup. They claim it was snow on the ground that was the issue. I have pictures from that day and by 10am no snow. We had very little. But all they had to do was come the next week? Right? Which they would not do. They came out when there was FEET of snow on the ground, before. It is not like school was canceled; I mean school buses still got around fine! So we have finally had enough. We canceled our service.

I am very interested in starting a class action lawsuit against waste management. I have the bills and details about the calls if people want that info. If I could hire anyone else to pickup our garbage I would. But no one else services our area? WHY is that? I know of multiple families being treated this way. Others have seen (and we have the security footage on cameras) that show the garbage truck drive up the drive way pause. And drive on. Then on the website and bill it says the garbage can was blocked. (this is never/was NOT TRUE in any way) if there was anyone I could contact and yell at I would. I have a small business and I can't imagine treating my customers this way. But wait, I guess it is because I don't have a monopoly in all the counties & states that I serve. Waste management has very bad management.

On Thu, Apr 21, 2022 at 10:26 AM Trier, John (UTC) <john.trier@utc.wa.gov> wrote:
Thank you for contacting the Utilities and Transportation Commission regarding your dispute with Waste Management of Washington, Inc.. I have filed a complaint against the company on

your behalf. WM's response to the complaint must be received by the commission no later than 5 p.m., on 4/25/22. I will contact you as soon as I have information to share. Please be aware that investigations generally take between two and four weeks to complete, sometimes longer. If you have additional concerns or questions, you may contact me by phone at 1-888-333-9882 or via email at john.trier@utc.wa.gov, Monday through Friday, 8:30 a.m. to 4:30 p.m.

Sincerely,

John Trier

Consumer Complaint Investigator

1-888-333-9882 Office

(360) 664-4291 Fax

Email: john.trier@utc.wa.gov

Utilities and Transportation Commission

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www.utc.wa.gov

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Activity Type: Email

Activity Date: 4/29/2022, 8:18:41 AM

To: DCovert1@wm.com;

From: john.trier@utc.wa.gov

**Subject: [FW: WA UTC Complaint CAS-36523-G6P2M5 for \[REDACTED\]](#)
[CRM:0133901](#)**

Attachments: 0

Body:

Good morning Denie,

I'm working on some of my backlog and I show this complaint that I sent last week does not have a response. Can you confirm receipt and provide a response to the customer's complaint?

Thanks,
John

----- Original Message -----

From: John Trier <john.trier@utc.wa.gov>;

Received: Thu Apr 21 2022 10:25:08 GMT-0700 (Pacific Daylight Time)

To: Waste Management of Washington, Inc. Complaints <DCovert1@wm.com>;
Subject: WA UTC Complaint CAS-36523-G6P2M5 for [REDACTED] CRM:0133901

New consumer complaint

Washington UTC Complaint CAS-36523-G6P2M5

Company: Waste Management of Washington, Inc.

Customer: [REDACTED]

Account #: [REDACTED]

Contact:

Service Address:

[REDACTED]
[REDACTED]

Primary Phone: [REDACTED]

Secondary Phone:

Email Address: [REDACTED]

Complaint Information:

Complaint ID: CAS-36523-G6P2M5

Serviced By: John Trier

Opened On: 4/19/2022 7:10 PM

Grouped By: Quality Of Service

Description:

The customer moved into the property in November 2020 and requested bi-weekly container service from Waste Management. The customer never received biweekly (or twice monthly) service from WM despite being billed for it. Even when the customer inquired about upgrading to weekly service he was told by WM that it would still only pick up once a month. The customer was also charged for extras when WM failed to come pick up the previous time.

On 4/19/22 the customer cancelled service and was told that they would be responsible to pay for the service that WM did not pickup and do an extra next month on 5/15/22. The customer disputes the missed pickup as there was no weather conditions that would have prevented WM from providing service.

4/21/22 10:24 p.m. Passed complaint to WM via email. WM's response is due by 5 p.m. on 4/25/22.

Activity Type: Email

Activity Date: 5/2/2022, 4:00:11 PM

To: john.trier@utc.wa.gov;

From: dcovert1@wm.com

Subject: [RE: WA UTC Complaint CAS-36523-G6P2M5 for \[REDACTED\] CRM:0133901](#)

Attachments: 0

Body:

External Email

Hello John,
My fault.

Could I please get a 2 day extension on this?

I did check with the district and the location is too far and so they can only service one time per month. We have credited the customer the difference but I have to make sure we have credited enough.

The issue is that we do not have a once per month rate.

I will pull together a billing/credit/payment recap.

Thank you

Denie

From: Trier, John (UTC) <john.trier@utc.wa.gov>
Sent: Friday, April 29, 2022 8:19 AM
To: Covert, Denie <DCovert1@wm.com>
Subject: [EXTERNAL] FW: WA UTC Complaint CAS-36523-G6P2M5 for [REDACTED] CRM:0133901

Good morning Denie,

I'm working on some of my backlog and I show this complaint that I sent last week does not have a response. Can you confirm receipt and provide a response to the customer's complaint?

Thanks,
John

----- Original Message -----

From: John Trier <john.trier@utc.wa.gov>;
Received: Thu Apr 21 2022 10:25:08 GMT-0700 (Pacific Daylight Time)
To: Waste Management of Washington, Inc. Complaints <DCovert1@wm.com>;
Subject: WA UTC Complaint CAS-36523-G6P2M5 for [REDACTED] CRM:0133901

New consumer complaint

Washington UTC Complaint CAS-36523-G6P2M5
Company: Waste Management of Washington, Inc.
Customer: [REDACTED]
Account #: [REDACTED]

Contact:

Service Address:

[REDACTED]
[REDACTED]

Primary Phone: [REDACTED]

Secondary Phone:

Email Address: [REDACTED]

Complaint Information:

Complaint ID: CAS-36523-G6P2M5

Serviced By: John Trier

Opened On: 4/19/2022 7:10 PM

Grouped By: Quality Of Service

Description:

The customer moved into the property in November 2020 and requested bi-weekly container service from Waste Management. The customer never received biweekly (or twice monthly) service from WM despite being billed for it. Even when the customer inquired about upgrading to weekly service he was told by WM that it would still only pick up once a month. The customer was also charged for extras when WM failed to come pick up the previous time.

On 4/19/22 the customer cancelled service and was told that they would be responsible to pay for the service that WM did not pickup and do an extra next month on 5/15/22. The customer disputes the missed pickup as there was no weather conditions that would have prevented WM from providing service.

4/21/22 10:24 p.m. Passed complaint to WM via email. WM's response is due by 5 p.m. on 4/25/22.

Recycling is a good thing. Please recycle any printed emails.

Activity Type: Email

Activity Date: 5/2/2022, 4:01:00 PM

To: DCovert1@wm.com;

From: john.trier@utc.wa.gov

**Subject: [RE: WA UTC Complaint CAS-36523-G6P2M5 for \[REDACTED\]](#)
[CRM:0133901](#)**

Attachments: 0

Body:

Yes, of course. Thank you for the initial response. Please provide an update by 5 p.m. on 5/4/22.

Have a good evening,
John

Activity Type: Email

Activity Date: 5/2/2022, 5:31:51 PM

To: john.trier@utc.wa.gov;

From: dcovert1@wm.com

Subject: [RE: WA UTC Complaint CAS-36523-G6P2M5 for \[REDACTED\] CRM:0133901](#)

Attachments: 0

Body:

External Email

Thank you!

From: Trier, John (UTC) <john.trier@utc.wa.gov>

Sent: Monday, May 2, 2022 4:01 PM

To: Covert, Denie <DCovert1@wm.com>

Subject: [EXTERNAL] RE: WA UTC Complaint CAS-36523-G6P2M5 for [REDACTED] CRM:0133901

Yes, of course. Thank you for the initial response. Please provide an update by 5 p.m. on 5/4/22.

Have a good evening,
John

Recycling is a good thing. Please recycle any printed emails.

Activity Type: Email

Activity Date: 5/4/2022, 4:39:29 PM

To: john.trier@utc.wa.gov;

From: dcovert1@wm.com

Subject: [RE: WA UTC Complaint CAS-36523-G6P2M5 for \[REDACTED\]
CRM:0133901](#)

Attachments: 0

Body:

External Email

Hello,

This customer lives a very long way from our yard and the district can only get out there to service one time per month. It's roughly a 300 mile trip.

We would like to hand this over to Consolidated.

That said, we signed them up for every other week but the area advised they could only service once per month.

I will be crediting the account.

We did change the rate from the EOW rate of \$95.56 and cut that in half to \$47.78. The customer has since cancelled service.

I will go back and credit the difference of \$47.78 per month from the start date to the date we changed the pricing in our system less credits already provided.

I will forward you the credit detail.

From: Trier, John (UTC) <john.trier@utc.wa.gov>

Sent: Friday, April 29, 2022 8:19 AM

To: Covert, Denie <DCovert1@wm.com>

Subject: [EXTERNAL] FW: WA UTC Complaint CAS-36523-G6P2M5 for [REDACTED] CRM:0133901

Good morning Denie,

I'm working on some of my backlog and I show this complaint that I sent last week does not have a response. Can you confirm receipt and provide a response to the customer's complaint?

Thanks,
John

----- Original Message -----

From: John Trier <john.trier@utc.wa.gov>;

Received: Thu Apr 21 2022 10:25:08 GMT-0700 (Pacific Daylight Time)

To: Waste Management of Washington, Inc. Complaints <DCovert1@wm.com>;

Subject: WA UTC Complaint CAS-36523-G6P2M5 for [REDACTED] CRM:0133901

New consumer complaint

Washington UTC Complaint CAS-36523-G6P2M5

Company: Waste Management of Washington, Inc.

Customer: [REDACTED]

Account #: [REDACTED]

Contact:

Service Address:

[REDACTED]
[REDACTED]

Primary Phone: [REDACTED]

Secondary Phone:

Email Address: [REDACTED]

Complaint Information:

Complaint ID: CAS-36523-G6P2M5

Serviced By: John Trier

Opened On: 4/19/2022 7:10 PM

Grouped By: Quality Of Service

Description:

The customer moved into the property in November 2020 and requested bi-weekly container service from Waste Management. The customer never received biweekly (or twice monthly) service from WM despite being billed for it. Even when the customer inquired about upgrading to weekly service he was told by WM that it would still only pick up once a month. The customer was also charged for extras when WM failed to come pick up the previous time.

On 4/19/22 the customer cancelled service and was told that they would be responsible to pay for the service that WM did not pickup and do an extra next month on 5/15/22. The customer disputes the missed pickup as there was no weather conditions that would have prevented WM from providing service.

4/21/22 10:24 p.m. Passed complaint to WM via email. WM's response is due by 5 p.m. on 4/25/22.

Recycling is a good thing. Please recycle any printed emails.

Activity Type: Email

Activity Date: 5/4/2022, 5:25:10 PM

To: john.trier@utc.wa.gov;

From: dcovert1@wm.com

Subject: [RE: WA UTC Complaint CAS-36523-G6P2M5 for \[REDACTED\]](#)
[CRM:0133901](#)

Attachments: 18

Body:

External Email

On attached billed/credited recap.

This credit will take care of any amounts still due and will leave a small credit balance (\$11.53) that will be refunded to the customer.

From: Covert, Denie
Sent: Wednesday, May 4, 2022 4:39 PM
To: Trier, John (UTC) <john.trier@utc.wa.gov>
Subject: RE: WA UTC Complaint CAS-36523-G6P2M5 for [REDACTED] CRM:0133901

Hello,
This customer lives a very long way from our yard and the district can only get out there to service one time per month. It's roughly a 300 mile trip.

We would like to hand this over to Consolidated.

That said, we signed them up for every other week but the area advised they could only service once per month.

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We did change the rate from the EOW rate of \$95.56 and cut that in half to \$47.78. The customer has since cancelled service.

I will go back and credit the difference of \$47.78 per month from the start date to the date we changed the pricing in our system less credits already provided.

I will forward you the credit detail.

From: Trier, John (UTC) <john.trier@utc.wa.gov>
Sent: Friday, April 29, 2022 8:19 AM
To: Covert, Denie <DCovert1@wm.com>
Subject: [EXTERNAL] FW: WA UTC Complaint CAS-36523-G6P2M5 for [REDACTED] CRM:0133901

Good morning Denie,

I'm working on some of my backlog and I show this complaint that I sent last week does not have a response. Can you confirm receipt and provide a response to the customer's complaint?

Thanks,
John

----- Original Message -----

From: John Trier <john.trier@utc.wa.gov>;
Received: Thu Apr 21 2022 10:25:08 GMT-0700 (Pacific Daylight Time)
To: Waste Management of Washington, Inc. Complaints <DCovert1@wm.com>;
Subject: WA UTC Complaint CAS-36523-G6P2M5 for [REDACTED] CRM:0133901

New consumer complaint

Washington UTC Complaint CAS-36523-G6P2M5
Company: Waste Management of Washington, Inc.

Customer: [REDACTED]
Account #: [REDACTED]
Contact:
Service Address:
[REDACTED]
[REDACTED]
Primary Phone: [REDACTED]
Secondary Phone:
Email Address: [REDACTED]
Complaint Information:
Complaint ID: CAS-36523-G6P2M5
Serviced By: John Trier
Opened On: 4/19/2022 7:10 PM
Grouped By: Quality Of Service

Description:

The customer moved into the property in November 2020 and requested bi-weekly container service from Waste Management. The customer never received biweekly (or twice monthly) service from WM despite being billed for it. Even when the customer inquired about upgrading to weekly service he was told by WM that it would still only pick up once a month. The customer was also charged for extras when WM failed to come pick up the previous time.

On 4/19/22 the customer cancelled service and was told that they would be responsible to pay for the service that WM did not pickup and do an extra next month on 5/15/22. The customer disputes the missed pickup as there was no weather conditions that would have prevented WM from providing service.

4/21/22 10:24 p.m. Passed complaint to WM via email. WM's response is due by 5 p.m. on 4/25/22.

Activity Type: Email

Activity Date: 5/11/2022, 1:23:40 PM

To: dcovert1@wm.com;

From: john.trier@utc.wa.gov

**Subject: [RE: WA UTC Complaint CAS-36523-G6P2M5 for \[REDACTED\]](#)
[CRM:0133901](#)**

Attachments: 0

Body:

Good afternoon Denie,

Thank you for your responses to this complaint.

It is my understanding that Waste Management's Tariff 14, Appendix A specifies that WM has the certificate for this customer's area of unincorporated Douglas County and Item 240 states that permanent service is defined as no less than scheduled, every other week pickup, unless local government requires more frequent service, but I also understand the logistical difficulties of servicing a dumpster over 100 miles away from the landfill and / or transfer station(s). I'm not certain what the process would be for one certificated solid waste hauler to hand over a portion of its territory to another hauler, but I would encourage WM to reach out to our Regulatory Services staff in order to determine what kind of filing would be needed in order to make that kind of arrangement between the parties. I do appreciate you going through the account and reviewing the previous charges and credits and applying further credit in order to better reflect the number of pickups the customer actually had received.

This complaint is now closed. The disposition is Consumer Upheld. Please note that the Consumer Protection section has an internal quality review program and all closed complaints are subject to review and/or re-opening.

Please note that I have recorded 14 violations of WAC 480-70-236(2) for the customer's bills issued between January 2021 and May 2022.

The explanation of the violations recorded constitutes technical assistance. Please make all corrections necessary to ensure future compliance. Repeat violations may result in enforcement action, including monetary penalties. Staff considers a number of factors when recommending penalties, including whether past technical assistance was provided and subsequently followed. Between January 2021 and November 2022 the customer was billed for biweekly service, but due to the distances involved, WM determined that it would only be able to provide monthly collection to the customer. When the customer resumed service in February 2022, WM did bill the customer for a single collection each month, but the service level required by the tariff is at least every other week, and WM did not provide that service level. WM must provide, and bill for, service in a manner consistent with the conditions described in its approved tariff.

The company may request a review of this investigation by Sheri Hoyt, Consumer Protection Manager. Please clearly note why the company requests a review and I will forward the request. To contact Sheri directly, email Sheri.Hoyt@utc.wa.gov or call 360-664-1102.

Thank you again for your assistance with this complaint, please follow up with Regulatory Services in order to discuss how to transfer this area to another carrier or to otherwise modify the tariff so it accurately reflects the service level WM is capable of providing to customers in this area.

Regards,
John

Activity Type: Email

Activity Date: 5/11/2022, 1:25:33 PM

To: john.trier@utc.wa.gov;

From: dcovert1@wm.com

Subject: [Automatic reply: WA UTC Complaint CAS-36523-G6P2M5 for \[REDACTED\] CRM:0133901](#)

Attachments: 0

Body:

External Email

*** POTENTIAL DELAYED RESPONSE ALERT***

Your message is important however I am out of the office Wednesday, Thursday and Friday 5/11, 5/12, 5/13. Returning Monday 5/16.

If the matter requires prompt attention please contact Kristal Vibbard kvibbard@wm.com or you can reach me via text or call at 360.722.1004.

Otherwise I will reply to messages upon my return.

Thank you!

Denie

Recycling is a good thing. Please recycle any printed emails.

Activity Type: Email

Activity Date: 5/11/2022, 2:01:38 PM

To: [REDACTED]

From: john.trier@utc.wa.gov

Subject: [Re: WA UTC Complaint CAS-36523-G6P2M5 for \[REDACTED\] CRM:0133902](#)

Attachments: 0

Body:

Good afternoon [REDACTED],

I am getting back to you regarding your Waste Management (WM) complaint. I'd like to thank you for your patience as I have worked to review your account, WM's Commission approved tariff, and rates.

During my investigation I found that WM had offered every other week collection of a 4yd dumpster at your location. Between 1/1/21 and 11/1/21, WM assessed charges for the full monthly rate using the calculations in Item 75 of its tariff by multiplying the single pickup rate by 2.167 for every other week service. For the bills issued between 2/9/22 and 5/1/22 WM did adjust its bills to accurately reflect only a single collection per month, but this collection level is not compliant with the minimum service level described in the tariff. WM cited the round trip distance to provide service from its dispatch to your location was approximately 300 miles as the reason it was unable to provide every other week service as required. WM's Tariff #14 Item #240 sets the rate for container service and defines permanent service as no less than scheduled, every other week pickup, unless local government requires more frequent service or unless putrescibles are involved. By rule, WAC 480-70-236(2) WM must file tariffs and must comply with the provisions of approved tariffs and may not assess rates and charges for solid waste collection service that are higher, lower, or different from those contained in its approved tariff. I did find WM to be in violation of its tariff for the 14 bills issued between 1/1/21 and 5/1/22 as it did not provide service in a manner consistent with its tariff.

I also did audit the account and reviewed the charges and credits previously applied. On 5/5/22 WM applied an additional credit of \$109.50 was applied to the account and WM is processing a refund check for the remaining \$11.53 credit balance on the account. WM has indicated that it would like to transfer the responsibility for this area over to another certificated solid waste carrier. I personally do not know how that process would work, so I have forwarded that request on to our Regulatory Services department so it can work with WM and a new carrier to hopefully provide a service level that is compliant with the county's Solid Waste Management Plan.

At this time I have closed out your complaint. If you have any additional questions or concerns you can reach me via email at any time, or by phone at 888-333-9882 between 8:30 a.m. and 4:30 p.m. Monday through Friday to discuss.

Sincerely,

John Trier

Consumer Complaint Investigator

(888) 333-9882 Toll Free

John.Trier@utc.wa.gov

Utilities and Transportation Commission

Respect. Professionalism. Integrity. Accountability.

www.utc.wa.gov

----- Original Message -----

From: [REDACTED]

Received: Thu Apr 21 2022 11:08:12 GMT-0700 (Pacific Daylight Time)

To: John Trier <john.trier@utc.wa.gov>; gedgar@co.douglas.wa.us;

Subject: Re: WA UTC Complaint CAS-36523-G6P2M5 for [REDACTED] CRM:0133902

External Email

Hello John- Thanks for reaching out.

Not that Gordy needs anything else "dumped" on him and I know has enough on his plate to deal with... but I really think the county Prosecutor's office should be made aware of how many people in Douglas county are not getting service that they are paying for. I know my situation is not isolated and will wager that other counties are experiencing the same results we are. Thanks again for your help, Doug.

Gordy - here is the gist of my complaint I filed with the UTC. Thanks everyone.

we have been at this house since Nov 2020, we called for new service and were told the options. we selected a dumpster to be picked up every other week (26 times a year) this happened to be on a Friday. The bill stated just that. "Every other week." We never once received this service level. NOT one time did the garbage truck pick up twice a month let alone every other Friday. The calendar app would tell us that next Friday would be a pickup day and they would not arrive. We reported no pick-ups. I talked to multiple staff members, David, Ann, Rebecca, Don and others. Over a period of last year and half. Telling our story over and over again. I asked if we could buy a different service, one that was what the invoice said it would be. We were to pay for \$95+ for service every other week. We were told that once a month would be the same price as every other week? (but of course they NEVER intended on picking up the garbage!) we were told by Ann (who is a very nice person) that even if I ordered the pick up every week... which was 218+ a month. they would only pick up once a month. *sigh We never received the service they were selling us on the bill. Ever. so I asked(demanded) and received multiple credits. But I would always have to call. And it always cost us a lot of our time. They would charge us extra because the dumpster was a "little" fuller because they did not come and pickup the garbage when they contracted with us to pick up the garbage. So an extra fee was explained as our fault.

This last time, 4-19-2022 we canceled the service as they told us that we would be responsible to pay for the service that they did not pickup. And that they would pickup the next month, (may 15th). So no extra pickup. They claim it was snow on the ground that was the issue. I have pictures from that day and by 10am no snow. We had very little. But all they had to do was come the next week? Right? Which they would not do. They came out when there was FEET of snow on the ground, before. It is not like school was canceled; I mean school buses still got around fine! So we have finally had enough. We canceled our service.

I am very interested in starting a class action lawsuit against waste management. I have the bills and details about the calls if people want that info. If I could hire anyone else to pickup our garbage I would. But no one else services our area? WHY is that? I know of multiple families being treated this way. Others have seen (and we have the security footage on cameras) that show the garbage truck drive up the drive way pause. And drive on. Then on the website and bill it says the garbage can was blocked. (this is never/was NOT TRUE in any way) if there was anyone I could contact and yell at I would. I have a small business and I can't imagine treating my customers this way. But wait, I guess it is because I don't have a monopoly in all the counties & states that I serve. Waste management has very bad management.

On Thu, Apr 21, 2022 at 10:26 AM Trier, John (UTC) <john.trier@utc.wa.gov> wrote:

Thank you for contacting the Utilities and Transportation Commission regarding your dispute with Waste Management of Washington, Inc.. I have filed a complaint against the company on your behalf. WM's response to the complaint must be received by the commission no later than

5 p.m., on 4/25/22. I will contact you as soon as I have information to share. Please be aware that investigations generally take between two and four weeks to complete, sometimes longer. If you have additional concerns or questions, you may contact me by phone at 1-888-333-9882 or via email at john.trier@utc.wa.gov, Monday through Friday, 8:30 a.m. to 4:30 p.m.

Sincerely,

John Trier

Consumer Complaint Investigator

1-888-333-9882 Office

(360) 664-4291 Fax

Email: john.trier@utc.wa.gov

Utilities and Transportation Commission

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www.utc.wa.gov

--

A. Douglas McLeod, PMP, MCTS

"A life that constricts meaning wounds the soul."

Activity Type: Email

Activity Date: 5/17/2022, 9:08:11 AM

To: john.trier@utc.wa.gov;

From: [REDACTED]

**Subject: [Re: WA UTC Complaint CAS-36523-G6P2M5 for \[REDACTED\]](#)
[CRM:0133902](#)**

Attachments: 0

Body:

External Email

John- Thank you for your follow up, I hope they start stepping up and doing the right thing for their remaining customers. I would be interested in supporting a different company should any of them start servicing this area. Thanks again, [REDACTED].

On Wed, May 11, 2022 at 2:02 PM Trier, John (UTC) <john.trier@utc.wa.gov> wrote:
Good afternoon [REDACTED],

I am getting back to you regarding your Waste Management (WM) complaint. I'd like to thank you for your patience as I have worked to review your account, WM's Commission approved tariff, and rates.

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----- Original Message -----

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Subject: Re: WA UTC Complaint CAS-36523-G6P2M5 for [REDACTED] CRM:0133902

External Email

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I am very interested in starting a class action lawsuit against waste management. I have the bills and details about the calls if people want that info. If I could hire anyone else to pickup our garbage I would. But no one else services our area? WHY is that? I know of multiple families being treated this way. Others have seen (and we have the security footage on cameras) that show the garbage truck drive up the drive way pause. And drive on. Then on the website and bill it says the garbage can was blocked. (this is never/was NOT TRUE in any way) if there was anyone I could contact and yell at I would. I have a small business and I can't imagine treating my customers this way. But wait, I guess it is because I don't have a monopoly in all the counties & states that I serve. Waste management has very bad management.

On Thu, Apr 21, 2022 at 10:26 AM Trier, John (UTC) <john.trier@utc.wa.gov> wrote:

Thank you for contacting the Utilities and Transportation Commission regarding your dispute with Waste Management of Washington, Inc.. I have filed a complaint against the company on your behalf. WM's response to the complaint must be received by the commission no later than 5 p.m., on 4/25/22. I will contact you as soon as I have information to share. Please be aware that investigations generally take between two and four weeks to complete, sometimes longer. If you have additional concerns or questions, you may contact me by phone at 1-888-333-9882 or via email at john.trier@utc.wa.gov, Monday through Friday, 8:30 a.m. to 4:30 p.m.

Sincerely,

John Trier

Consumer Complaint Investigator

1-888-333-9882 Office

(360) 664-4291 Fax

Email: john.trier@utc.wa.gov

Utilities and Transportation Commission

Respect. Professionalism. Integrity. Accountability.

www.utc.wa.gov

--

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

Activity Type: Email

Activity Date: 5/24/2022, 5:55:58 PM

To: john.trier@utc.wa.gov;

From: dcovert1@wm.com

**Subject: [RE: WA UTC Complaint CAS-36523-G6P2M5 for \[REDACTED\]
CRM:0133901](#)**

Attachments: 0

Body:

External Email

Thank you John,

I have passed this on to local operations management.

From: Trier, John (UTC) <john.trier@utc.wa.gov>

Sent: Wednesday, May 11, 2022 1:24 PM

To: Covert, Denie <DCovert1@wm.com>

Subject: [EXTERNAL] RE: WA UTC Complaint CAS-36523-G6P2M5 for [REDACTED] CRM:0133901

Good afternoon Denie,

Thank you for your responses to this complaint.

It is my understanding that Waste Management's Tariff 14, Appendix A specifies that WM has the certificate for this customer's area of unincorporated Douglas County and Item 240 states that permanent service is defined as no less than scheduled, every other week pickup, unless local government requires more frequent service, but I also understand the logistical difficulties of servicing a dumpster over 100 miles away from the landfill and / or transfer station(s). I'm not certain what the process would be for one certificated solid waste hauler to hand over a portion of its territory to another hauler, but I would encourage WM to reach out to our Regulatory Services staff in order to determine what kind of filing would be needed in order to make that kind of arrangement between the parties. I do appreciate you going through the account and reviewing the previous charges and credits and applying further credit in order to better reflect the number of pickups the customer actually had received.

This complaint is now closed. The disposition is Consumer Upheld. Please note that the Consumer Protection section has an internal quality review program and all closed complaints are subject to review and/or re-opening.

Please note that I have recorded 14 violations of WAC 480-70-236(2) for the customer's bills issued between January 2021 and May 2022.

The explanation of the violations recorded constitutes technical assistance. Please make all corrections necessary to ensure future compliance. Repeat violations may result in enforcement action, including monetary penalties. Staff considers a number of factors when recommending penalties, including whether past technical assistance was provided and subsequently followed. Between January 2021 and November 2022 the customer was billed for biweekly service, but due to the distances involved, WM determined that it would only be able to provide monthly collection to the customer. When the customer resumed service in February 2022, WM did bill the customer for a single collection each month, but the service level required by the tariff is at least every other week, and WM did not provide that service level. WM must provide, and bill for, service in a manner consistent with the conditions described in its approved tariff.

The company may request a review of this investigation by Sheri Hoyt, Consumer Protection Manager. Please clearly note why the company requests a review and I will forward the request. To contact Sheri directly, email Sheri.Hoyt@utc.wa.gov or call 360-664-1102.

Thank you again for your assistance with this complaint, please follow up with Regulatory Services in order to discuss how to transfer this area to another carrier or to otherwise modify the tariff so it accurately reflects the service level WM is capable of providing to customers in this area.

Regards,
John

Recycling is a good thing. Please recycle any printed emails.



STATE OF WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION

621 Woodland Square Loop S.E. • Lacey, Washington 98503

P.O. Box 47250 • Olympia, Washington 98504-7250

(360) 664-1160 • TTY 1-800-833-6384 or 711

April 20, 2023

Sent via email and first-class mail.

Michael Weinstein
Waste Management of Washington, Inc.
720 4th Ave. Suite 400
Kirkland, WA 98033-8136

Dear Michael Weinstein:

The Utilities and Transportation Commission (commission) staff is conducting an investigation into the business practices of Waste Management of Washington, Inc. (Waste Management) related to waste collection and billing.

Under Washington state law, RCW 81.04.070, the commission has the authority to inspect the accounts, books, papers, and documents of any solid waste company doing business in this state.

In order to complete this investigation commission staff requires the following information:

1. Please provide a list of all customers receiving monthly solid waste residential pick-up service in Douglas County and Grant County from August 1, 2021, through March 31, 2023. Include rates each customer was billed for each month.
2. For all customers receiving monthly solid waste residential pick-up service in Douglas County and Grant County, please provide a copy of customer bills for each month between August 1, 2021, and March 31, 2023.
3. Please provide a list of all customer complaints from August 1, 2021, through March 31, 2021.
4. Please provide the name, title, telephone number, and e-mail address of Waste Management's contact person that our staff can work with directly for questions that may arise concerning any details of the information provided.

Please provide all requested information no later than **5 p.m., May 4, 2023**, 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 an extension must be made in writing prior to the deadline and must include the reason for the extension.

The response should be directed to Jaquandria Ewanika, Compliance Investigations. Please include a copy of this letter with your response. If you have questions regarding this request, please contact Jaquandria Ewanika at jaquandria.ewanika@utc.wa.gov or (360) 664-1320.

Sincerely,

**Amanda
Maxwell**

Digitally signed by
Amanda Maxwell
Date: 2023.04.19
08:25:43 -07'00'

Amanda Maxwell

Executive Director and Secretary

Attachment C

RE: Waste Management of Washington, Inc. - Information Request - Request for Extension - Message (...)

File Message Help Acrobat

Ignore Delete Archive Reply Reply Forward Meeting IM More All Apps Move Actions Mark Unread Categorize Follow Up Find Related Select Read Aloud Immersive Reader Translate Zoom

RE: Waste Management of Washington, Inc. - Information Request - Request for Extension

EJ Ewanika, Jaquandria (UTC)
To Lewis, Ame

Reply Reply All Forward

Tue 6/6/2023 3:48 PM

Good afternoon Ame,

After reviewing the requested data you sent in, I realized that I would need additional information.

1. Please include a section on the spreadsheet you sent and include a column to indicate which item number in Tariff 14 is associated with each customer.

In addition:

2. Please provide a list of all customers receiving service under Item 240 of Tariff 14 from September 1, 2021, through April 30, 2023.
 - a. On that list, please indicate the frequency of service for each customer.

Your response is due by **June 20, 2023**.

If you have any questions, please let me know.

Thank you,

Jaquandria Ewanika (they/them)
Compliance Investigator, Consumer Protection
jaquandria.ewanika@utc.wa.gov

ATTACHMENT D

Exh. BR-3

TG-240189

Customer No.	Customer account no. displayed on invoice	Name on account	House number	Street name	City	State	Zip code	County	Service Code	Service Description	Date account opened	Date account cancelled (0001 means still active)	Tariff Item No.
1					ORONDO	WA	98843-9998	Douglas	2EM	2-96 GAL CARTS MSW	12/30/1981	01/01/0001	240
2					EAST WENATCHEE	WA	98802-4099	Douglas	162	1-6 YD 2X PER WEEK	04/15/2020	04/14/2020	240
2					EAST WENATCHEE	WA	98802-4099	Douglas	182	1-8 YD 2X PER WEEK	04/15/2020	04/14/2020	240
3					EAST WENATCHEE	WA	98802-5737	Douglas	1EM	1-96 GAL CART MSW	05/25/1978	01/01/0001	240
4					ORONDO	WA	98843	Douglas	111	1-1 YD 1X PER WEEK	05/25/1978	12/05/2022	240
5					EAST WENATCHEE	WA	98802-9007	Douglas	121	1-2 YD 1X PER WEEK	05/25/1978	01/01/0001	240
6					ORONDO	WA	98843	Douglas	151	1-1.5 YD 1X PER WEEK	05/25/1978	01/01/0001	240
7					ORONDO	WA	98843-9723	Douglas	181	1-8 YD 1X PER WEEK	05/25/1978	01/01/0001	240
8					ORONDO	WA	98843-9751	Douglas	151	1-1.5 YD 1X PER WEEK	06/09/2022	12/19/2001	240
8					ORONDO	WA	98843-9751	Douglas	161	1-6 YD 1X PER WEEK	06/09/2022	12/19/2001	240
9					EAST WENATCHEE	WA	98802-8202	Douglas	181	1-8 YD 1X PER WEEK	04/29/2020	03/25/2020	240
9					EAST WENATCHEE	WA	98802-8202	Douglas	5FE	1.5 YD MSW EOW	04/29/2020	03/25/2020	240
10					ORONDO	WA	98843	Douglas	141	1-4 YD 1X PER WEEK	11/05/1980	01/01/0001	240
11					ORONDO	WA	98843-9782	Douglas	281	2-8 YD 1X PER WEEK	03/01/1980	10/31/2022	240
12					ORONDO	WA	98843	Douglas	141	1-4 YD 1X PER WEEK	09/04/1980	01/01/0001	240
13					ORONDO	WA	98843-9757	Douglas	151	1-1.5 YD 1X PER WEEK	07/02/1982	01/01/0001	240
14					ORONDO	WA	98843-9788	Douglas	161	1-6 YD 1X PER WEEK	05/03/1983	01/01/0001	240
15					EAST WENATCHEE	WA	98802-5125	Douglas	1EM	1-96 GAL CART MSW	05/04/1984	01/01/0001	240
16					EAST WENATCHEE	WA	98802-9373	Douglas	181	1-8 YD 1X PER WEEK	11/06/1985	03/09/2023	240
17					ORONDO	WA	98843-9793	Douglas	251	2-1.5 YD 1X PER WEEK	02/24/2000	03/11/2022	240
18					ORONDO	WA	98843-9611	Douglas	121	1-2 YD 1X PER WEEK	08/12/1986	01/01/0001	240
19					ROCK ISLAND	WA	98850-9201	Douglas	121	1-2 YD 1X PER WEEK	09/26/1986	01/01/0001	240
20					EAST WENATCHEE	WA	98802-9549	Douglas	161	1-6 YD 1X PER WEEK	05/29/1987	01/01/0001	240
21					ORONDO	WA	98843	Douglas	181	1-8 YD 1X PER WEEK	07/29/1987	01/01/0001	240
21					EAST WENATCHEE	WA	98802-8721	Douglas	181	1-8 YD 1X PER WEEK	12/01/1987	01/01/0001	240
22					ORONDO	WA	98843	Douglas	121	1-2 YD 1X PER WEEK	06/23/1988	01/01/0001	240
23					EAST WENATCHEE	WA	98802-5360	Douglas	3FE	3 YD MSW EOW	07/14/1988	01/01/0001	240
24					ORONDO	WA	98843	Douglas	3FE	3 YD MSW EOW	03/14/1989	01/01/0001	240
25					ROCK ISLAND	WA	98850	Douglas	181	1-8 YD 1X PER WEEK	12/22/2015	11/24/2015	240
25					ROCK ISLAND	WA	98850	Douglas	8FE	8 YD MSW EOW	12/22/2015	11/24/2015	240
25					ROCK ISLAND	WA	98850	Douglas	182	1-8 YD 2X PER WEEK	12/22/2015	11/24/2015	240
26					ORONDO	WA	98843-9605	Douglas	121	1-2 YD 1X PER WEEK	04/23/1990	01/01/0001	240
27					EAST WENATCHEE	WA	98802-5360	Douglas	121	1-2 YD 1X PER WEEK	04/23/1990	01/01/0001	240
28					EAST WENATCHEE	WA	98802-5624	Douglas	151	1-1.5 YD 1X PER WEEK	05/11/1990	01/01/0001	240
29					EAST WENATCHEE	WA	98802-8593	Douglas	161	1-6 YD 1X PER WEEK	09/14/1990	01/01/0001	240
30					ORONDO	WA	98843	Douglas	131	1-3 YD 1X PER WEEK	10/17/2018	10/03/2018	240
30					ORONDO	WA	98843	Douglas	3FE	3 YD MSW EOW	10/17/2018	10/03/2018	240

Customer No.	Customer account no. displayed on invoice	Name on account	House number	Street name	City	State	Zip code	County	Service Code	Service Description	Date account opened	Date account cancelled (0001 means still active)	of 62 Tariff Item No.
31					ORONDO	WA	98843-9750	Douglas	121	1-2 YD 1X PER WEEK	04/26/1991	01/01/0001	240
31					ORONDO	WA	98843-9750	Douglas	131	1-3 YD 1X PER WEEK	04/26/1991	01/01/0001	240
32					EAST WENATCHEE	WA	98802-5710	Douglas	121	1-2 YD 1X PER WEEK	01/20/1992	01/01/0001	240
33					ORONDO	WA	98843	Douglas	151	1-1.5 YD 1X PER WEEK	03/08/2001	02/22/2001	240
34					MANSFIELD	WA	98830	Douglas	2FE	2 YD MSW EOW	04/24/1992	01/01/0001	240
35					EAST WENATCHEE	WA	98802	Douglas	231	2-3 YD 1X PER WEEK	04/29/1992	01/01/0001	240
36					ORONDO	WA	98843-9704	Douglas	141	1-4 YD 1X PER WEEK	07/06/2001	07/05/2001	240
37					WATERVILLE	WA	98858-9762	Douglas	2FE	2 YD MSW EOW	06/04/1992	01/01/0001	240
38					EAST WENATCHEE	WA	98802-9388	Douglas	151	1-1.5 YD 1X PER WEEK	09/17/1992	01/01/0001	240
39					ROCK ISLAND	WA	98850	Douglas	181	1-8 YD 1X PER WEEK	08/16/2017	06/26/2017	240
40					ORONDO	WA	98843-9759	Douglas	141	1-4 YD 1X PER WEEK	07/08/1992	01/01/0001	240
40					ORONDO	WA	98843-9759	Douglas	421	4-2 YD 1X PER WEEK	07/08/1992	01/01/0001	240
40					ORONDO	WA	98843-9759	Douglas	181	1-8 YD 1X PER WEEK	07/08/1992	01/01/0001	240
41					EAST WENATCHEE	WA	98802-9130	Douglas	131	1-3 YD 1X PER WEEK	08/28/1984	01/01/0001	240
42					EAST WENATCHEE	WA	98802	Douglas	131	1-3 YD 1X PER WEEK	04/03/2012	01/04/2012	240
42					EAST WENATCHEE	WA	98802	Douglas	3FE	3 YD MSW EOW	04/03/2012	01/04/2012	240
43					EAST WENATCHEE	WA	98802-5359	Douglas	161	1-6 YD 1X PER WEEK	05/21/2001	08/08/2022	240
44					ORONDO	WA	98843	Douglas	141	1-4 YD 1X PER WEEK	11/01/1993	06/30/2022	240
45					PALISADES	WA	98845-9609	Douglas	6FE	6 YD MSW EOW	11/04/1993	01/01/0001	240
46					ORONDO	WA	98843-9501	Douglas	5FE	1.5 YD MSW EOW	04/13/1994	01/01/0001	240
47					MANSFIELD	WA	98830	Douglas	5FE	1.5 YD MSW EOW	04/28/1994	01/01/0001	240
47					EAST WENATCHEE	WA	98802-9542	Douglas	111	1-1 YD 1X PER WEEK	06/01/2002	03/31/2002	240
48					WATERVILLE	WA	98858-9792	Douglas	2FE	2 YD MSW EOW	06/22/1994	01/01/0001	240
49					EAST WENATCHEE	WA	98802	Douglas	141	1-4 YD 1X PER WEEK	06/23/1994	01/01/0001	240
49					EAST WENATCHEE	WA	98802	Douglas	4FE	4 YD MSW EOW	06/23/1994	01/01/0001	240
49					EAST WENATCHEE	WA	98802	Douglas	121	1-2 YD 1X PER WEEK	07/14/1994	01/01/0001	240
50					WATERVILLE	WA	98858-9795	Douglas	3FE	3 YD MSW EOW	10/04/1994	01/01/0001	240
51					EAST WENATCHEE	WA	98802-8688	Douglas	181	1-8 YD 1X PER WEEK	01/12/1995	01/01/0001	240
52					WATERVILLE	WA	98858-9721	Douglas	2FE	2 YD MSW EOW	03/15/1995	01/01/0001	240
53					EAST WENATCHEE	WA	98802-8509	Douglas	151	1-1.5 YD 1X PER WEEK	03/30/1995	01/01/0001	240
54					WATERVILLE	WA	98858	Douglas	8FE	8 YD MSW EOW	11/07/2011	10/31/2011	240
55					ORONDO	WA	98843-9772	Douglas	151	1-1.5 YD 1X PER WEEK	12/01/2002	11/30/2002	240
56					PALISADES	WA	98845-9601	Douglas	2FE	2 YD MSW EOW	10/07/1995	01/01/0001	240
57					EAST WENATCHEE	WA	98802-9513	Douglas	1EM	1-96 GAL CART MSW	06/12/1996	04/05/2022	240
58					EAST WENATCHEE	WA	98802-8689	Douglas	121	1-2 YD 1X PER WEEK	06/24/1996	01/01/0001	240
59					EAST WENATCHEE	WA	98802-9540	Douglas	161	1-6 YD 1X PER WEEK	07/26/1996	01/01/0001	240
60					EAST WENATCHEE	WA	98802	Douglas	151	1-1.5 YD 1X PER WEEK	04/07/2001	04/01/2001	240

Customer No.	Customer account no. displayed on invoice	Name on account	House number	Street name	City	State	Zip code	County	Service Code	Service Description	Date account opened	Date account cancelled (0001 means still active)	Item No.
60					EAST WENATCHEE	WA	98802	Douglas	5FE	1.5 YD MSW EOW	04/07/2001	04/01/2001	240
61					EAST WENATCHEE	WA	98802-9540	Douglas	121	1-2 YD 1X PER WEEK	08/29/1996	01/01/0001	240
								Douglas					240
62					EAST WENATCHEE	WA	98802-5742	Douglas	CM1	35 GAL CART MSW 1X WK	10/04/1996	01/01/0001	240
63					ORONDO	WA	98843	Douglas	161	1-6 YD 1X PER WEEK	11/01/1996	01/01/0001	240
64					ORONDO	WA	98843-9681	Douglas	151	1-1.5 YD 1X PER WEEK	07/17/2001	10/31/2000	240
65					ROCK ISLAND	WA	98850	Douglas	132	1-3 YD 2X PER WEEK	02/21/1997	01/01/0001	240
65					ROCK ISLAND	WA	98850	Douglas	152	1-1.5 YD 2X PER WEEK	02/21/1997	01/01/0001	240
65					ROCK ISLAND	WA	98850	Douglas	151	1-1.5 YD 1X PER WEEK	02/21/1997	01/01/0001	240
65					ROCK ISLAND	WA	98850	Douglas	131	1-3 YD 1X PER WEEK	02/21/1997	01/01/0001	240
65					ROCK ISLAND	WA	98850	Douglas	161	1-6 YD 1X PER WEEK	02/21/1997	01/01/0001	240
66					EAST WENATCHEE	WA	98802-8688	Douglas	161	1-6 YD 1X PER WEEK	03/01/1997	01/01/0001	240
67					ORONDO	WA	98843	Douglas	1EM	1-96 GAL CART MSW	06/19/1997	01/01/0001	240
68					EAST WENATCHEE	WA	98802-5432	Douglas	1EM	1-96 GAL CART MSW	10/22/1997	01/01/0001	240
69					WATERVILLE	WA	98858-9700	Douglas	2FE	2 YD MSW EOW	04/08/2008	12/20/2007	240
70					ORONDO	WA	98843	Douglas	141	1-4 YD 1X PER WEEK	06/05/1998	01/01/0001	240
71					EAST WENATCHEE	WA	98802-9318	Douglas	1EM	1-96 GAL CART MSW	08/12/1998	01/01/0001	240
72					WATERVILLE	WA	98858-9502	Douglas	3FE	3 YD MSW EOW	03/30/1999	01/01/0001	240
73					EAST WENATCHEE	WA	98802	Douglas	111	1-1 YD 1X PER WEEK	03/30/1999	01/01/0001	240
74					EAST WENATCHEE	WA	98802-4635	Douglas	2FE	2 YD MSW EOW	02/12/1988	01/01/0001	240
75					EAST WENATCHEE	WA	98802	Douglas	151	1-1.5 YD 1X PER WEEK	03/09/2010	12/15/2009	240
76					ORONDO	WA	98843-9789	Douglas	0EM	10-96 GAL CARTS MSW	03/31/1993	01/01/0001	240
76					ORONDO	WA	98843-9789	Douglas	2EM	2-96 GAL CARTS MSW	03/31/1993	01/01/0001	240
76					ORONDO	WA	98843-9789	Douglas	6EM	6-96 GAL CARTS MSW	03/31/1993	01/01/0001	240
77					MANSFIELD	WA	98830-9712	Douglas	2FE	2 YD MSW EOW	09/08/1999	01/01/0001	240
77					MANSFIELD	WA	98830-9712	Douglas	6FE	6 YD MSW EOW	09/08/1999	01/01/0001	240
77					MANSFIELD	WA	98830-9712	Douglas	8FE	8 YD MSW EOW	09/08/1999	01/01/0001	240
78					WATERVILLE	WA	98858	Douglas	4FE	4 YD MSW EOW	11/12/1999	01/01/0001	240
79					EAST WENATCHEE	WA	98802-9100	Douglas	151	1-1.5 YD 1X PER WEEK	11/15/2000	04/20/2023	240
80					EAST WENATCHEE	WA	98802-9120	Douglas	1EM	1-96 GAL CART MSW	09/01/2003	04/21/2023	240
81					EAST WENATCHEE	WA	98802	Douglas	183	1-8 YD 3X PER WEEK	12/28/2001	01/01/0001	240
82					MANSFIELD	WA	98830-9728	Douglas	111	1-1 YD 1X PER WEEK	03/05/2002	01/01/0001	240
83					EAST WENATCHEE	WA	98802-5614	Douglas	1EM	1-96 GAL CART MSW	04/04/2002	01/01/0001	240
84					EAST WENATCHEE	WA	98802-8290	Douglas	131	1-3 YD 1X PER WEEK	04/16/2002	01/01/0001	240
85					EAST WENATCHEE	WA	98802-5122	Douglas	141	1-4 YD 1X PER WEEK	03/12/2010	11/05/2021	240

Customer No.	Customer account no. displayed on invoice	Name on account	House number	Street name	City	State	Zip code	County	Service Code	Service Description	Date account opened	Date account cancelled (0001 means still active)	Item No.
86					EAST WENATCHEE	WA	98802-9383	Douglas	1EM	1-96 GAL CART MSW	05/10/2002	01/01/0001	240
86					EAST WENATCHEE	WA	98802-9383	Douglas	1AM	1-32 GAL CAN MSW	05/10/2002	01/01/0001	240
87					WATERVILLE	WA	98858	Douglas	3FE	3 YD MSW EOW	03/31/2009	02/03/2009	240
88					EAST WENATCHEE	WA	98802-4017	Douglas	151	1-1.5 YD 1X PER WEEK	06/07/2002	01/01/0001	240
89					EAST WENATCHEE	WA	98802-5360	Douglas	1EM	1-96 GAL CART MSW	07/25/2002	01/01/0001	240
90					EAST WENATCHEE	WA	98802-5167	Douglas	1EM	1-96 GAL CART MSW	08/15/2002	01/01/0001	240
91					EAST WENATCHEE	WA	98802-8721	Douglas	121	1-2 YD 1X PER WEEK	02/25/2003	01/01/0001	240
92					EAST WENATCHEE	WA	98802-8608	Douglas	162	1-6 YD 2X PER WEEK	04/01/2003	01/01/0001	240
93					ORONDO	WA	98843-9747	Douglas	161	1-6 YD 1X PER WEEK	06/30/2004	11/30/2003	240
94					EAST WENATCHEE	WA	98802-9392	Douglas	111	1-1 YD 1X PER WEEK	12/16/2003	01/01/0001	240
95					ORONDO	WA	98843	Douglas	181	1-8 YD 1X PER WEEK	02/17/2004	01/01/0001	240
96					ORONDO	WA	98843-9775	Douglas	151	1-1.5 YD 1X PER WEEK	02/17/2004	01/01/0001	240
97					EAST WENATCHEE	WA	98802	Douglas	2FE	2 YD MSW EOW	04/01/2004	01/01/0001	240
98					EAST WENATCHEE	WA	98802-5023	Douglas	2EM	2-96 GAL CARTS MSW	05/28/2004	01/01/0001	240
99					EAST WENATCHEE	WA	98802-8721	Douglas	131	1-3 YD 1X PER WEEK	07/02/2004	05/31/2023	240
100					EAST WENATCHEE	WA	98802-5648	Douglas	141	1-4 YD 1X PER WEEK	07/20/2004	01/01/0001	240
101					EAST WENATCHEE	WA	98802-9202	Douglas	182	1-8 YD 2X PER WEEK	08/19/2019	07/01/2019	240
102					EAST WENATCHEE	WA	98802-8747	Douglas	161	1-6 YD 1X PER WEEK	07/01/2004	01/01/0001	240
103					ORONDO	WA	98843-9785	Douglas	181	1-8 YD 1X PER WEEK	10/01/2004	12/29/2022	240
103					ORONDO	WA	98843-9785	Douglas	8FE	8 YD MSW EOW	10/01/2004	12/29/2022	240
104					ORONDO	WA	98843-9750	Douglas	121	1-2 YD 1X PER WEEK	11/01/2004	11/05/2021	240
105					EAST WENATCHEE	WA	98802-5360	Douglas	121	1-2 YD 1X PER WEEK	02/17/2005	01/01/0001	240
106					EAST WENATCHEE	WA	98802-5818	Douglas	121	1-2 YD 1X PER WEEK	03/18/2005	01/01/0001	240
107					ROCK ISLAND	WA	98850-9575	Douglas	121	1-2 YD 1X PER WEEK	04/15/2005	04/28/2023	240
107					ROCK ISLAND	WA	98850-9575	Douglas	111	1-1 YD 1X PER WEEK	04/15/2005	04/28/2023	240
108					EAST WENATCHEE	WA	98802-8334	Douglas	111	1-1 YD 1X PER WEEK	10/09/2005	01/01/0001	240
109					EAST WENATCHEE	WA	98802-9266	Douglas	1DM	1-64 GAL CART MSW 1X WK	02/05/2006	01/01/0001	240
109					EAST WENATCHEE	WA	98802-9266	Douglas	1EM	1-96 GAL CART MSW	02/05/2006	01/01/0001	240
110					EAST WENATCHEE	WA	98802-8710	Douglas	131	1-3 YD 1X PER WEEK	03/05/2006	01/01/0001	240
111					EAST WENATCHEE	WA	98802-5359	Douglas	121	1-2 YD 1X PER WEEK	10/06/2021	09/03/2021	240
112					EAST WENATCHEE	WA	98802-9120	Douglas	1AM	1-32 GAL CAN MSW	04/01/2006	04/21/2023	240
113					MANSFIELD	WA	98830	Douglas	EME	96 GAL CART MSW EOW	04/09/2006	01/01/0001	240
114					WITHROW	WA	98858-9733	Douglas	2FE	2 YD MSW EOW	05/16/2006	01/01/0001	240
115					MANSFIELD	WA	98830	Douglas	2FE	2 YD MSW EOW	06/06/2006	01/01/0001	240
116					ROCK ISLAND	WA	98850-9588	Douglas	1EM	1-96 GAL CART MSW	06/04/2006	01/01/0001	240

Customer No.	Customer account no. displayed on invoice	Name on account	House number	Street name	City	State	Zip code	County	Service Code	Service Description	Date account opened	Date account cancelled (0001 means still active)	Item No.
117					EAST WENATCHEE	WA	98802-5653	Douglas	121	1-2 YD 1X PER WEEK	09/24/2006	01/01/0001	240
118					EAST WENATCHEE	WA	98802-4731	Douglas	111	1-1 YD 1X PER WEEK	08/13/2012	06/15/2012	240
119					ORONDO	WA	98843-9739	Douglas	181	1-8 YD 1X PER WEEK	04/01/2007	01/01/0001	240
119					ORONDO	WA	98843-9753	Douglas	161	1-6 YD 1X PER WEEK	04/01/2007	11/17/2022	240
120					EAST WENATCHEE	WA	98802-3929	Douglas	1EM	1-96 GAL CART MSW	05/01/2007	01/01/0001	240
121					MANSFIELD	WA	98830	Douglas	1EM	1-96 GAL CART MSW	07/01/2007	01/01/0001	240
122					EAST WENATCHEE	WA	98802-5152	Douglas	1EM	1-96 GAL CART MSW	07/15/2007	11/03/2022	240
123					EAST WENATCHEE	WA	98802-5418	Douglas	1EM	1-96 GAL CART MSW	07/26/2007	01/01/0001	240
124					ORONDO	WA	98843-9746	Douglas	151	1-1.5 YD 1X PER WEEK	07/31/2007	01/01/0001	240
125					QUINCY	WA	98848-5400	Douglas	241	2-4 YD 1X PER WEEK	04/02/2013	10/23/2012	240
125					QUINCY	WA	98848-5400	Douglas	2FE	2 YD MSW EOW	04/02/2013	10/23/2012	240
125					QUINCY	WA	98848-5400	Douglas	141	1-4 YD 1X PER WEEK	04/02/2013	10/23/2012	240
125					QUINCY	WA	98848-5400	Douglas	4FE	4 YD MSW EOW	04/02/2013	10/23/2012	240
126					EAST WENATCHEE	WA	98802-8694	Douglas	121	1-2 YD 1X PER WEEK	02/25/2011	12/18/2010	240
127					MANSFIELD	WA	98830-9742	Douglas	3FE	3 YD MSW EOW	09/11/2007	01/01/0001	240
128					EAST WENATCHEE	WA	98802-8578	Douglas	181	1-8 YD 1X PER WEEK	10/01/2007	01/01/0001	240
129					EAST WENATCHEE	WA	98802-4195	Douglas	262	2-6 YD 2X PER WEEK	11/02/2007	01/01/0001	240
130					EAST WENATCHEE	WA	98802-5053	Douglas	111	1-1 YD 1X PER WEEK	11/02/2007	01/01/0001	240
131					EAST WENATCHEE	WA	98802-9337	Douglas	381	3-8 YD 1X PER WEEK	01/29/2010	12/26/2009	240
132					EAST WENATCHEE	WA	98802-5670	Douglas	141	1-4 YD 1X PER WEEK	03/14/2008	01/01/0001	240
132					EAST WENATCHEE	WA	98802-5670	Douglas	161	1-6 YD 1X PER WEEK	03/14/2008	01/01/0001	240
133					GRAND COULEE	WA	99133-8721	Douglas	1FE	1 YD MSW EOW	04/15/2008	01/01/0001	240
134					ORONDO	WA	98843-9831	Douglas	4FE	4 YD MSW EOW	05/27/2008	01/01/0001	240
135					WATERVILLE	WA	98858-9744	Douglas	2FE	2 YD MSW EOW	08/26/2008	01/01/0001	240
136					ORONDO	WA	98843	Douglas	181	1-8 YD 1X PER WEEK	10/21/2008	01/01/0001	240
137					WATERVILLE	WA	98858-9797	Douglas	2FE	2 YD MSW EOW	10/21/2008	01/01/0001	240
138					ROCK ISLAND	WA	98850	Douglas	4FE	4 YD MSW EOW	11/10/2008	01/01/0001	240
139					MANSFIELD	WA	98830	Douglas	5FE	1.5 YD MSW EOW	10/01/2021	02/06/2023	240
140					EAST WENATCHEE	WA	98802-8689	Douglas	181	1-8 YD 1X PER WEEK	01/05/2009	10/21/2022	240
141					EAST WENATCHEE	WA	98802-9064	Douglas	CM1	35 GAL CART MSW 1X WK	01/09/2009	01/01/0001	240
141					EAST WENATCHEE	WA	98802-9064	Douglas	282	2-8 YD 2X PER WEEK	01/09/2009	01/01/0001	240
141					EAST WENATCHEE	WA	98802-9064	Douglas	183	1-8 YD 3X PER WEEK	01/09/2009	01/01/0001	240
142					EAST WENATCHEE	WA	98802-9217	Douglas	3EM	3-96 GAL CARTS MSW	06/29/1999	01/01/0001	240
143					EAST WENATCHEE	WA	98802-8720	Douglas	181	1-8 YD 1X PER WEEK	05/20/2020	05/01/2022	240
144					WATERVILLE	WA	98858	Douglas	2FE	2 YD MSW EOW	01/27/2009	01/01/0001	240

Customer No.	Customer account no. displayed on invoice	Name on account	House number	Street name	City	State	Zip code	County	Service Code	Service Description	Date account opened	Date account cancelled (0001 means still active)	Item No.
145					MANSFIELD	WA	98830	Douglas	2FE	2 YD MSW EOW	05/09/2016	04/05/2016	240
146					EAST WENATCHEE	WA	98802-9242	Douglas	141	1-4 YD 1X PER WEEK	03/27/2009	01/01/0001	240
147					EAST WENATCHEE	WA	98802-9242	Douglas	4FE	4 YD MSW EOW	03/27/2009	01/01/0001	240
148					EAST WENATCHEE	WA	98802-7823	Douglas	151	1-1.5 YD 1X PER WEEK	04/10/2009	01/01/0001	240
149					WATERVILLE	WA	98858-9724	Douglas	1FE	1 YD MSW EOW	04/24/2009	01/01/0001	240
150					ORONDO	WA	98843	Douglas	161	1-6 YD 1X PER WEEK	05/13/2009	01/01/0001	240
151					EAST WENATCHEE	WA	98802-5623	Douglas	111	1-1 YD 1X PER WEEK	05/20/2009	01/01/0001	240
152					EAST WENATCHEE	WA	98802-5359	Douglas	161	1-6 YD 1X PER WEEK	06/01/2009	01/01/0001	240
153					EAST WENATCHEE	WA	98802	Douglas	121	1-2 YD 1X PER WEEK	07/01/2009	01/01/0001	240
153					EAST WENATCHEE	WA	98802	Douglas	122	1-2 YD 2X PER WEEK	07/01/2009	01/01/0001	240
154					MANSFIELD	WA	98830-9733	Douglas	4FM	4 YD MSW 1X MO	07/21/2009	01/01/0001	240
155					EAST WENATCHEE	WA	98802-8720	Douglas	261	2-6 YD 1X PER WEEK	08/14/2009	01/01/0001	240
156					EAST WENATCHEE	WA	98802-9315	Douglas	2FE	2 YD MSW EOW	10/30/2009	01/01/0001	240
156					EAST WENATCHEE	WA	98802-9315	Douglas	3FE	3 YD MSW EOW	10/30/2009	01/01/0001	240
157					EAST WENATCHEE	WA	98802-8691	Douglas	151	1-1.5 YD 1X PER WEEK	02/15/2010	01/01/0001	240
158					ORONDO	WA	98843	Douglas	131	1-3 YD 1X PER WEEK	03/10/2010	01/01/0001	240
158					ORONDO	WA	98843	Douglas	141	1-4 YD 1X PER WEEK	03/10/2010	01/01/0001	240
159					WATERVILLE	WA	98858-9785	Douglas	2FE	2 YD MSW EOW	04/06/2010	01/01/0001	240
160					EAST WENATCHEE	WA	98802-8689	Douglas	131	1-3 YD 1X PER WEEK	06/28/2010	01/01/0001	240
161					EAST WENATCHEE	WA	98858	Douglas	4FE	4 YD MSW EOW	07/01/2010	01/01/0001	240
162					WATERVILLE	WA	98858-9806	Douglas	2FE	2 YD MSW EOW	08/31/2010	01/01/0001	240
163					ORONDO	WA	98843-9769	Douglas	111	1-1 YD 1X PER WEEK	06/23/2016	06/03/2016	240
164					EAST WENATCHEE	WA	98802-8283	Douglas	151	1-1.5 YD 1X PER WEEK	11/19/2010	01/01/0001	240
165					WATERVILLE	WA	98858-9807	Douglas	2FE	2 YD MSW EOW	03/24/2011	01/01/0001	240
165					WATERVILLE	WA	98858-9807	Douglas	121	1-2 YD 1X PER WEEK	03/24/2011	01/01/0001	240
166					EAST WENATCHEE	WA	98802-7824	Douglas	183	1-8 YD 3X PER WEEK	04/01/2011	01/01/0001	240
167					EAST WENATCHEE	WA	98802-5474	Douglas	121	1-2 YD 1X PER WEEK	05/02/2011	01/01/0001	240
168					ORONDO	WA	98843-9750	Douglas	1FE	1 YD MSW EOW	05/03/2011	01/01/0001	240
169					EAST WENATCHEE	WA	98802-9548	Douglas	151	1-1.5 YD 1X PER WEEK	05/20/2011	01/01/0001	240
170					EAST WENATCHEE	WA	98802	Douglas	131	1-3 YD 1X PER WEEK	05/30/2011	01/01/0001	240
171					ROCK ISLAND	WA	98850	Douglas	121	1-2 YD 1X PER WEEK	06/10/2011	01/01/0001	240
171					ROCK ISLAND	WA	98850	Douglas	2FE	2 YD MSW EOW	06/10/2011	01/01/0001	240
172					EAST WENATCHEE	WA	98802-9393	Douglas	151	1-1.5 YD 1X PER WEEK	06/09/2011	01/01/0001	240
173					WATERVILLE	WA	98858	Douglas	5FE	1.5 YD MSW EOW	08/09/2011	01/01/0001	240
174					EAST WENATCHEE	WA	98802-9209	Douglas	151	1-1.5 YD 1X PER WEEK	08/12/2011	01/01/0001	240
175					EAST WENATCHEE	WA	98802	Douglas	151	1-1.5 YD 1X PER WEEK	11/04/2011	01/01/0001	240
176					ORONDO	WA	98843-9656	Douglas	141	1-4 YD 1X PER WEEK	11/01/2011	01/01/0001	240

Customer No.	Customer account no. displayed on invoice	Name on account	House number	Street name	City	State	Zip code	County	Service Code	Service Description	Date account opened	Date account cancelled (0001 means still active)	Item No.
176					ORONDO	WA	98843-9656	Douglas	281	2-8 YD 1X PER WEEK	11/01/2011	01/01/0001	240
177					WATERVILLE	WA	98858-9711	Douglas	6PT	6 YD MSW TEMP PER UNIT	12/01/2011	01/01/0001	240
178					EAST WENATCHEE	WA	98802-8721	Douglas	131	1-3 YD 1X PER WEEK	01/03/2012	01/01/0001	240
179					ORONDO	WA	98843-9799	Douglas	141	1-4 YD 1X PER WEEK	01/05/2012	01/01/0001	240
180					ORONDO	WA	98843	Douglas	182	1-8 YD 2X PER WEEK	03/07/2012	01/01/0001	240
180					ORONDO	WA	98843	Douglas	181	1-8 YD 1X PER WEEK	03/07/2012	01/01/0001	240
181					ROCK ISLAND	WA	98850-9598	Douglas	121	1-2 YD 1X PER WEEK	04/20/2012	05/24/2023	240
182					ROCK ISLAND	WA	98850-9516	Douglas	2FE	2 YD MSW EOW	05/04/2012	01/01/0001	240
183					EAST WENATCHEE	WA	98802-9336	Douglas	181	1-8 YD 1X PER WEEK	06/01/2012	01/01/0001	240
184					EAST WENATCHEE	WA	98802-4053	Douglas	1EM	1-96 GAL CART MSW	05/24/2012	01/01/0001	240
184					EAST WENATCHEE	WA	98802-4053	Douglas	111	1-1 YD 1X PER WEEK	05/24/2012	01/01/0001	240
185					WATERVILLE	WA	98858-9773	Douglas	3FE	3 YD MSW EOW	01/14/2014	11/13/2013	240
186					ORONDO	WA	98843	Douglas	111	1-1 YD 1X PER WEEK	06/26/2012	01/01/0001	240
187					EAST WENATCHEE	WA	98802-9264	Douglas	121	1-2 YD 1X PER WEEK	01/01/2012	01/01/0001	240
187					EAST WENATCHEE	WA	98802-9264	Douglas	161	1-6 YD 1X PER WEEK	01/01/2012	01/01/0001	240
188					EAST WENATCHEE	WA	98802-5360	Douglas	1EM	1-96 GAL CART MSW	06/29/2012	01/01/0001	240
189					EAST WENATCHEE	WA	98802-9540	Douglas	1FE	1 YD MSW EOW	08/07/2012	01/01/0001	240
190					ROCK ISLAND	WA	98850-9529	Douglas	111	1-1 YD 1X PER WEEK	11/02/2018	10/03/2018	240
191					MANSFIELD	WA	98830	Douglas	4FE	4 YD MSW EOW	09/25/2012	01/01/0001	240
192					COULEE CITY	WA	99115-9533	Douglas	1FE	1 YD MSW EOW	10/30/2012	01/01/0001	240
193					EAST WENATCHEE	WA	98802-9318	Douglas	141	1-4 YD 1X PER WEEK	01/07/2013	01/01/0001	240
194					ROCK ISLAND	WA	98850-9714	Douglas	141	1-4 YD 1X PER WEEK	01/07/2013	01/01/0001	240
195					ORONDO	WA	98843	Douglas	141	1-4 YD 1X PER WEEK	01/02/2013	01/01/0001	240
196					ORONDO	WA	98843-9787	Douglas	4FE	4 YD MSW EOW	01/16/2013	01/01/0001	240
197					ORONDO	WA	98843-9787	Douglas	141	1-4 YD 1X PER WEEK	01/16/2013	01/01/0001	240
198					EAST WENATCHEE	WA	98802	Douglas	262	2-6 YD 2X PER WEEK	04/01/2014	11/20/2013	240
198					EAST WENATCHEE	WA	98802	Douglas	161	1-6 YD 1X PER WEEK	04/01/2014	11/20/2013	240
199					ORONDO	WA	98843-9796	Douglas	141	1-4 YD 1X PER WEEK	01/23/2013	01/01/0001	240
200					ORONDO	WA	98843-9789	Douglas	1EM	1-96 GAL CART MSW	01/30/2013	01/01/0001	240
200					ORONDO	WA	98843-9789	Douglas	181	1-8 YD 1X PER WEEK	01/30/2013	01/01/0001	240
200					ORONDO	WA	98843-9789	Douglas	3EM	3-96 GAL CARTS MSW	01/30/2013	01/01/0001	240
200					ORONDO	WA	98843-9789	Douglas	4EM	4-96 GAL CARTS MSW	01/30/2013	01/01/0001	240
200					ORONDO	WA	98843-9789	Douglas	5EM	5-96 GAL CARTS MSW	01/30/2013	01/01/0001	240
200					ORONDO	WA	98843-9789	Douglas	9EM	9-96 GAL CARTS MSW	01/30/2013	01/01/0001	240
201					ROCK ISLAND	WA	98850	Douglas	1DM	1-64 GAL CART MSW 1X WK	06/03/2022	05/04/2022	240

Custo mer No.	Customer account no. displayed on invoice	Name on account	House number	Street name	City	State	Zip code	County	Service Code	Service Description	Date account opened	Date account cancelled (0001 means still active)	of 62 Tariff Item No.
202					EAST WENATCHEE	WA	98802-9383	Douglas	121	1-2 YD 1X PER WEEK	02/12/2016	01/15/2016	240
203					PALISADES	WA	98845-9616	Douglas	4FE	4 YD MSW EOW	03/01/2013	01/01/0001	240
204					EAST WENATCHEE	WA	98802	Douglas	121	1-2 YD 1X PER WEEK	08/15/2017	12/23/2016	240
205					EAST WENATCHEE	WA	98802-9396	Douglas	131	1-3 YD 1X PER WEEK	04/15/2013	11/10/2022	240
206					EAST WENATCHEE	WA	98802-8270	Douglas	161	1-6 YD 1X PER WEEK	05/21/2013	01/01/0001	240
207					ORONDO	WA	98843	Douglas	161	1-6 YD 1X PER WEEK	06/04/2013	01/01/0001	240
208					EAST WENATCHEE	WA	98802-7729	Douglas	141	1-4 YD 1X PER WEEK	07/19/2013	01/01/0001	240
209					WATERVILLE	WA	98858-9779	Douglas	2FE	2 YD MSW EOW	12/03/2013	01/01/0001	240
210					EAST WENATCHEE	WA	98802	Douglas	6FE	6 YD MSW EOW	10/17/2014	09/03/2014	240
211					PALISADES	WA	98845-9606	Douglas	2FE	2 YD MSW EOW	01/31/2014	01/01/0001	240
212					EAST WENATCHEE	WA	98802-5347	Douglas	4FE	4 YD MSW EOW	01/31/2014	01/01/0001	240
213					EAST WENATCHEE	WA	98802-7821	Douglas	181	1-8 YD 1X PER WEEK	03/14/2014	10/01/2021	240
214					EAST WENATCHEE	WA	98802-9235	Douglas	121	1-2 YD 1X PER WEEK	03/14/2014	01/01/0001	240
215					EAST WENATCHEE	WA	98802	Douglas	141	1-4 YD 1X PER WEEK	04/08/2014	01/01/0001	240
215					EAST WENATCHEE	WA	98802	Douglas	4FE	4 YD MSW EOW	04/08/2014	01/01/0001	240
216					ORONDO	WA	98843-9796	Douglas	141	1-4 YD 1X PER WEEK	04/08/2014	01/01/0001	240
217					PALISADES	WA	98845	Douglas	3FE	3 YD MSW EOW	04/11/2014	01/01/0001	240
281					EAST WENATCHEE	WA	98802-0001	Douglas	121	1-2 YD 1X PER WEEK	04/18/2014	01/01/0001	240
218					EAST WENATCHEE	WA	98802-0001	Douglas	141	1-4 YD 1X PER WEEK	04/18/2014	01/01/0001	240
219					ORONDO	WA	98843-9633	Douglas	1EM	1-96 GAL CART MSW	04/29/2014	01/01/0001	240
219					ORONDO	WA	98843-9633	Douglas	3FE	3 YD MSW EOW	04/29/2014	01/01/0001	240
220					ORONDO	WA	98843-9797	Douglas	121	1-2 YD 1X PER WEEK	05/28/2014	01/01/0001	240
221					EAST WENATCHEE	WA	98802-4891	Douglas	281	2-8 YD 1X PER WEEK	02/10/2021	11/28/2020	240
221					EAST WENATCHEE	WA	98802-4891	Douglas	1EM	1-96 GAL CART MSW	02/10/2021	11/28/2020	240
222					ROCK ISLAND	WA	98850-9302	Douglas	151	1-1.5 YD 1X PER WEEK	08/19/2014	01/01/0001	240
223					MANSFIELD	WA	98830-9753	Douglas	8PT	8 YD MSW TEMP PER UNIT	09/16/2014	10/24/2022	240
224					EAST WENATCHEE	WA	98802-5359	Douglas	131	1-3 YD 1X PER WEEK	11/14/2014	01/01/0001	240
225					MANSFIELD	WA	98830	Douglas	4FE	4 YD MSW EOW	01/02/2015	01/01/0001	240
226					MANSFIELD	WA	98830-9754	Douglas	3FE	3 YD MSW EOW	06/23/2016	03/09/2016	240
227					EAST WENATCHEE	WA	98802	Douglas	131	1-3 YD 1X PER WEEK	02/19/2015	01/01/0001	240
228					ORONDO	WA	98843-4000	Douglas	121	1-2 YD 1X PER WEEK	03/24/2015	01/01/0001	240
229					ORONDO	WA	98843-4000	Douglas	2FE	2 YD MSW EOW	03/24/2015	01/01/0001	240
230					EAST WENATCHEE	WA	98802-8609	Douglas	111	1-1 YD 1X PER WEEK	03/30/2015	01/01/0001	240
231					EAST WENATCHEE	WA	98802-5605	Douglas	111	1-1 YD 1X PER WEEK	07/05/2017	05/03/2017	240
231					EAST WENATCHEE	WA	98802-5605	Douglas	151	1-1.5 YD 1X PER WEEK	07/05/2017	05/03/2017	240
232					ORONDO	WA	98843-9633	Douglas	111	1-1 YD 1X PER WEEK	04/14/2015	01/01/0001	240

Custo mer No.	Customer account no. displayed on invoice	Name on account	House number	Street name	City	State	Zip code	County	Service Code	Service Description	Date account opened	Date account cancelled (0001 means still active)	Item No.
233					EAST WENATCHEE	WA	98802-5347	Douglas	181	1-8 YD 1X PER WEEK	04/10/2015	01/01/0001	240
234					MANSFIELD	WA	98830-9758	Douglas	1FE	1 YD MSW EOW	05/01/2015	01/04/2022	240
235					EAST WENATCHEE	WA	98802-9266	Douglas	121	1-2 YD 1X PER WEEK	05/08/2015	01/01/0001	240
236					MANSFIELD	WA	98830-9733	Douglas	4FM	4 YD MSW 1X MO	05/08/2015	01/01/0001	240
237					EAST WENATCHEE	WA	98802-4108	Douglas	121	1-2 YD 1X PER WEEK	05/29/2015	01/01/0001	240
238					EAST WENATCHEE	WA	98802-9551	Douglas	161	1-6 YD 1X PER WEEK	06/01/2015	01/01/0001	240
239					EAST WENATCHEE	WA	98802	Douglas	121	1-2 YD 1X PER WEEK	01/28/2022	01/06/2022	240
240					ORONDO	WA	98843-9633	Douglas	1FE	1 YD MSW EOW	06/30/2015	01/01/0001	240
241					EAST WENATCHEE	WA	98802-9586	Douglas	151	1-1.5 YD 1X PER WEEK	06/26/2015	01/01/0001	240
242					MANSFIELD	WA	98830-9743	Douglas	2FE	2 YD MSW EOW	07/14/2015	01/01/0001	240
243					EAST WENATHCHEE	WA	98801	Douglas	1FE	1 YD MSW EOW	07/15/2015	01/01/0001	240
244					ORONDO	WA	98843-9680	Douglas	5FE	1.5 YD MSW EOW	01/15/2021	12/03/2020	240
244					ORONDO	WA	98843-9680	Douglas	6FE	6 YD MSW EOW	01/15/2021	12/03/2020	240
245					EAST WENATCHEE	WA	98802-9322	Douglas	CM1	35 GAL CART MSW 1X WK	07/24/2015	01/01/0001	240
246					ORONDO	WA	98843	Douglas	181	1-8 YD 1X PER WEEK	08/03/2015	01/01/0001	240
247					EAST WENATCHEE	WA	98802-9601	Douglas	161	1-6 YD 1X PER WEEK	08/14/2015	01/01/0001	240
248					ORONDO	WA	98843-9681	Douglas	2FE	2 YD MSW EOW	09/15/2015	01/01/0001	240
249					EAST WENATCHEE	WA	98802-5474	Douglas	121	1-2 YD 1X PER WEEK	10/28/2015	01/01/0001	240
250					EAST WENATCHEE	WA	98802-3976	Douglas	141	1-4 YD 1X PER WEEK	12/14/2015	01/01/0001	240
251					EAST WENATCHEE	WA	98802-5847	Douglas	1EM	1-96 GAL CART MSW	01/08/2016	01/01/0001	240
252					EAST WENATCHEE	WA	98802-5847	Douglas	181	1-8 YD 1X PER WEEK	01/08/2016	01/01/0001	240
253					EAST WENATCHEE	WA	98802	Douglas	141	1-4 YD 1X PER WEEK	08/03/2018	07/05/2018	240
254					ORONDO	WA	98843	Douglas	141	1-4 YD 1X PER WEEK	02/02/2016	01/01/0001	240
254					ORONDO	WA	98843	Douglas	241	2-4 YD 1X PER WEEK	02/02/2016	01/01/0001	240
255					ORONDO	WA	98843-9603	Douglas	141	1-4 YD 1X PER WEEK	02/02/2016	01/01/0001	240
256					EAST WENATCHEE	WA	98802-9338	Douglas	4FE	4 YD MSW EOW	04/16/2021	03/03/2021	240
257					ORONDO	WA	98843-9680	Douglas	141	1-4 YD 1X PER WEEK	02/09/2016	01/01/0001	240
258					ROCK ISLAND	WA	98850	Douglas	121	1-2 YD 1X PER WEEK	03/02/2016	01/01/0001	240
259					EAST WENATCHEE	WA	98802-9597	Douglas	121	1-2 YD 1X PER WEEK	03/04/2016	01/01/0001	240
260					EAST WENATCHEE	WA	98802	Douglas	131	1-3 YD 1X PER WEEK	03/21/2016	01/01/0001	240
261					EAST WENATCHEE	WA	98802-8289	Douglas	8PT	8 YD MSW TEMP PER UNIT	04/01/2016	06/03/2022	240
262					PALISADES	WA	98845-9618	Douglas	111	1-1 YD 1X PER WEEK	05/06/2016	01/01/0001	240
263					ORONDO	WA	98843-9760	Douglas	141	1-4 YD 1X PER WEEK	05/19/2016	01/01/0001	240
264					WATERVILLE	WA	98858-9708	Douglas	3FE	3 YD MSW EOW	07/21/2016	01/01/0001	240
265					EAST WENATCHEE	WA	98802	Douglas	5FE	1.5 YD MSW EOW	10/14/2016	01/01/0001	240

Custo mer No.	Customer account no. displayed on invoice	Name on account	House number	Street name	City	State	Zip code	County	Service Code	Service Description	Date account opened	Date account cancelled (0001 means still active)	Item No.
266					WATERVILLE	WA	98858-9724	Douglas	2FE	2 YD MSW EOW	09/05/2018	08/03/2018	240
267					MANSFIELD	WA	98830-9762	Douglas	2FE	2 YD MSW EOW	04/24/2017	04/06/2017	240
268					EAST WENATCHEE	WA	98802-5714	Douglas	161	1-6 YD 1X PER WEEK	01/27/2017	01/01/0001	240
269					EAST WENATCHEE	WA	98802-4881	Douglas	181	1-8 YD 1X PER WEEK	02/17/2017	01/01/0001	240
270					EAST WENATCHEE	WA	98802	Douglas	131	1-3 YD 1X PER WEEK	02/24/2017	01/01/0001	240
271					MANSFIELD	WA	98830	Douglas	4FE	4 YD MSW EOW	10/16/2018	10/03/2018	240
272					EAST WENATCHEE	WA	98802-5140	Douglas	121	1-2 YD 1X PER WEEK	03/24/2017	01/01/0001	240
273					EAST WENATCHEE	WA	98802-9514	Douglas	161	1-6 YD 1X PER WEEK	04/01/2017	01/01/0001	240
274					MANSFIELD	WA	98830	Douglas	6FM	6 YD MSW 1X MO	04/13/2017	01/01/0001	240
275					PALISADES	WA	98845-9610	Douglas	121	1-2 YD 1X PER WEEK	04/14/2017	01/01/0001	240
276					EAST WENATCHEE	WA	98802-8691	Douglas	151	1-1.5 YD 1X PER WEEK	05/16/2017	01/01/0001	240
277					ORONDO	WA	98843-9784	Douglas	141	1-4 YD 1X PER WEEK	02/21/2023	12/02/2022	240
278					EAST WENATCHEE	WA	98802-8704	Douglas	151	1-1.5 YD 1X PER WEEK	06/02/2017	08/27/2022	240
279					EAST WENATCHEE	WA	98802-9271	Douglas	4PT	4 YD MSW TEMP PER UNIT	03/09/2022	02/12/2021	240
280					ORONDO	WA	98843-9633	Douglas	2FE	2 YD MSW EOW	06/22/2017	01/01/0001	240
281					EAST WENATCHEE	WA	98802-9362	Douglas	2FE	2 YD MSW EOW	07/21/2017	01/01/0001	240
282					EAST WENATCHEE	WA	98802-9245	Douglas	1EM	1-96 GAL CART MSW	03/22/2018	03/05/2018	240
283					EAST WENATCHEE	WA	98802	Douglas	161	1-6 YD 1X PER WEEK	08/01/2017	01/01/0001	240
284					COULEE CITY	WA	99115-9524	Douglas	151	1-1.5 YD 1X PER WEEK	09/19/2017	09/14/2017	240
285					WATERVILLE	WA	98858-9708	Douglas	4FE	4 YD MSW EOW	09/14/2017	01/01/0001	240
286					EAST WENATCHEE	WA	98802-9272	Douglas	141	1-4 YD 1X PER WEEK	09/20/2017	01/01/0001	240
287					EAST WENATCHEE	WA	98802-3956	Douglas	4FE	4 YD MSW EOW	09/20/2017	01/01/0001	240
288					ORONDO	WA	98843-9774	Douglas	4FE	4 YD MSW EOW	10/05/2017	01/01/0001	240
289					WATERVILLE	WA	98858-9806	Douglas	5FE	1.5 YD MSW EOW	10/10/2017	01/01/0001	240
290					EAST WENATCHEE	WA	98802	Douglas	122	1-2 YD 2X PER WEEK	11/13/2017	01/01/0001	240
291					EAST WENATCHEE	WA	98802	Douglas	183	1-8 YD 3X PER WEEK	11/01/2017	01/01/0001	240
292					MANSFIELD	WA	98830	Douglas	5FE	1.5 YD MSW EOW	11/22/2017	01/01/0001	240
293					EAST WENATCHEE	WA	98802	Douglas	181	1-8 YD 1X PER WEEK	02/15/2021	11/25/2020	240
293					EAST WENATCHEE	WA	98802	Douglas	1EM	1-96 GAL CART MSW	02/15/2021	11/25/2020	240
294					EAST WENATCHEE	WA	98802	Douglas	281	2-8 YD 1X PER WEEK	02/15/2021	11/25/2020	240
295					ORONDO	WA	98843-9513	Douglas	5FE	1.5 YD MSW EOW	01/10/2018	01/01/0001	240
296					EAST WENATCHEE	WA	98802-8691	Douglas	111	1-1 YD 1X PER WEEK	01/12/2018	01/01/0001	240
297					EAST WENATCHEE	WA	98802	Douglas	131	1-3 YD 1X PER WEEK	01/19/2018	01/01/0001	240
298					ORONDO	WA	98843-5704	Douglas	181	1-8 YD 1X PER WEEK	02/09/2021	02/15/2023	240
298					ORONDO	WA	98843-5704	Douglas	1EM	1-96 GAL CART MSW	02/09/2021	02/15/2023	240
299					ORONDO	WA	98843-9616	Douglas	1EM	1-96 GAL CART MSW	02/02/2018	03/18/2022	240

Custo mer No.	Customer account no. displayed on invoice	Name on account	House number	Street name	City	State	Zip code	County	Service Code	Service Description	Date account opened	Date account cancelled (0001 means still active)	Item No.
300					ORONDO	WA	98843-9693	Douglas	181	1-8 YD 1X PER WEEK	02/06/2018	01/01/0001	240
301					EAST WENATCHEE	WA	98802-9603	Douglas	6FE	6 YD MSW EOW	02/02/2018	01/01/0001	240
302					EAST WENATCHEE	WA	98802-9108	Douglas	121	1-2 YD 1X PER WEEK	02/08/2018	01/01/0001	240
303					MANSFIELD	WA	98830-9763	Douglas	4FE	4 YD MSW EOW	03/08/2018	01/01/0001	240
304					COULEE CITY	WA	99115-9501	Douglas	6FM	6 YD MSW 1X MO	03/22/2018	01/01/0001	240
305					WATERVILLE	WA	98858-9738	Douglas	5FE	1.5 YD MSW EOW	04/30/2018	01/01/0001	240
306					ORONDO	WA	98843	Douglas	122	1-2 YD 2X PER WEEK	05/10/2018	01/01/0001	240
306					ORONDO	WA	98843	Douglas	142	1-4 YD 2X PER WEEK	05/10/2018	01/01/0001	240
306					ORONDO	WA	98843	Douglas	121	1-2 YD 1X PER WEEK	05/10/2018	01/01/0001	240
306					ORONDO	WA	98843	Douglas	141	1-4 YD 1X PER WEEK	05/10/2018	01/01/0001	240
307					EAST WENATCHEE	WA	98802-4799	Douglas	141	1-4 YD 1X PER WEEK	05/23/2018	01/01/0001	240
308					ORONDO	WA	98843-9699	Douglas	121	1-2 YD 1X PER WEEK	05/31/2018	11/10/2022	240
309					ROCK ISLAND	WA	98850-9522	Douglas	121	1-2 YD 1X PER WEEK	06/01/2018	01/01/0001	240
310					EAST WENATCHEE	WA	98802	Douglas	6FE	6 YD MSW EOW	05/17/2019	10/05/2018	240
311					EAST WENATCHEE	WA	98802	Douglas	161	1-6 YD 1X PER WEEK	06/08/2018	01/01/0001	240
312					EAST WENATCHEE	WA	98802-4191	Douglas	6PT	6 YD MSW TEMP PER UNIT	08/08/2020	10/20/2022	240
313					WATERVILLE	WA	98858-9788	Douglas	4FE	4 YD MSW EOW	07/05/2018	01/01/0001	240
314					EAST WENATCHEE	WA	98802-3954	Douglas	4PT	4 YD MSW TEMP PER UNIT	12/15/2021	03/24/2022	240
315					WATERVILLE	WA	98858-9799	Douglas	3FE	3 YD MSW EOW	07/26/2018	01/01/0001	240
316					ORONDO	WA	98843-5501	Douglas	111	1-1 YD 1X PER WEEK	07/26/2018	01/01/0001	240
317					EAST WENATCHEE	WA	98802-9369	Douglas	1EM	1-96 GAL CART MSW	08/08/2018	01/01/2023	240
318					EAST WENATCHEE	WA	98802-5133	Douglas	5FE	1.5 YD MSW EOW	08/10/2018	02/13/2023	240
319					EAST WENATCHEE	WA	98802-8678	Douglas	2FE	2 YD MSW EOW	09/07/2018	09/06/2022	240
320					EAST WENATCHEE	WA	98802-9376	Douglas	111	1-1 YD 1X PER WEEK	02/08/2021	12/03/2020	240
321					MANSFIELD	WA	98830-9759	Douglas	4FM	4 YD MSW 1X MO	09/18/2018	01/01/0001	240
322					WATERVILLE	WA	98858-5892	Douglas	4FE	4 YD MSW EOW	04/20/2023	12/13/2022	240
323					EAST WENATCHEE	WA	98802-9288	Douglas	4FE	4 YD MSW EOW	10/05/2018	01/01/0001	240
324					ORONDO	WA	98843	Douglas	182	1-8 YD 2X PER WEEK	10/24/2018	01/01/0001	240
324					ORONDO	WA	98843	Douglas	181	1-8 YD 1X PER WEEK	10/24/2018	01/01/0001	240
325					EAST WENATCHEE	WA	98802-8717	Douglas	111	1-1 YD 1X PER WEEK	11/30/2018	01/01/0001	240
326					EAST WENATCHEE	WA	98802-9600	Douglas	111	1-1 YD 1X PER WEEK	02/08/2019	01/01/0001	240
327					EAST WENATCHEE	WA	98802-9600	Douglas	181	1-8 YD 1X PER WEEK	02/08/2019	01/01/0001	240
328					EAST WENATCHEE	WA	98802-9369	Douglas	151	1-1.5 YD 1X PER WEEK	02/08/2019	01/01/0001	240
328					EAST WENATCHEE	WA	98802-9369	Douglas	141	1-4 YD 1X PER WEEK	02/08/2019	01/01/0001	240
329					EAST WENATCHEE	WA	98802-8001	Douglas	161	1-6 YD 1X PER WEEK	02/01/2019	01/01/0001	240

Customer No.	Customer account no. displayed on invoice	Name on account	House number	Street name	City	State	Zip code	County	Service Code	Service Description	Date account opened	Date account cancelled (0001 means still active)	of 62 Tariff Item No.
330					EAST WENATCHEE	WA	98802	Douglas	181	1-8 YD 1X PER WEEK	03/01/2019	01/01/0001	240
331					EAST WENATCHEE	WA	98802-5359	Douglas	121	1-2 YD 1X PER WEEK	03/08/2019	01/01/0001	240
332					EAST WENATCHEE	WA	98802-5933	Douglas	141	1-4 YD 1X PER WEEK	03/20/2019	01/01/0001	240
333					EAST WENATCHEE	WA	98802	Douglas	131	1-3 YD 1X PER WEEK	05/15/2023	11/07/2022	240
334					EAST WENATCHEE	WA	98802	Douglas	3FE	3 YD MSW EOW	05/15/2023	11/07/2022	240
335					EAST WENATCHEE	WA	98802	Douglas	141	1-4 YD 1X PER WEEK	04/04/2023	11/07/2022	240
335					EAST WENATCHEE	WA	98802	Douglas	4FE	4 YD MSW EOW	04/04/2023	11/07/2022	240
336					EAST WENATCHEE	WA	98802	Douglas	631	6-3 YD 1X PER WEEK	05/08/2023	11/07/2022	240
337					EAST WENATCHEE	WA	98802	Douglas	631	6-3 YD 1X PER WEEK	05/08/2023	11/07/2022	240
337					EAST WENATCHEE	WA	98802	Douglas	3FE	3 YD MSW EOW	05/08/2023	11/07/2022	240
338					EAST WENATCHEE	WA	98802	Douglas	131	1-3 YD 1X PER WEEK	05/15/2023	11/07/2022	240
338					EAST WENATCHEE	WA	98802	Douglas	631	6-3 YD 1X PER WEEK	05/15/2023	11/07/2022	240
338					EAST WENATCHEE	WA	98802	Douglas	3FE	3 YD MSW EOW	05/15/2023	11/07/2022	240
338					ORONDO	WA	98843	Douglas	241	2-4 YD 1X PER WEEK	05/19/2023	10/01/2022	240
338					ORONDO	WA	98843	Douglas	4FE	4 YD MSW EOW	05/19/2023	10/01/2022	240
338					ORONDO	WA	98843	Douglas	141	1-4 YD 1X PER WEEK	05/19/2023	10/01/2022	240
339					ORONDO	WA	98843	Douglas	121	1-2 YD 1X PER WEEK	04/12/2023	10/25/2022	240
339					ORONDO	WA	98843	Douglas	2FE	2 YD MSW EOW	04/12/2023	10/25/2022	240
340					ORONDO	WA	98843	Douglas	131	1-3 YD 1X PER WEEK	05/17/2023	10/25/2022	240
340					ORONDO	WA	98843	Douglas	3FE	3 YD MSW EOW	05/17/2023	10/25/2022	240
341					ORONDO	WA	98843	Douglas	121	1-2 YD 1X PER WEEK	04/12/2023	10/25/2022	240
342					EAST WENATCHEE	WA	98802-5838	Douglas	121	1-2 YD 1X PER WEEK	04/05/2019	01/01/0001	240
343					MANSFIELD	WA	98830-9775	Douglas	2FM	2 YD MSW 1X MO	04/18/2019	01/01/0001	240
344					EAST WENATCHEE	WA	98802	Douglas	131	1-3 YD 1X PER WEEK	05/08/2023	11/07/2022	240
344					EAST WENATCHEE	WA	98802	Douglas	3FE	3 YD MSW EOW	05/08/2023	11/07/2022	240
345					COULEE CITY	WA	99115-9516	Douglas	3FE	3 YD MSW EOW	04/22/2019	01/01/0001	240
346					EAST WENATCHEE	WA	98802-8295	Douglas	111	1-1 YD 1X PER WEEK	05/17/2019	06/07/2023	240
347					EAST WENATCHEE	WA	98802-5692	Douglas	111	1-1 YD 1X PER WEEK	12/05/2022	11/03/2022	240
348					EAST WENATCHEE	WA	98802-5935	Douglas	131	1-3 YD 1X PER WEEK	06/19/2019	01/01/0001	240
349					EAST WENATCHEE	WA	98802-8627	Douglas	121	1-2 YD 1X PER WEEK	06/21/2019	01/01/0001	240
350					EAST WENATCHEE	WA	98802-9404	Douglas	141	1-4 YD 1X PER WEEK	12/30/2022	11/03/2022	240
351					EAST WENATCHEE	WA	98802-9404	Douglas	4FE	4 YD MSW EOW	12/30/2022	11/03/2022	240
352					EAST WENATCHEE	WA	98802-5358	Douglas	141	1-4 YD 1X PER WEEK	06/27/2019	01/01/0001	240
353					EAST WENATCHEE	WA	98802-8504	Douglas	121	1-2 YD 1X PER WEEK	07/05/2019	01/01/0001	240
354					GRAND COULEE	WA	99133	Douglas	4FM	4 YD MSW 1X MO	07/05/2019	01/01/0001	240
355					EAST WENATCHEE	WA	98802-8720	Douglas	262	2-6 YD 2X PER WEEK	08/02/2019	01/01/0001	240
356					ORONDO	WA	98843-9699	Douglas	111	1-1 YD 1X PER WEEK	08/08/2019	01/01/0001	240

Customer No.	Customer account no. displayed on invoice	Name on account	House number	Street name	City	State	Zip code	County	Service Code	Service Description	Date account opened	Date account cancelled (0001 means still active)	Item No.
357					PALISADES	WA	98845-9609	Douglas	111	1-1 YD 1X PER WEEK	08/23/2019	01/01/0001	240
358					EAST WENATCHEE	WA	98802-5706	Douglas	121	1-2 YD 1X PER WEEK	10/02/2020	09/03/2020	240
359					EAST WENATCHEE	WA	98802-5360	Douglas	131	1-3 YD 1X PER WEEK	09/06/2019	01/01/0001	240
360					EAST WENATCHEE	WA	98802-9307	Douglas	151	1-1.5 YD 1X PER WEEK	09/13/2019	01/01/0001	240
361					ORONDO	WA	98843-9612	Douglas	121	1-2 YD 1X PER WEEK	10/02/2019	01/01/0001	240
362					ORONDO	WA	98843-9803	Douglas	151	1-1.5 YD 1X PER WEEK	10/04/2019	01/01/0001	240
363					EAST WENATCHEE	WA	98802-8689	Douglas	121	1-2 YD 1X PER WEEK	10/11/2019	01/01/0001	240
364					EAST WENATCHEE	WA	98802-9290	Douglas	161	1-6 YD 1X PER WEEK	11/02/2019	01/01/0001	240
365					EAST WENATCHEE	WA	98802	Douglas	1EM	1-96 GAL CART MSW	11/22/2019	01/01/0001	240
366					EAST WENATCHEE	WA	98802	Douglas	2EM	2-96 GAL CARTS MSW	11/22/2019	01/01/0001	240
367					ROCK ISLAND	WA	98850-9529	Douglas	111	1-1 YD 1X PER WEEK	12/04/2019	01/01/0001	240
368					ORONDO	WA	98843-9741	Douglas	181	1-8 YD 1X PER WEEK	12/16/2019	01/01/0001	240
368					ORONDO	WA	98843-9741	Douglas	361	3-6 YD 1X PER WEEK	12/16/2019	01/01/0001	240
369					ROCK ISLAND	WA	98850-9541	Douglas	151	1-1.5 YD 1X PER WEEK	01/10/2020	01/01/0001	240
370					COULEE CITY	WA	99115-9509	Douglas	6FM	6 YD MSW 1X MO	02/14/2020	03/03/2022	240
371					QUINCY	WA	98848-9467	Douglas	2FE	2 YD MSW EOW	02/07/2020	01/01/0001	240
372					ORONDO	WA	98843-9533	Douglas	1FE	1 YD MSW EOW	02/28/2020	01/01/0001	240
373					EAST WENATCHEE	WA	98802-9369	Douglas	151	1-1.5 YD 1X PER WEEK	02/25/2020	10/20/2022	240
374					EAST WENATCHEE	WA	98802	Douglas	111	1-1 YD 1X PER WEEK	03/02/2020	01/01/0001	240
375					EAST WENATCHEE	WA	98802-9210	Douglas	4PT	4 YD MSW TEMP PER UNIT	02/26/2021	10/01/2021	240
376					EAST WENATCHEE	WA	98802-4669	Douglas	151	1-1.5 YD 1X PER WEEK	03/05/2020	01/01/0001	240
377					EAST WENATCHEE	WA	98802	Douglas	121	1-2 YD 1X PER WEEK	03/11/2020	01/01/0001	240
378					WATERVILLE	WA	98858-9733	Douglas	3FE	3 YD MSW EOW	03/13/2020	01/01/0001	240
378					WATERVILLE	WA	98858-9733	Douglas	2FE	2 YD MSW EOW	03/13/2020	01/01/0001	240
379					WATERVILLE	WA	98858	Douglas	CME	35 GAL CART MSW EOW	08/10/2021	01/06/2021	240
380					ROCK ISLAND	WA	98850	Douglas	1FE	1 YD MSW EOW	04/10/2020	01/01/0001	240
380					ROCK ISLAND	WA	98850	Douglas	3FE	3 YD MSW EOW	04/10/2020	01/01/0001	240
381					ORONDO	WA	98843-0201	Douglas	131	1-3 YD 1X PER WEEK	04/15/2020	01/01/0001	240
381					ORONDO	WA	98843-0201	Douglas	141	1-4 YD 1X PER WEEK	04/15/2020	01/01/0001	240
382					EAST WENATCHEE	WA	98802-5840	Douglas	121	1-2 YD 1X PER WEEK	04/17/2020	01/01/0001	240
383					EAST WENATCHEE	WA	98802-9542	Douglas	4FM	4 YD MSW 1X MO	04/24/2020	03/18/2022	240
384					ROCK ISLAND	WA	98850	Douglas	131	1-3 YD 1X PER WEEK	04/27/2020	11/08/2021	240
385					PALISADES	WA	98845-9601	Douglas	1FE	1 YD MSW EOW	05/01/2020	01/01/0001	240
386					WATERVILLE	WA	98858-9738	Douglas	4PT	4 YD MSW TEMP PER UNIT	05/06/2020	09/01/2022	240

Custo mer No.	Customer account no. displayed on invoice	Name on account	House number	Street name	City	State	Zip code	County	Service Code	Service Description	Date account opened	Date account cancelled (0001 means still active)	Item No.
387					COULEE CITY	WA	99115	Douglas	2FM	2 YD MSW 1X MO	05/07/2020	05/31/2023	240
388					ORONDO	WA	98843	Douglas	141	1-4 YD 1X PER WEEK	05/21/2020	01/01/0001	240
389					ENTIAT	WA	98822	Douglas	181	1-8 YD 1X PER WEEK	06/11/2020	01/01/0001	240
389					ENTIAT	WA	98822	Douglas	141	1-4 YD 1X PER WEEK	06/11/2020	01/01/0001	240
389					ENTIAT	WA	98822	Douglas	281	2-8 YD 1X PER WEEK	06/11/2020	01/01/0001	240
390					EAST WENATCHEE	WA	98802-7725	Douglas	141	1-4 YD 1X PER WEEK	06/04/2020	01/01/0001	240
391					LEAVENWORTH	WA	98826	Douglas	231	2-3 YD 1X PER WEEK	06/15/2020	01/01/0001	240
392					PALISADES	WA	98845-9611	Douglas	121	1-2 YD 1X PER WEEK	06/18/2020	01/01/0001	240
393					COULEE CITY	WA	99115-9527	Douglas	1FM	1 YD MSW 1X MO	06/18/2020	05/31/2023	240
394					EAST WENATCHEE	WA	98802-5830	Douglas	151	1-1.5 YD 1X PER WEEK	04/15/2021	11/04/2021	240
395					ENTIAT	WA	98822	Douglas	4FE	4 YD MSW EOW	05/31/2023	11/01/2022	240
395					ENTIAT	WA	98822	Douglas	141	1-4 YD 1X PER WEEK	05/31/2023	11/01/2022	240
396					EAST WENATCHEE	WA	98802-9035	Douglas	1DM	1-64 GAL CART MSW 1X WK	06/22/2021	10/01/2020	240
397					EAST WENATCHEE	WA	98802-4022	Douglas	111	1-1 YD 1X PER WEEK	07/13/2020	01/01/0001	240
398					WATERVILLE	WA	98858-9782	Douglas	4PT	4 YD MSW TEMP PER UNIT	07/23/2020	11/25/2022	240
399					ORONDO	WA	98843-9709	Douglas	1FE	1 YD MSW EOW	07/30/2020	01/01/0001	240
400					COULEE CITY	WA	99115-9528	Douglas	5FM	1.5 YD MSW 1X MO	08/06/2020	01/01/0001	240
401					PALISADES	WA	98845-9603	Douglas	6FM	6 YD MSW 1X MO	08/07/2020	01/01/0001	240
402					EAST WENATCHEE	WA	98802-5190	Douglas	3FE	3 YD MSW EOW	08/13/2020	01/01/0001	240
402					EAST WENATCHEE	WA	98802-5190	Douglas	131	1-3 YD 1X PER WEEK	08/13/2020	01/01/0001	240
403					EAST WENATCHEE	WA	98802-9222	Douglas	151	1-1.5 YD 1X PER WEEK	09/02/2020	01/01/0001	240
404					EAST WENATCHEE	WA	98802-9294	Douglas	141	1-4 YD 1X PER WEEK	09/04/2020	01/01/0001	240
405					EAST WENATCHEE	WA	98802-8704	Douglas	4FE	4 YD MSW EOW	09/23/2020	01/01/0001	240
406					EAST WENATCHEE	WA	98802-8520	Douglas	111	1-1 YD 1X PER WEEK	09/28/2020	01/01/0001	240
407					PALISADES	WA	98845-9610	Douglas	3FE	3 YD MSW EOW	09/25/2020	12/10/2021	240
408					ORONDO	WA	98843-9683	Douglas	3FM	3 YD MSW 1X MO	10/14/2020	01/01/0001	240
409					EAST WENATCHEE	WA	98802-8715	Douglas	121	1-2 YD 1X PER WEEK	10/02/2020	01/01/0001	240
410					WATERVILLE	WA	98858-9776	Douglas	1FE	1 YD MSW EOW	10/05/2020	01/01/0001	240
411					ORONDO	WA	98843	Douglas	131	1-3 YD 1X PER WEEK	10/08/2020	01/01/0001	240
412					PALISADES	WA	98845-9619	Douglas	2FE	2 YD MSW EOW	10/07/2020	01/01/0001	240
412					PALISADES	WA	98845-9619	Douglas	1FE	1 YD MSW EOW	10/07/2020	01/01/0001	240
413					EAST WENATCHEE	WA	98802-9404	Douglas	4FE	4 YD MSW EOW	01/26/2021	01/06/2021	240
413					EAST WENATCHEE	WA	98802-9404	Douglas	141	1-4 YD 1X PER WEEK	01/26/2021	01/06/2021	240
414					ORONDO	WA	98843	Douglas	1FE	1 YD MSW EOW	11/03/2021	06/09/2022	240

Custo mer No.	Customer account no. displayed on invoice	Name on account	House number	Street name	City	State	Zip code	County	Service Code	Service Description	Date account opened	Date account cancelled (0001 means still active)	Item No.
415					EAST WENATCHEE	WA	98802-9325	Douglas	6PT	6 YD MSW TEMP PER UNIT	11/27/2020	06/07/2023	240
416					ORONDO	WA	98843	Douglas	121	1-2 YD 1X PER WEEK	12/10/2020	01/01/0001	240
417					GRAND COULEE	WA	99133	Douglas	4FE	4 YD MSW EOW	02/09/2022	04/20/2022	240
418					ENTIAT	WA	98822-9707	Douglas	1EM	1-96 GAL CART MSW	12/31/2020	01/01/0001	240
419					ORONDO	WA	98843	Douglas	121	1-2 YD 1X PER WEEK	01/04/2021	01/01/0001	240
420					PALISADES	WA	98845-9619	Douglas	111	1-1 YD 1X PER WEEK	01/04/2021	01/01/0001	240
421					EAST WENATCHEE	WA	98802-9553	Douglas	4PT	4 YD MSW TEMP PER UNIT	01/15/2021	05/19/2023	240
422					EAST WENATCHEE	WA	98802	Douglas	121	1-2 YD 1X PER WEEK	08/25/2021	08/03/2022	240
423					MANSFIELD	WA	98830	Douglas	2FM	2 YD MSW 1X MO	01/21/2021	01/01/0001	240
424					MANSFIELD	WA	98830	Douglas	2FE	2 YD MSW EOW	01/21/2021	01/01/0001	240
425					EAST WENATCHEE	WA	98802-8272	Douglas	4PT	4 YD MSW TEMP PER UNIT	02/12/2021	10/22/2021	240
426					ENTIAT	WA	98822	Douglas	141	1-4 YD 1X PER WEEK	02/01/2021	01/01/0001	240
427					EAST WENATCHEE	WA	98802-9241	Douglas	3FM	3 YD MSW 1X MO	02/18/2021	11/27/2021	240
428					EAST WENATCHEE	WA	98802-9393	Douglas	111	1-1 YD 1X PER WEEK	02/19/2021	01/01/0001	240
429					EAST WENATCHEE	WA	98802-9208	Douglas	121	1-2 YD 1X PER WEEK	02/22/2021	01/01/0001	240
430					ORONDO	WA	98843-9791	Douglas	381	3-8 YD 1X PER WEEK	02/22/2021	01/01/0001	240
431					ORONDO	WA	98843-9753	Douglas	4FM	4 YD MSW 1X MO	02/24/2021	01/01/0001	240
432					MANSFIELD	WA	98830-9750	Douglas	5FE	1.5 YD MSW EOW	02/25/2021	01/01/0001	240
433					EAST WENATCHEE	WA	98802-5929	Douglas	161	1-6 YD 1X PER WEEK	02/25/2021	01/01/0001	240
434					WATERVILLE	WA	98858	Douglas	121	1-2 YD 1X PER WEEK	02/25/2021	10/11/2021	240
435					EAST WENATCHEE	WA	98802	Douglas	161	1-6 YD 1X PER WEEK	03/01/2021	04/28/2022	240
436					ORONDO	WA	98843	Douglas	121	1-2 YD 1X PER WEEK	04/02/2021	12/15/2021	240
437					EAST WENATCHEE	WA	98802-8429	Douglas	121	1-2 YD 1X PER WEEK	04/06/2021	12/24/2021	240
438					ORONDO	WA	98843	Douglas	2FE	2 YD MSW EOW	04/08/2021	01/01/0001	240
439					EAST WENATCHEE	WA	98802	Douglas	131	1-3 YD 1X PER WEEK	04/01/2021	01/01/0001	240
440					EAST WENATCHEE	WA	98802-8272	Douglas	5FE	1.5 YD MSW EOW	04/16/2021	12/10/2021	240
441					EAST WENATCHEE	WA	98802-8627	Douglas	4FE	4 YD MSW EOW	04/08/2021	01/01/0001	240
442					EAST WENATCHEE	WA	98802-9548	Douglas	121	1-2 YD 1X PER WEEK	04/08/2021	12/10/2021	240
443					ORONDO	WA	98843-9755	Douglas	121	1-2 YD 1X PER WEEK	04/18/2022	10/07/2021	240
444					EAST WENATCHEE	WA	98802-8528	Douglas	2FE	2 YD MSW EOW	04/28/2023	10/18/2022	240
445					EAST WENATCHEE	WA	98802-8528	Douglas	111	1-1 YD 1X PER WEEK	04/28/2023	10/18/2022	240
446					EAST WENATCHEE	WA	98802-9409	Douglas	241	2-4 YD 1X PER WEEK	05/01/2021	01/01/0001	240
446					EAST WENATCHEE	WA	98802-9409	Douglas	281	2-8 YD 1X PER WEEK	05/01/2021	01/01/0001	240
446					EAST WENATCHEE	WA	98802-9409	Douglas	181	1-8 YD 1X PER WEEK	05/01/2021	01/01/0001	240

Customer No.	Customer account no. displayed on invoice	Name on account	House number	Street name	City	State	Zip code	County	Service Code	Service Description	Date account opened	Date account cancelled (0001 means still active)	Item No.
447					ORONDO	WA	98843	Douglas	161	1-6 YD 1X PER WEEK	05/12/2021	11/11/2021	240
448					EAST WENATCHEE	WA	98802-9101	Douglas	131	1-3 YD 1X PER WEEK	05/13/2021	09/15/2021	240
449					COULEE CITY	WA	99115-9549	Douglas	181	1-8 YD 1X PER WEEK	05/20/2021	01/01/0001	240
450					EAST WENATCHEE	WA	98802-9243	Douglas	8PT	8 YD MSW TEMP PER UNIT	05/21/2021	10/08/2021	240
451					ORONDO	WA	98843-9699	Douglas	121	1-2 YD 1X PER WEEK	05/28/2021	08/31/2022	240
452					ROCK ISLAND	WA	98850-9500	Douglas	2FE	2 YD MSW EOW	05/23/2023	12/15/2022	240
453					EAST WENATCHEE	WA	98802-9335	Douglas	4PT	4 YD MSW TEMP PER UNIT	06/04/2021	12/10/2021	240
454					EAST WENATCHEE	WA	98802-9601	Douglas	2FE	2 YD MSW EOW	06/08/2021	02/04/2022	240
455					EAST WENATCHEE	WA	98802-8658	Douglas	131	1-3 YD 1X PER WEEK	06/11/2021	10/25/2021	240
456					EAST WENATCHEE	WA	98802-4199	Douglas	181	1-8 YD 1X PER WEEK	06/11/2021	01/01/0001	240
456					EAST WENATCHEE	WA	98802-4199	Douglas	141	1-4 YD 1X PER WEEK	06/11/2021	01/01/0001	240
456					EAST WENATCHEE	WA	98802-4199	Douglas	4FE	4 YD MSW EOW	06/11/2021	01/01/0001	240
457					WENATCHEE	WA	98802-9258	Douglas	121	1-2 YD 1X PER WEEK	06/16/2021	06/16/2022	240
458					EAST WENATCHEE	WA	98802	Douglas	285	2-8 YD 5X PER WEEK	06/11/2021	05/26/2022	240
458					EAST WENATCHEE	WA	98802	Douglas	385	3-8 YD 5X PER WEEK	06/11/2021	05/26/2022	240
458					EAST WENATCHEE	WA	98802	Douglas	123	1-2 YD 3X PER WEEK	06/11/2021	05/26/2022	240
459					ENTIAT	WA	98822	Douglas	1FE	1 YD MSW EOW	06/10/2021	01/01/0001	240
460					EAST WENATCHEE	WA	98802-8608	Douglas	4FQ	4YD FEL ON CALL	06/17/2022	09/02/2022	240
461					EAST WENATCHEE	WA	98802-8689	Douglas	121	1-2 YD 1X PER WEEK	06/16/2021	01/01/0001	240
461					EAST WENATCHEE	WA	98802-8689	Douglas	131	1-3 YD 1X PER WEEK	06/16/2021	01/01/0001	240
462					WATERVILLE	WA	98858-9787	Douglas	3FE	3 YD MSW EOW	06/17/2021	01/01/0001	240
462					WATERVILLE	WA	98858-9787	Douglas	2FE	2 YD MSW EOW	06/17/2021	01/01/0001	240
463					EAST WENATCHEE	WA	98802-9540	Douglas	131	1-3 YD 1X PER WEEK	07/02/2001	03/10/2023	240
								Douglas					240
								Douglas					240
464					ORONDO	WA	98843	Douglas	121	1-2 YD 1X PER WEEK	06/24/2021	01/01/0001	240
464					ORONDO	WA	98843	Douglas	1EM	1-96 GAL CART MSW	06/24/2021	01/01/0001	240
464					EAST WENATCHEE	WA	98802-5832	Douglas	121	1-2 YD 1X PER WEEK	04/28/2023	02/03/2023	240
465					EAST WENATCHEE	WA	98802-9043	Douglas	6PT	6 YD MSW TEMP PER UNIT	06/24/2021	09/30/2021	240
466					PALISADES	WA	98845-9601	Douglas	8PT	8 YD MSW TEMP PER UNIT	06/25/2021	10/08/2021	240
467					WATERVILLE	WA	98858-9750	Douglas	5FE	1.5 YD MSW EOW	03/29/2022	09/06/2022	240
468					EAST WENATCHEE	WA	98802-9073	Douglas	131	1-3 YD 1X PER WEEK	07/01/2021	04/14/2023	240
469					EAST WENATCHEE	WA	98802-9144	Douglas	121	1-2 YD 1X PER WEEK	07/02/2021	01/01/0001	240

Customer No.	Customer account no. displayed on invoice	Name on account	House number	Street name	City	State	Zip code	County	Service Code	Service Description	Date account opened	Date account cancelled (0001 means still active)	Tariff Item No.
470					EAST WENATCHEE	WA	98802-8526	Douglas	4PT	4 YD MSW TEMP PER UNIT	07/02/2021	11/24/2021	240
471					EAST WENATCHEE	WA	98802-9598	Douglas	121	1-2 YD 1X PER WEEK	07/21/2021	06/24/2022	240
472					WATERVILLE	WA	98858-9758	Douglas	121	1-2 YD 1X PER WEEK	07/22/2021	12/06/2022	240
473					EAST WENATCHEE	WA	98802-4780	Douglas	1FE	1 YD MSW EOW	07/22/2021	01/01/0001	240
474					EAST WENATCHEE	WA	98802-9513	Douglas	121	1-2 YD 1X PER WEEK	07/30/2021	01/01/0001	240
475					EAST WENATCHEE	WA	98802-9513	Douglas	131	1-3 YD 1X PER WEEK	07/30/2021	01/01/0001	240
476					COULEE CITY	WA	99115-5104	Douglas	2FM	2 YD MSW 1X MO	07/29/2021	04/06/2023	240
477					COULEE CITY	WA	99115-5108	Douglas	2FM	2 YD MSW 1X MO	07/29/2021	01/01/0001	240
478					ORONDO	WA	98843-4500	Douglas	3PT	3 YD MSW TEMP PER UNIT	04/26/2023	03/23/2023	240
479					ORONDO	WA	98843-9803	Douglas	151	1-1.5 YD 1X PER WEEK	08/25/2021	01/01/0001	240
480					EAST WENATCHEE	WA	98802-8572	Douglas	111	1-1 YD 1X PER WEEK	08/13/2021	03/16/2022	240
481					EAST WENATCHEE	WA	98802-5143	Douglas	4PT	4 YD MSW TEMP PER UNIT	08/20/2021	11/13/2021	240
482					EAST WENATCHEE	WA	98802-8721	Douglas	132	1-3 YD 2X PER WEEK	08/23/2021	11/10/2022	240
483					ORONDO	WA	98843-6100	Douglas	141	1-4 YD 1X PER WEEK	09/09/2021	01/01/0001	240
484					EAST WENATCHEE	WA	98802-5158	Douglas	6PT	6 YD MSW TEMP PER UNIT	08/27/2021	09/03/2021	240
485					WATERVILLE	WA	98858-9785	Douglas	1FE	1 YD MSW EOW	08/27/2021	01/01/0001	240
486					EAST WENATCHEE	WA	98802-4749	Douglas	131	1-3 YD 1X PER WEEK	09/03/2021	10/24/2022	240
487					EAST WENATCHEE	WA	98802-8594	Douglas	161	1-6 YD 1X PER WEEK	09/07/2021	05/31/2023	240
487					EAST WENATCHEE	WA	98802-8594	Douglas	131	1-3 YD 1X PER WEEK	09/07/2021	05/31/2023	240
488					ORONDO	WA	98843	Douglas	131	1-3 YD 1X PER WEEK	09/08/2021	04/30/2023	240
489					COULEE CITY	WA	99115-5108	Douglas	2FM	2 YD MSW 1X MO	09/09/2021	01/01/0001	240
490					EAST WENATCHEE	WA	98802-8687	Douglas	6PT	6 YD MSW TEMP PER UNIT	09/10/2021	01/21/2022	240
491					EAST WENATCHEE	WA	98802-3959	Douglas	121	1-2 YD 1X PER WEEK	09/10/2021	05/17/2022	240
492					EAST WENATCHEE	WA	98802	Douglas	8PT	8 YD MSW TEMP PER UNIT	09/22/2021	03/01/2023	240
492					EAST WENATCHEE	WA	98802	Douglas	6PT	6 YD MSW TEMP PER UNIT	09/22/2021	03/01/2023	240
492					EAST WENATCHEE	WA	98802	Douglas	6FE	6 YD MSW EOW	09/22/2021	03/01/2023	240
493					EAST WENATCHEE	WA	98802-5910	Douglas	8PT	8 YD MSW TEMP PER UNIT	09/17/2021	10/04/2021	240
494					COULEE CITY	WA	99115	Douglas	2FM	2 YD MSW 1X MO	09/13/2021	01/01/0001	240

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495					EAST WENATCHEE	WA	98802-3924	Douglas	4PT	4 YD MSW TEMP PER UNIT	09/15/2021	01/01/0001	240
496					COULEE CITY	WA	99115-9503	Douglas	2FM	2 YD MSW 1X MO	09/17/2021	01/01/0001	240
497					ORONDO	WA	98843-9662	Douglas	5PT	1.5 YD MSW TEMP PER UNIT	09/22/2021	09/30/2021	240
498					EAST WENATCHEE	WA	98802-8503	Douglas	4PT	4 YD MSW TEMP PER UNIT	09/22/2021	11/04/2021	240
499					ROCK ISLAND	WA	98850	Douglas	1EM	1-96 GAL CART MSW	09/21/2021	01/01/0001	240
500					WATERVILLE	WA	98858-9763	Douglas	4PT	4 YD MSW TEMP PER UNIT	09/22/2021	05/25/2023	240
501					ORONDO	WA	98843-9756	Douglas	6PT	6 YD MSW TEMP PER UNIT	09/24/2021	11/04/2021	240
502					EAST WENATCHEE	WA	98802-5815	Douglas	151	1-1.5 YD 1X PER WEEK	09/29/2021	04/21/2022	240
503					ORONDO	WA	98843-9780	Douglas	181	1-8 YD 1X PER WEEK	10/06/2021	01/01/0001	240
504					EAST WENATCHEE	WA	98802-8004	Douglas	161	1-6 YD 1X PER WEEK	10/01/2021	01/01/0001	240
505					EAST WENATCHEE	WA	98802-8004	Douglas	281	2-8 YD 1X PER WEEK	10/01/2021	01/01/0001	240
506					EAST WENATCHEE	WA	98802-9538	Douglas	3PT	3 YD MSW TEMP PER UNIT	10/08/2021	12/17/2021	240
507					WATERVILLE	WA	98858	Douglas	121	1-2 YD 1X PER WEEK	10/06/2021	01/01/0001	240
507					WATERVILLE	WA	98858	Douglas	2FE	2 YD MSW EOW	10/06/2021	01/01/0001	240
508					EAST WENATCHEE	WA	98802-8526	Douglas	2FE	2 YD MSW EOW	10/08/2021	01/01/0001	240
509					LEAVENWORTH	WA	98826-5800	Douglas	4PT	4 YD MSW TEMP PER UNIT	10/22/2021	01/01/0001	240
510					ROCK ISLAND	WA	98850-9545	Douglas	121	1-2 YD 1X PER WEEK	10/25/2021	01/01/0001	240
511					EAST WENATCHEE	WA	98802-5122	Douglas	141	1-4 YD 1X PER WEEK	11/08/2021	01/01/0001	240
512					EAST WENATCHEE	WA	98802-5048	Douglas	8PT	8 YD MSW TEMP PER UNIT	11/12/2021	12/17/2021	240
513					EAST WENATCHEE	WA	98802-5143	Douglas	4PT	4 YD MSW TEMP PER UNIT	11/12/2021	06/06/2023	240
514					ORONDO	WA	98843	Douglas	121	1-2 YD 1X PER WEEK	12/15/2021	01/01/0001	240
514					ORONDO	WA	98843	Douglas	141	1-4 YD 1X PER WEEK	12/15/2021	01/01/0001	240
515					EAST WENATCHEE	WA	98802-4734	Douglas	111	1-1 YD 1X PER WEEK	11/23/2001	01/01/0001	240
516					EAST WENATCHEE	WA	98802-9335	Douglas	1FE	1 YD MSW EOW	12/10/2021	01/01/0001	240
517					ROCK ISLAND	WA	98850-9588	Douglas	111	1-1 YD 1X PER WEEK	12/24/2021	01/01/0001	240
518					EAST WENATCHEE	WA	98802-9601	Douglas	141	1-4 YD 1X PER WEEK	12/23/2021	09/07/2022	240
518					EAST WENATCHEE	WA	98802-9601	Douglas	121	1-2 YD 1X PER WEEK	12/23/2021	09/07/2022	240

Customer No.	Customer account no. displayed on invoice	Name on account	House number	Street name	City	State	Zip code	County	Service Code	Service Description	Date account opened	Date account cancelled (0001 means still active)	Item No.
519					EAST WENATCHEE	WA	98802	Douglas	121	1-2 YD 1X PER WEEK	12/31/2021	01/01/0001	240
520					MANSFIELD	WA	98830	Douglas	1FM	1 YD MSW 1X MO	01/06/2022	01/01/0001	240
521					MANSFIELD	WA	98830	Douglas	2FM	2 YD MSW 1X MO	01/07/2022	01/01/0001	240
522					COULEE CITY	WA	98858-9721	Douglas	2FM	2 YD MSW 1X MO	01/14/2022	04/05/2022	240
523					MANSFIELD	WA	98830-9737	Douglas	2FM	2 YD MSW 1X MO	01/14/2022	01/01/0001	240
524					EAST WENATCHEE	WA	98802-8721	Douglas	141	1-4 YD 1X PER WEEK	01/20/2022	01/01/0001	240
525					EAST WENATCHEE	WA	98802-9226	Douglas	1EM	1-96 GAL CART MSW	01/21/2022	01/01/0001	240
526					EAST WENATCHEE	WA	98802-5157	Douglas	4PT	4 YD MSW TEMP PER UNIT	01/26/2022	02/04/2022	240
527					EAST WENATCHEE	WA	98802-9333	Douglas	121	1-2 YD 1X PER WEEK	01/27/2022	01/01/0001	240
528					ROCK ISLAND	WA	98850-9511	Douglas	121	1-2 YD 1X PER WEEK	01/26/2022	01/01/0001	240
529					EPHRATA	WA	98823-9811	Douglas	2FM	2 YD MSW 1X MO	01/25/2022	06/01/2023	240
530					EPHRATA	WA	98823-9811	Douglas	2FM	2 YD MSW 1X MO	01/25/2022	01/01/0001	240
531					EAST WENATCHEE	WA	98802	Douglas	161	1-6 YD 1X PER WEEK	01/31/2022	01/01/0001	240
531					EAST WENATCHEE	WA	98802	Douglas	181	1-8 YD 1X PER WEEK	01/31/2022	01/01/0001	240
532					EAST WENATCHEE	WA	98802-8001	Douglas	181	1-8 YD 1X PER WEEK	01/31/2022	01/01/0001	240
533					EAST WENATCHEE	WA	98802-5629	Douglas	141	1-4 YD 1X PER WEEK	01/31/2022	05/04/2022	240
534					MANSFIELD	WA	98830	Douglas	4FE	4 YD MSW EOW	02/03/2022	01/01/0001	240
535					MANSFIELD	WA	98830	Douglas	2FE	2 YD MSW EOW	02/03/2022	01/01/0001	240
536					E WENATCHEE	WA	98802-9284	Douglas	141	1-4 YD 1X PER WEEK	02/07/2022	07/01/2022	240
537					ROCK ISLAND	WA	98850-9503	Douglas	111	1-1 YD 1X PER WEEK	02/17/2022	01/01/0001	240
538					EAST WENATCHEE	WA	98802-8429	Douglas	121	1-2 YD 1X PER WEEK	02/18/2022	05/06/2022	240
539					COULEE CITY	WA	99115-5104	Douglas	2FM	2 YD MSW 1X MO	03/03/2022	01/01/0001	240
540					ORONDO	WA	98843-9797	Douglas	111	1-1 YD 1X PER WEEK	03/10/2022	01/01/0001	240
541					PALISADES	WA	98845-9619	Douglas	121	1-2 YD 1X PER WEEK	03/11/2022	03/10/2023	240
542					PALISADES	WA	98845-9619	Douglas	2FE	2 YD MSW EOW	03/11/2022	03/10/2023	240
543					ORONDO	WA	98843-9752	Douglas	6PT	6 YD MSW TEMP PER UNIT	03/10/2022	03/31/2022	240
544					EAST WENATCHEE	WA	98802	Douglas	111	1-1 YD 1X PER WEEK	03/15/2022	01/01/0001	240
545					EAST WENATCHEE	WA	98802-9355	Douglas	151	1-1.5 YD 1X PER WEEK	03/16/2022	01/01/0001	240
546					EAST WENATCHEE	WA	98802-8572	Douglas	121	1-2 YD 1X PER WEEK	03/16/2022	01/01/0001	240
547					EAST WENATCHEE	WA	98802-5621	Douglas	8PT	8 YD MSW TEMP PER UNIT	03/17/2022	04/01/2022	240
548					EAST WENATCHEE	WA	98802-9135	Douglas	141	1-4 YD 1X PER WEEK	03/25/2022	09/23/2022	240
549					EAST WENATCHEE	WA	98802-3954	Douglas	4FE	4 YD MSW EOW	03/25/2022	09/20/2022	240
550					QUINCY	WA	98848-9640	Douglas	561	5-6 YD 1X PER WEEK	03/29/2023	11/04/2022	240
551					QUINCY	WA	98848-9640	Douglas	281	2-8 YD 1X PER WEEK	03/29/2023	11/04/2022	240

Customer No.	Customer account no. displayed on invoice	Name on account	House number	Street name	City	State	Zip code	County	Service Code	Service Description	Date account opened	Date account cancelled (0001 means still active)	Item No.
551					QUINCY	WA	98848-9640	Douglas	361	3-6 YD 1X PER WEEK	03/29/2023	11/04/2022	240
552					EAST WENATCHEE	WA	98802-3909	Douglas	8PT	8 YD MSW TEMP PER UNIT	04/01/2022	10/28/2022	240
553					EAST WENATCHEE	WA	98802-8439	Douglas	8PT	8 YD MSW TEMP PER UNIT	03/31/2022	05/27/2022	240
554					ORONDO	WA	98843-9681	Douglas	1EM	1-96 GAL CART MSW	04/06/2022	01/01/0001	240
555					EAST WENATCHEE	WA	98802	Douglas	5FE	1.5 YD MSW EOW	03/31/2022	12/02/2022	240
556					EAST WENATCHEE	WA	98802-5064	Douglas	8PT	8 YD MSW TEMP PER UNIT	04/08/2022	09/30/2022	240
557					EAST WENATCHEE	WA	98802-8714	Douglas	2FE	2 YD MSW EOW	04/08/2022	07/06/2022	240
558					ROCK ISLAND	WA	98850-9547	Douglas	2FE	2 YD MSW EOW	04/15/2022	01/01/0001	240
559					ORONDO	WA	98843-9787	Douglas	261	2-6 YD 1X PER WEEK	04/14/2022	01/01/0001	240
559					ORONDO	WA	98843-9787	Douglas	941	9-4 YD 1X PER WEEK	04/14/2022	01/01/0001	240
559					ORONDO	WA	98843-9787	Douglas	262	2-6 YD 2X PER WEEK	04/14/2022	01/01/0001	240
559					ORONDO	WA	98843-9787	Douglas	942	9-4 YD 2X PER WEEK	04/14/2022	01/01/0001	240
560					EAST WENATCHEE	WA	98802-4128	Douglas	151	1-1.5 YD 1X PER WEEK	04/18/2022	01/01/0001	240
561					EAST WENATCHEE	WA	98802-9241	Douglas	3PT	3 YD MSW TEMP PER UNIT	08/05/2022	07/06/2022	240
562					ORONDO	WA	98843-9634	Douglas	6PT	6 YD MSW TEMP PER UNIT	04/28/2022	07/07/2022	240
563					EAST WENATCHEE	WA	98802-5815	Douglas	151	1-1.5 YD 1X PER WEEK	04/21/2022	01/01/0001	240
564					EAST WENATCHEE	WA	98802-5855	Douglas	4PT	4 YD MSW TEMP PER UNIT	04/25/2022	01/01/0001	240
565					EAST WENATCHEE	WA	98802-5105	Douglas	4FT	4 YD MSW TEMP	04/27/2022	05/27/2022	240
566					EAST WENATCHEE	WA	98802-9043	Douglas	6PT	6 YD MSW TEMP PER UNIT	04/29/2022	06/09/2022	240
567					WATERVILLE	WA	98858-9806	Douglas	5FE	1.5 YD MSW EOW	05/03/2022	01/01/0001	240
568					COULEE CITY	WA	99115-9534	Douglas	3FE	3 YD MSW EOW	05/03/2022	01/01/0001	240
569					EAST WENATCHEE	WA	98802-9243	Douglas	8PT	8 YD MSW TEMP PER UNIT	05/06/2022	06/16/2022	240
570					EAST WENATCHEE	WA	98802	Douglas	181	1-8 YD 1X PER WEEK	05/05/2022	01/01/0001	240
571					EAST WENATCHEE	WA	98802-3101	Douglas	111	1-1 YD 1X PER WEEK	05/05/2022	01/01/0001	240
572					COULEE CITY	WA	99115-5101	Douglas	2FE	2 YD MSW EOW	05/09/2022	01/01/0001	240
573					EAST WENATCHEE	WA	98802-8687	Douglas	6PT	6 YD MSW TEMP PER UNIT	05/13/2022	07/08/2022	240
574					ORONDO	WA	98843	Douglas	161	1-6 YD 1X PER WEEK	05/25/2022	12/14/2022	240

Customer No.	Customer account no. displayed on invoice	Name on account	House number	Street name	City	State	Zip code	County	Service Code	Service Description	Date account opened	Date account cancelled (0001 means still active)	Item No.
575					ORONDO	WA	98843-9793	Douglas	131	1-3 YD 1X PER WEEK	06/01/2022	01/01/0001	240
575					ORONDO	WA	98843-9793	Douglas	131	1-3 YD 1X PER WEEK	06/01/2022	01/01/0001	240
576					EAST WENATCHEE	WA	98802-8658	Douglas	131	1-3 YD 1X PER WEEK	06/02/2022	09/06/2022	240
577					EAST WENATCHEE	WA	98802-9289	Douglas	4PT	4 YD MSW TEMP PER UNIT	06/10/2022	07/01/2022	240
578					EAST WENATCHEE	WA	98802-5135	Douglas	8PT	8 YD MSW TEMP PER UNIT	06/10/2022	07/29/2022	240
579					EAST WENATCHEE	WA	98802-9021	Douglas	4PT	4 YD MSW TEMP PER UNIT	06/24/2022	10/28/2022	240
580					EAST WENATCHEE	WA	98802-9560	Douglas	8PT	8 YD MSW TEMP PER UNIT	06/22/2022	06/30/2022	240
581					ORONDO	WA	98843-9753	Douglas	141	1-4 YD 1X PER WEEK	06/24/2022	09/01/2022	240
582					EAST WENATCHEE	WA	98802-8503	Douglas	1FE	1 YD MSW EOW	06/27/2022	01/01/0001	240
583					EAST WENATCHEE	WA	98802-9598	Douglas	121	1-2 YD 1X PER WEEK	06/27/2022	01/01/0001	240
584					EAST WENATCHEE	WA	98802-8532	Douglas	1EM	1-96 GAL CART MSW	07/01/2022	01/01/0001	240
585					EAST WENATCHEE	WA	98802-8532	Douglas	1EM	1-96 GAL CART MSW	07/01/2022	01/01/0001	240
586					EAST WENATCHEE	WA	98802	Douglas	2FE	2 YD MSW EOW	06/28/2022	01/01/0001	240
587					EAST WENATCHEE	WA	98802-9226	Douglas	111	1-1 YD 1X PER WEEK	07/01/2022	01/01/0001	240
588					ORONDO	WA	98843	Douglas	1FE	1 YD MSW EOW	07/06/2022	01/01/0001	240
589					EAST WENATCHEE	WA	98802-5071	Douglas	3FQ	3YD FEL ON CALL	07/06/2022	09/02/2022	240
590					EAST WENATCHEE	WA	98802-9355	Douglas	121	1-2 YD 1X PER WEEK	07/08/2022	01/01/0001	240
591					EAST WENATCHEE	WA	98802-8658	Douglas	3PT	3 YD MSW TEMP PER UNIT	07/12/2022	08/05/2022	240
592					EAST WENATCHEE	WA	98802-5474	Douglas	161	1-6 YD 1X PER WEEK	07/15/2022	01/01/0001	240
593					E WENATCHEE	WA	98802	Douglas	141	1-4 YD 1X PER WEEK	07/01/2022	01/01/0001	240
594					WATERVILLE	WA	98858-9773	Douglas	6PT	6 YD MSW TEMP PER UNIT	07/26/2022	10/06/2022	240
595					EAST WENATCHEE	WA	98802	Douglas	181	1-8 YD 1X PER WEEK	07/22/2022	11/30/2022	240
596					EAST WENATCHEE	WA	98802-9393	Douglas	121	1-2 YD 1X PER WEEK	07/21/2022	01/01/0001	240
597					EAST WENATCHEE	WA	98802	Douglas	8FE	8 YD MSW EOW	08/08/2022	11/03/2022	240
598					ORONDO	WA	98843-5501	Douglas	8PT	8 YD MSW TEMP PER UNIT	08/04/2022	11/10/2022	240
599					EAST WENATCHEE	WA	98802-5359	Douglas	161	1-6 YD 1X PER WEEK	08/08/2022	01/01/0001	240
600					ORONDO	WA	98843-9705	Douglas	121	1-2 YD 1X PER WEEK	08/11/2022	01/01/0001	240
601					EAST WENATCHEE	WA	98802-5564	Douglas	1PT	1 YD MSW TEMP PER UNIT	08/10/2022	08/26/2022	240

Customer No.	Customer account no. displayed on invoice	Name on account	House number	Street name	City	State	Zip code	County	Service Code	Service Description	Date account opened	Date account cancelled (0001 means still active)	of 62 Tariff Item No.
602					EAST WENATCHEE	WA	98802-5937	Douglas	2PT	2 YD MSW TEMP PER UNIT	08/12/2022	01/01/0001	240
603					EAST WENATCHEE	WA	98802-4009	Douglas	121	1-2 YD 1X PER WEEK	08/19/2022	01/01/0001	240
604					EAST WENATCHEE	WA	98802-5032	Douglas	8PT	8 YD MSW TEMP PER UNIT	08/22/2022	09/02/2022	240
605					EAST WENATCHEE	WA	98802-9210	Douglas	4PT	4 YD MSW TEMP PER UNIT	08/23/2022	10/28/2022	240
606					EAST WENATCHEE	WA	98802-8294	Douglas	2PT	2 YD MSW TEMP PER UNIT	08/26/2022	05/26/2023	240
607					EAST WENATCHEE	WA	98802-9073	Douglas	111	1-1 YD 1X PER WEEK	08/26/2022	01/01/0001	240
608					EAST WENATCHEE	WA	98802-5240	Douglas	1FE	1 YD MSW EOW	08/30/2022	01/01/0001	240
609					EAST WENATCHEE	WA	98802-9598	Douglas	121	1-2 YD 1X PER WEEK	09/02/2022	01/01/0001	240
609					EAST WENATCHEE	WA	98802-9598	Douglas	141	1-4 YD 1X PER WEEK	09/02/2022	01/01/0001	240
								Douglas					240
610					EAST WENATCHEE	WA	98802-8202	Douglas	121	1-2 YD 1X PER WEEK	09/06/2022	01/01/0001	240
611					PALISADES	WA	98845-9618	Douglas	111	1-1 YD 1X PER WEEK	09/09/2022	01/01/0001	240
612					EAST WENATCHEE	WA	98802-8704	Douglas	151	1-1.5 YD 1X PER WEEK	09/16/2022	01/01/0001	240
613					ORONDO	WA	98843-6001	Douglas	1FE	1 YD MSW EOW	09/29/2022	06/03/2023	240
614					LEAVENWORTH	WA	98826-9726	Douglas	111	1-1 YD 1X PER WEEK	09/26/2022	01/01/0001	240
614					LEAVENWORTH	WA	98826-9726	Douglas	1FE	1 YD MSW EOW	09/26/2022	01/01/0001	240
615					WATERVILLE	WA	98858-9750	Douglas	5FE	1.5 YD MSW EOW	09/29/2022	04/05/2023	240
616					EAST WENATCHEE	WA	98802-8688	Douglas	141	1-4 YD 1X PER WEEK	09/30/2022	01/01/0001	240
617					EAST WENATCHEE	WA	98802-9296	Douglas	121	1-2 YD 1X PER WEEK	09/30/2022	01/01/0001	240
618					EAST WENATCHEE	WA	98802-8504	Douglas	4PT	4 YD MSW TEMP PER UNIT	10/07/2022	10/13/2022	240
619					EAST WENATCHEE	WA	98802-5832	Douglas	151	1-1.5 YD 1X PER WEEK	10/07/2022	01/01/0001	240
620					EAST WENATCHEE	WA	98802-9311	Douglas	6FE	6 YD MSW EOW	10/19/2022	01/01/0001	240
621					EAST WENATCHEE	WA	98802-5889	Douglas	8PT	8 YD MSW TEMP PER UNIT	10/20/2022	12/16/2022	240
622					MANSFIELD	WA	98830-9753	Douglas	8FE	8 YD MSW EOW	10/24/2022	01/01/0001	240
623					EAST WENATCHEE	WA	98802-9560	Douglas	8PT	8 YD MSW TEMP PER UNIT	11/04/2022	01/01/0001	240
624					EAST WENATCHEE	WA	98802-9507	Douglas	8PT	8 YD MSW TEMP PER UNIT	11/11/2022	11/18/2022	240
625					EAST WENATCHEE	WA	98802-9575	Douglas	131	1-3 YD 1X PER WEEK	11/11/2022	01/01/0001	240
626					EAST WENATCHEE	WA	98802-9296	Douglas	121	1-2 YD 1X PER WEEK	11/28/2022	01/01/0001	240

Customer No.	Customer account no. displayed on invoice	Name on account	House number	Street name	City	State	Zip code	County	Service Code	Service Description	Date account opened	Date account cancelled (0001 means still active)	Item No.
627					EAST WENATCHEE	WA	98802-8721	Douglas	131	1-3 YD 1X PER WEEK	11/16/2022	01/01/0001	240
628					EAST WENATCHEE	WA	98802-9396	Douglas	111	1-1 YD 1X PER WEEK	11/11/2022	01/01/0001	240
629					ORONDO	WA	98843-9633	Douglas	121	1-2 YD 1X PER WEEK	11/17/2022	01/01/0001	240
630					ORONDO	WA	98843-9782	Douglas	281	2-8 YD 1X PER WEEK	11/01/2022	01/01/0001	240
631					EAST WENATCHEE	WA	98802-3811	Douglas	161	1-6 YD 1X PER WEEK	11/25/2022	01/01/0001	240
632					WATERVILLE	WA	98858	Douglas	1FE	1 YD MSW EOW	12/02/2022	01/01/0001	240
633					ORONDO	WA	98843	Douglas	1FE	1 YD MSW EOW	12/08/2022	01/01/0001	240
634					ORONDO	WA	98843-9502	Douglas	121	1-2 YD 1X PER WEEK	12/15/2022	01/01/0001	240
635					EAST WENATCHEE	WA	98802-9401	Douglas	3PT	3 YD MSW TEMP PER UNIT	12/16/2022	12/23/2022	240
636					ORONDO	WA	98843-9504	Douglas	121	1-2 YD 1X PER WEEK	01/06/2023	01/01/0001	240
637					EAST WENATCHEE	WA	98802-9224	Douglas	111	1-1 YD 1X PER WEEK	04/19/2023	04/05/2023	240
638					EAST WENATCHEE	WA	98802-5188	Douglas	3PT	3 YD MSW TEMP PER UNIT	02/10/2023	01/01/0001	240
639					ORONDO	WA	98843-5704	Douglas	181	1-8 YD 1X PER WEEK	02/16/2023	01/01/0001	240
640					EAST WENATCHEE	WA	98802-4891	Douglas	181	1-8 YD 1X PER WEEK	02/17/2023	01/01/0001	240
641					EAST WENATCHEE	WA	98802-9541	Douglas	181	1-8 YD 1X PER WEEK	02/17/2023	01/01/0001	240
642					EAST WENATCHEE	WA	98802-3909	Douglas	2FE	2 YD MSW EOW	02/24/2023	01/01/0001	240
643					PALISADES	WA	98845-9601	Douglas	121	1-2 YD 1X PER WEEK	02/17/2023	01/01/0001	240
644					WATERVILLE	WA	98858-9738	Douglas	2FE	2 YD MSW EOW	02/16/2023	01/01/0001	240
645					ROCK ISLAND	WA	98850-9302	Douglas	111	1-1 YD 1X PER WEEK	02/17/2023	01/01/0001	240
646					EAST WENATCHEE	WA	98802-9515	Douglas	3PT	3 YD MSW TEMP PER UNIT	02/21/2023	06/02/2023	240
647					EAST WENATCHEE	WA	98802-9224	Douglas	141	1-4 YD 1X PER WEEK	03/03/2023	01/01/0001	240
648					EAST WENATCHEE	WA	98802-9540	Douglas	161	1-6 YD 1X PER WEEK	03/10/2023	01/01/0001	240
649					ROCK ISLAND	WA	98850-9715	Douglas	111	1-1 YD 1X PER WEEK	03/09/2023	01/01/0001	240
650					EAST WENATCHEE	WA	98802-8608	Douglas	8FE	8 YD MSW EOW	03/20/2023	01/01/0001	240
651					ORONDO	WA	98843	Douglas	6PT	6 YD MSW TEMP PER UNIT	04/10/2023	01/01/0001	240