

Company Name/Permit Number:

Registered Trade Name:

Item 30 – Limitations of Service

**6. Missed service due to a labor disruption, which causes work stoppages that prevent or limit a company from collecting solid waste. A company must:**

- a. Immediately inform the commission’s regulatory services and consumer protection staff when a labor disruption is imminent by email at: [servicedisruption@utc.wa.gov](mailto:servicedisruption@utc.wa.gov). This email must be used for all communications regarding the labor disruption.
- b. Provide daily email reports to the commission regarding the company’s progress toward meeting full service requirements.
- c. Develop and implement a customer outreach plan regarding the labor disruption, what to expect, and how to contact the commission.
- d. Provide the commission’s regulatory services and consumer protection staff with a copy of the customer outreach plan by email.
- e. Provide an email that includes a schedule and plan for communicating with local governments and the media.
- f. Use all reasonable, practicable means to resume regularly-scheduled service to all customers. To evaluate a company’s response to a labor disruption, the commission may consider the company’s resources, the circumstances of the labor disruption and any other relevant factors.
- g. The company will not charge for extra waste set out in addition to customers’ normal receptacle(s), if the amount of extra waste does not exceed the amount that reasonably would be expected to accumulate due to missed service.
- h. Credit:  
If the company does not collect all of a customer’s accumulated solid waste on the customer’s next regularly-scheduled service date, the company is required to give a credit to the customer, proportionate to the service-related component of the tariff rate for the customer’s service, for all missed services and for each subsequent missed service until normal service is restored.
- i. When the labor disruption has been settled, notify the commission’s regulatory services and consumer protection staff by email, and indicate when normal service is anticipated to resume.

**7. Definitions:**

- a. “Reasonably would be expected to accumulate due to missed service” means, at a minimum, the amount of solid waste represented by the number of missed service(s) multiplied by the customer’s subscribed service level. For example, if the company misses two services for a customer who subscribes to one 96-gallon toter, the amount would be the equivalent of 192 gallons (2 services x 96 gallons subscription per service).

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b. "Next scheduled service date" – this date is defined by each customer’s subscription service.

i. Example 1: A customer subscribes to weekly service that the company schedules for every Wednesday. If the company does not provide service on Wednesday, November 14, the next scheduled service date would be Wednesday, November 21.

ii. Example 2: A customer subscribes to daily service. If the company does not provide service on Wednesday, November 14, the next scheduled service date would be Thursday, November 15.

iii. Example 3: A customer subscribes to every-other-week recycling service scheduled for Wednesday, November 14. If the company does not provide service on Wednesday, November 14, the next scheduled service date would be Wednesday, November 28.

c. Example of how to calculate a credit:

Monthly residential garbage rates for weekly service are set based on 4.33 services per month. If the company misses one service, the credit is calculated as: .231 (1 missed service divided by 4.33 services per month) multiplied by the service-related component of the tariff rate; provided that the credit for any specific month does not exceed the full rate per month.

Monthly residential garbage rates for every-other-week service are set based on 2.17 services per month. If the company misses one service, the credit is calculated as: .46 (1 missed service divided by 2.17 services per month) multiplied by the service-related component of the tariff rate; provided that the credit for any specific month does not exceed the full rate per month.

Commercial service rates are generally published on a per-pick-up basis.

The "service-related component of the tariff rate" is calculated as follows:

- Garbage: Garbage tariff rate minus disposal costs. The published garbage tariff rates include costs for disposal.
- Yard Waste: Yard Waste tariff rate minus processing costs. The yard waste tariff rates include costs for processing.
- Recycling: Recycling tariff rate minus processing costs. The recycling tariff rate includes costs for processing recyclable materials. The recycling commodity adjustment (credit or debit), published separately, has no bearing on this calculation.

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