

Attachment A

Washington State Complaint: CAS-28786-M8N5R8

Company: Waste Management of Washington, Inc.

Industry: Solid Waste

Customer: Brem-Air Customers

Alt Contact:

Account Number:

Service Phone:

E-mail Address:

Service Address:

Complaint: CAS-28786-M8N5R8

Type: Inquiry

Serviced By: John Trier

Grouped By: Quality Of Service

Opened On: 7/30/2021, 10:07:55 AM

Closed On: 8/6/2021, 4:25:50 PM

Disposition: No findings

Violations Total: 0

TA Total: 0

Amount Customer Saved:

Description:

On 7/15/21 Waste Management did not service yard waste for customers in the Bremerton area. Customers were sent notice that accumulated waste would be serviced on 7/29/21, the next regularly scheduled pickup date.

On 7/29/21 Waste Management again notified customers that it would again not be collecting yard waste, and collection would be made on 8/12/21 "at no extra charge".

Waste Management has previously expressed a labor shortage and lack of available drivers as the cause of the missed pickups and that it was prioritizing the collection of garbage and recycling where possible.

7/30/21 10:26 a.m. Passed Master Complaint to Waste Management via email. Waste Management's response is due by 5 p.m. on 8/3/21.

Supervisor Result:

Customer Resolution:

Result:

During the weeks of 7/11/21 and 7/25/21 Waste Management failed to collect yard waste for 1,905 customers in the Kitsap county region. Waste Management is experiencing a severe labor shortage and is down six drivers in the Kitsap area. Waste Management has had difficulties recruiting drivers to reach an adequate staffing level. Due to the labor shortage, Waste Management is unable to cover all routes in the region and has chosen to prioritize collection of all garbage and recycling as required by the Kitsap County service level ordinance, and has missed yard waste collection due to this decision. Waste Management has committed to reschedule and adjust routes to ensure that no customer experiences repeat missed collections until adequate staffing levels are met. WM has been advised that if it believes it is unable to meet the service levels in its commission approved tariff it should file a revision with a level of service it can provide or request an exemption due to the current circumstances. TOTAL VIOLATIONS RECORDED - 3,810 in CAS-28726-J0P9C7

Violations

There are no violations for this case.

Activities

Activity Type: Email

Activity Date: 7/30/2021, 10:28:37 AM

To: DCovert1@wm.com;

From: john.trier@utc.wa.gov

Subject: [WA UTC Complaint CAS-28786-M8N5R8 for Brem-Air Yard Waste Pickups CRM:0133028](#)

Attachments: 0

Body:

NEW MASTER COMPLAINT.

Good morning Denie, I have received a number of complaints for the Bremerton area relating to missed yard waste pickups yesterday. I have four such complaints so far that I will be passing. With a master complaint I will be coordinating the response through this single case, and will only need a single response here rather than for each individual customer. I'll be passing those complaints shortly which will include the customer information.

Washington UTC Complaint CAS-28786-M8N5R8

Company: Waste Management of Washington, Inc.

Customer: Brem-Air Yard Waste Pickups

Account #:

Contact:

Service Address:

Primary Phone:

Secondary Phone:

Email Address:

Complaint Information:

Complaint ID: CAS-28786-M8N5R8

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7/30/21 10:28 a.m. Passed Master Complaint to Waste Management via email. Waste Management's response is due by 5 p.m. on 8/3/21.

Activity Type: Email

Activity Date: 8/2/2021, 3:49:51 PM

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

From: dcovert1@wm.com

Subject: [FW: WA UTC Complaint CAS-28786-M8N5R8 for Brem-Air Yard Waste Pickups CRM:0133028](#)

Attachments: 1

Body:

External Email

Good afternoon John,

Please let me start by extending my apologies for the added time and inconvenience I know this has caused you and the commission.

Waste Management, like dozens of other industries, is experiencing a considerable labor shortage. The unprecedented COVID pandemic continues to have historic negative impact on retention of employees, sourcing qualified candidates and onboarding new employees.

Waste Management has looked for creative ideas to attract new drivers such as a \$2,000 signing bonus, \$500 referral bonus, WM paid toll charges for potential candidates who may face such fees during their commute, extensive hiring/job fairs as well as partnering with our military. We continue to position our company as the best place to work and will continue with those efforts.

In addition to trying to attract talent with these great perks our company has also added great benefits to keep our folks. Some of those benefits are 100% paid tuition for WM employees with no out of pocket up front. Tuition benefits for dependents. Combine those with all of the great benefits we already had such as 401k, life insurance, paid emergency child/elder care, the list goes on.

At this time our Bremerton district is short roughly 6 drivers. The District manager is working diligently on hiring. He has three candidates that he is working to get through the hiring process now with more interviews and recruiting taking place.

For the service weeks of 7/15 and 7/29 we had enough drivers to service MSW however not enough to service both recycle and yard waste. We made a decision to service all recycle and leave yard waste for the next service period.

Understanding that the customers went two service cycles without yard waste service we are applying a one month yard waste credit on all customer accounts that were rescheduled two yard waste service cycles. The customers do not have to call or request the credit. We will be proactively applying the credit of \$8.47 to each of those customer's accounts. This credit will apply directly to the customer accounts and be reflected on their next invoice with a note indicating a credit was applied and why it was applied.

Additionally, we will service the customer's yard waste to include extras for the week of 7/15 and 7/29 at no additional cost to the customers, even though they are receiving a credit. We will reach out to each customer who has a filing under this complaint and extend our apologies, review the one month credit and the recovery commitment.

To minimize customer impact as we work through this very challenging time, the district manager will be reviewing routes that could not be completed and working to re-arrange drivers for the next scheduled service week so that the same customers are not impacted consecutive service weeks. We will also make certain that we post communication on our website at wmnorthwest.com related to service delays and we will continue to communicate with customers who are affected by a service delay using outbound messaging.

Respectfully,

Denie Covert

Area Customer Experience Manager
Pacific Northwest and BC, Canada
dcovert1@wm.com

Waste Management

C: 360-722 1004
C: 360-632-2544

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

Sent: Friday, July 30, 2021 10:29 AM

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

Subject: [EXTERNAL] WA UTC Complaint CAS-28786-M8N5R8 for Brem-Air Yard Waste Pickups
CRM:0133028

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Washington UTC Complaint CAS-28786-M8N5R8

Company: Waste Management of Washington, Inc.

Customer: Brem-Air Yard Waste Pickups

Account #:

Contact:

Service Address:

Primary Phone:

Secondary Phone:

Email Address:

Complaint Information:

Complaint ID: CAS-28786-M8N5R8

Serviced By: John Trier

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Grouped By: Quality Of Service

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Activity Type: Email

Activity Date: 8/3/2021, 9:50:00 AM

To: DCovert1@wm.com;

From: john.trier@utc.wa.gov

Subject: [FW: \[EXTERNAL\] Re: Waste Management Kitsap County CRM:0133028](#)

Attachments: 3

Body:

I received the email below from one of the complainants in the master case.

I think that this communication may have been sent out prior to WM's management meeting and response which indicated that credits would be provided as well as accumulated service. I did also, however, just have a phone call with another customer who I need to add in who mentioned speaking with a supervisor this morning who was aware there was a meeting, but did not seem to think that there would be any credits provided.

Just wanted to follow up if there's a bit of a lag between the information provided in WM's response and the information going out to customers.

Regards,

John Trier

Consumer Complaint Investigator
(360) 664-1142 Office
(888) 333-9882 Toll Free
John.Trier@utc.wa.gov

Utilities and Transportation Commission

Respect. Professionalism. Integrity. Accountability.
www.utc.wa.gov

From: Bob & Carolyn Fessler <fessbc4898@gmail.com>
Sent: Tuesday, August 3, 2021 9:07 AM
To: Trier, John (UTC) <john.trier@utc.wa.gov>
Cc: pnwrsservices@wm.com
Subject: Fwd: [EXTERNAL] Re: Waste Management Kitsap County

External Email

For the record, I wanted to let you know what Waste Management's decision is. I'll cross my fingers they get their problem resolved by 8/12 and make a pickup. Thanks for filing my complaint.

----- Forwarded Message -----

Subject:[EXTERNAL] Re: Waste Management Kitsap County
Date:Tue, 3 Aug 2021 11:00:13 -0500
From:pnwrsservices@wm.com
To:fessbc4898@gmail.com

Dear Robert,

Thank you for contacting Waste Management about your yard waste service. I am happy to assist you with this.

We apologize for the missed service, due to operational delay. We will be collecting all extra yard waste on 08/12/2021. Please put extra yard waste out in cardboard boxes no larger

that 3 ft x 3 ft x 3 ft if you do not have a personal container or the paper lawn bags. Because we will be servicing all the extra yard waste on your next service day, we will not be crediting your account.

Currently, you have one 96-gallon yard waste container at \$8.47 per month. If you would like to add another 96-gallon yard waste container, it would be \$14.07 per month. Please let us know if you would like to add the second container.

If you have any additional questions or concerns do not hesitate to reply to this email or contact us through Waste Management live chat at www.wm.com.

Thank you again for contacting Waste Management. We truly appreciate your business and allowing us to serve your waste management needs.

MAUREEN
Digital Customer Service Representative
Waste Management

On 8/2/2021 4:41 PM, Bob & Carolyn Fessler wrote:

I can't "allow" double yard waste pickup at no additional charge for several reasons. One is that you have missed two pickups in a row, not one as you have inferred. I would have to put out triple yard waste. This is unacceptable. The other reason is I have no additional container to put out with the pile of yard waste that is piling up in my backyard. When I called, I was specifically told it had to be paper bags bought at a store like Lowes or a 32 gal container. I have neither. If you want to drop them off, I can put out more yard waste. Barring your container drop off, I would like a refund for the two weeks that you failed to pickup what I had contracted and paid for.

On 8/2/2021 10:27 AM, pnwrsservices@wm.com wrote:

Dear Robert,

Thank you for contacting Waste Management. I realize there was a delay in responding to your original request, and you had to take an additional step to contact us. I know your time is valuable, and I sincerely apologize for this experience.

If you allow, we will be able to service double yard waste on 08/12/2021 at no additional charge. Waiting for your consent.

If you have any additional questions, please feel free to respond to this email or chat with us online at www.wm.com.

Thanks again for contacting Waste Management. We appreciate the opportunity to be your environmental service and solutions partner.

ANUJ
Digital Customer Service Representative
Waste Management

On 8/2/2021 7:48 AM, Bob & Carolyn Fessler wrote:

My name is Robert T Fessler and my Customer ID is 3-54554-55000. Thank you for your assistance.

On 8/2/2021 7:01 AM, pnwrsservices@wm.com wrote:

Dear Bob,

Thank you for contacting Waste Management. I understand how important this matter is to you and I am happy to help with your request. To do so, I will need some additional details to ensure we can complete this in a timely manner.

Please provide the following details:

- Name on the account
- Customer ID (You may find your Customer ID on your invoice in the top right corner)

Once I receive this information, I will work diligently to assist you.

Thank you for being a valued Waste Management customer. We appreciate the opportunity to be your environmental service and solutions partner.

JITENDRA

Digital Customer Service Representative

Waste Management

On 8/2/2021 6:13 AM, Bob & Carolyn Fessler wrote:

I pay about \$25 extra every 2 months to have yard waste picked up every two weeks. The last pickup they made was 6 weeks ago. They skipped two pickups. My bin has been full for weeks. I have no more room. I called them and they told me that they might pick it up in two weeks on Aug 12th. I asked for an adjustment for the two weeks they did not pickup the waste but they said they would not do that. I will have to pay to dump it myself at the local transfer station. This is not tolerable. A pickup should be made or a refund given.

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

Activity Type: Email

Activity Date: 8/3/2021, 10:54:38 AM

To: dcovert1@wm.com;

From: john.trier@utc.wa.gov

Subject: [RE: FW: WA UTC Complaint CAS-28786-M8N5R8 for Brem-Air Yard Waste Pickups CRM:0133028](#)

Attachments: 1

Body:

Good morning Denie,

Thank you for the response to this complaint, as you can see this issue has generated a lot of concern among customers in the area. I did have a few additional questions relating the the missed pickups.

One thing seen previously in staffing situations is rerouting drivers from other service territories to provide additional coverage for the short staffed area. Had Waste Management considered bringing in drivers from other areas? Have there been limitations to its ability to do so?

I also am curious what factors led to WM's decision to prioritize recycling over yard waste. My understanding is that recycling is (generally) clean and may store well for a longer period of time than organic yard waste / compost. As many of the complainants have noted to me the conditions being caused by the summer heat and stored yard waste are less than pleasant. Can you provide more detail as to the reasoning behind this decision?

Has Kitsap County been notified about the missed yard waste pickups or included in any discussions about how to prioritize collections?

Please provide an additional response for the above questions by 5 p.m. on 8/5/21.

Thank you,
John

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

From: Denie Covert <dcovert1@wm.com>;

Received: Mon Aug 02 2021 15:49:51 GMT-0700 (Pacific Daylight Time)

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

Cc: Michael Weinstein <mweinst@wm.com>;

Subject: FW: WA UTC Complaint CAS-28786-M8N5R8 for Brem-Air Yard Waste Pickups CRM:0133028

External Email

Good afternoon John,

Please let me start by extending my apologies for the added time and inconvenience I know this has caused you and the commission.

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Waste Management has looked for creative ideas to attract new drivers such as a \$2,000 signing bonus, \$500 referral bonus, WM paid toll charges for potential candidates who may face such fees during their commute, extensive hiring/job fairs as well as partnering with our military. We continue to position our company as the best place to work and will continue with those efforts.

In addition to trying to attract talent with these great perks our company has also added great benefits to keep our folks. Some of those benefits are 100% paid tuition for WM employees with no out of pocket up front. Tuition benefits for dependents. Combine those with all of the great benefits we already had such as 401k, life insurance, paid emergency child/elder care, the list goes on.

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Respectfully,

Denie Covert

Area Customer Experience Manager
Pacific Northwest and BC, Canada
dcovert1@wm.com

Waste Management

C: 360-722 1004
C: 360-632-2544

From: Trier, John (UTC) <john.trier@utc.wa.gov>
Sent: Friday, July 30, 2021 10:29 AM
To: Covert, Denie <DCovert1@wm.com>
Subject: [EXTERNAL] WA UTC Complaint CAS-28786-M8N5R8 for Brem-Air Yard Waste Pickups CRM:0133028

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Company: Waste Management of Washington, Inc.

Customer: Brem-Air Yard Waste Pickups

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Contact:

Service Address:

Primary Phone:

Secondary Phone:

Email Address:

Complaint Information:

Complaint ID: CAS-28786-M8N5R8

Serviced By: John Trier

Opened On: 7/30/2021 10:07 AM

Grouped By: Quality Of Service

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Activity Type: Email

Activity Date: 8/3/2021, 11:07:42 AM

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

From: dcovert1@wm.com

Subject: [RE: FW: WA UTC Complaint CAS-28786-M8N5R8 for Brem-Air Yard Waste Pickups CRM:0133028](#)

Attachments: 1

Body:

External Email

Hi John,

I will get these questions to the DM who is better to speak to the priority decision and about the ability to utilize workforce from other areas.

I do know that this challenge has hit us nationwide and so pulling resources from other part of the country is not feasible, combined with travel/COVID type issues.

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

Sent: Tuesday, August 3, 2021 10:55 AM

To: Covert, Denie <Dcovert1@wm.com>

Subject: [EXTERNAL] RE: FW: WA UTC Complaint CAS-28786-M8N5R8 for Brem-Air Yard Waste Pickups CRM:0133028

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Activity Type: Email

Activity Date: 8/3/2021, 11:09:00 AM

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Subject: [RE: FW: WA UTC Complaint CAS-28786-M8N5R8 for Brem-Air Yard Waste Pickups CRM:0133028](#)

Attachments: 1

Body:

I had some expectations to that effect, but I wanted to make sure I got them from WM instead of just filling in with my own assumptions.

Thank you for your continued work with all these Denie.

Have a good day,
John

From: Covert, Denie <DCovert1@wm.com>
Sent: Tuesday, August 3, 2021 11:05 AM
To: Trier, John (UTC) <john.trier@utc.wa.gov>
Subject: RE: FW: WA UTC Complaint CAS-28786-M8N5R8 for Brem-Air Yard Waste Pickups CRM:0133028

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Subject: FW: WA UTC Complaint CAS-28786-M8N5R8 for Brem-Air Yard Waste Pickups CRM:0133028

External Email

Good afternoon John,

Please let me start by extending my apologies for the added time and inconvenience I know this has caused you and the commission.

Waste Management, like dozens of other industries, is experiencing a considerable labor shortage. The unprecedented COVID pandemic continues to have historic negative impact on retention of employees, sourcing qualified candidates and onboarding new employees.

Waste Management has looked for creative ideas to attract new drivers such as a \$2,000 signing bonus, \$500 referral bonus, WM paid toll charges for potential candidates who may face such fees during their commute, extensive hiring/job fairs as well as partnering with our military. We continue to position our company as the best place to work and will continue with those efforts.

In addition to trying to attract talent with these great perks our company has also added great benefits to keep our folks. Some of those benefits are 100% paid tuition for WM employees with no out of pocket up front. Tuition benefits for dependents. Combine those with all of the great benefits we already had such as 401k, life insurance, paid emergency child/elder care, the list goes on.

At this time our Bremerton district is short roughly 6 drivers. The District manager is working diligently on hiring. He has three candidates that he is working to get through the hiring process now with more interviews and recruiting taking place.

For the service weeks of 7/15 and 7/29 we had enough drivers to service MSW however not enough to service both recycle and yard waste. We made a decision to service all recycle and leave yard waste for the next service period.

Understanding that the customers went two service cycles without yard waste service we are applying a one month yard waste credit on all customer accounts that were rescheduled two yard waste service cycles. The customers do not have to call or request the credit. We will be proactively applying the credit of \$8.47 to each of those customer's accounts. This credit will apply directly to the customer accounts and be reflected on their next invoice with a note indicating a credit was applied and why it was applied.

Additionally, we will service the customer's yard waste to include extras for the week of 7/15 and 7/29 at no additional cost to the customers, even though they are receiving a credit. We will reach out to each customer who has a filing under this complaint and extend our apologies, review the one month credit and the recovery commitment.

To minimize customer impact as we work through this very challenging time, the district manager will be reviewing routes that could not be completed and working to re-arrange drivers for the next scheduled service week so that the same customers are not impacted consecutive service weeks. We will also make certain that we post communication on our website at wmnorthwest.com related to service delays and we will continue to communicate with customers who are affected by a service delay using outbound messaging.

Respectfully,

Denie Covert

Area Customer Experience Manager
Pacific Northwest and BC, Canada
dcovert1@wm.com

Waste Management

C: 360-722 1004
C: 360-632-2544

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

Sent: Friday, July 30, 2021 10:29 AM

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

Subject: [EXTERNAL] WA UTC Complaint CAS-28786-M8N5R8 for Brem-Air Yard Waste Pickups
CRM:0133028

NEW MASTER COMPLAINT.

Good morning Denie, I have received a number of complaints for the Bremerton area relating to missed yard waste pickups yesterday. I have four such complaints so far that I will be passing. With a master complaint I will be coordinating the response through this single case, and will only need a single response here rather than for each individual customer. I'll be passing those complaints shortly which will include the customer information.

Washington UTC Complaint CAS-28786-M8N5R8

Company: Waste Management of Washington, Inc.

Customer: Brem-Air Yard Waste Pickups

Account #:

Contact:

Service Address:

Primary Phone:

Secondary Phone:

Email Address:

Complaint Information:

Complaint ID: CAS-28786-M8N5R8

Serviced By: John Trier

Opened On: 7/30/2021 10:07 AM

Grouped By: Quality Of Service

Description:

On 7/15/21 Waste Management did not service yard waste for customers in the Bremerton area. Customers were sent notice that accumulated waste would be serviced on 7/29/21, the next regularly scheduled pickup date.

On 7/29/21 Waste Management again notified customers that it would again not be collecting yard waste, and collection would be made on 8/12/21 "at no extra charge".

Waste Management has previously expressed a labor shortage and lack of available drivers as the cause of the missed pickups and that it was prioritizing the collection of garbage and recycling where possible.

7/30/21 10:28 a.m. Passed Master Complaint to Waste Management via email. Waste Management's response is due by 5 p.m. on 8/3/21.

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

Activity Type: Email

Activity Date: 8/3/2021, 5:43:42 PM

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

From: dcovert1@wm.com

Subject: [RE: FW: WA UTC Complaint CAS-28786-M8N5R8 for Brem-Air Yard Waste Pickups CRM:0133028](#)

Attachments: 1

Body:

External Email

John,

Again my apologies for the extra work this is creating for you and the commission!

I wanted to provide some answers to your questions below.

Why yard waste rather than recycle:

- Yard waste is a separate subscription service however recycle is part of the county's service level ordinance.
- Less customers are subscribed to yard waste since it is by subscription versus recycle which all customers receive
- Customers who do subscribe to yard waste are using a 96g cart whereas recycle cart size is 64g so less space for material

Is there an opportunity to source workforce from other areas:

- We are experiencing this challenge nationwide so WM does not have support available to mobilize
- What we are seeing/hearing is a nationwide shortage of qualified drivers from all businesses. We have heard it referred to as the "War on Talent".
- When we do come across a qualified candidate, the background process alone can be delayed weeks and in some cases months. Most backgrounds require court record searches. With their staffing challenges, reduced hours, limited on-site work, these background checks are taking an extremely long time. As an example, I have a few customer service background checks that have been pending for almost 2 months now. The records searches take place in every location a candidate has resided in.

After sharing our plan with you I also communicated to our team so that our agents could have transparent conversations with our customers. I have heard back from a few agents who said customers are generally empathetic and understanding. They appreciate the honesty, transparency and expressed genuine support for drivers.

Although this will not likely be everyone's response, I did want to share the feedback I have received.

We will striving to avoid week over reschedules for any one customer of the same commodity until we can get through this crazy time.

As always, thank you so very much.

Denie Covert

Area Customer Experience Manager
Pacific Northwest and BC, Canada
dcovert1@wm.com

Waste Management

C: 360-722 1004

C: 360-632-2544

From: Trier, John (UTC) <john.trier@utc.wa.gov>
Sent: Tuesday, August 3, 2021 10:55 AM
To: Covert, Denie <DCovert1@wm.com>
Subject: [EXTERNAL] RE: FW: WA UTC Complaint CAS-28786-M8N5R8 for Brem-Air Yard Waste Pickups CRM:0133028

Good morning Denie,

Thank you for the response to this complaint, as you can see this issue has generated a lot of concern among customers in the area. I did have a few additional questions relating the the missed pickups.

One thing seen previously in staffing situations is rerouting drivers from other service territories to provide additional coverage for the short staffed area. Had Waste Management considered bringing in drivers from other areas? Have there been limitations to its ability to do so?

I also am curious what factors led to WM's decision to prioritize recycling over yard waste. My understanding is that recycling is (generally) clean and may store well for a longer period of time than organic yard waste / compost. As many of the complainants have noted to me the conditions being caused by the summer heat and stored yard waste are less than pleasant. Can you provide more detail as to the reasoning behind this decision?

Has Kitsap County been notified about the missed yard waste pickups or included in any discussions about how to prioritize collections?

Please provide an additional response for the above questions by 5 p.m. on 8/5/21.

Thank you,
John

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

From: Denie Covert <dcovert1@wm.com>;
Received: Mon Aug 02 2021 15:49:51 GMT-0700 (Pacific Daylight Time)
To: John Trier <john.trier@utc.wa.gov>;
Cc: Michael Weinstein <mweinst@wm.com>;
Subject: FW: WA UTC Complaint CAS-28786-M8N5R8 for Brem-Air Yard Waste Pickups CRM:0133028

External Email

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CRM:0133028

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Washington UTC Complaint CAS-28786-M8N5R8

Company: Waste Management of Washington, Inc.
Customer: Brem-Air Yard Waste Pickups
Account #:
Contact:
Service Address:
Primary Phone:
Secondary Phone:
Email Address:

Complaint Information:
Complaint ID: CAS-28786-M8N5R8
Serviced By: John Trier
Opened On: 7/30/2021 10:07 AM
Grouped By: Quality Of Service

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

Activity Type: Email

Activity Date: 8/4/2021, 5:36:00 PM

To: DCovert1@wm.com;

From: john.trier@utc.wa.gov

Subject: [RE: FW: WA UTC Complaint CAS-28786-M8N5R8 for Brem-Air Yard Waste Pickups CRM:0133028](#)

Attachments: 0

Body:

Good afternoon Denie,

I just wanted to follow up with you with a few questions that my management had relating to WM's efforts to get back up to speed.

Will WM be continuing the service credits going forward for each missed collection? (no time period was specified, but I assume that the question was limited until staffing levels were back to normal)

Can Waste Management identify how many customers have been impacted by these missed pickups in the Bremerton area?

Please provide a response by 5 p.m. on 8/9/21.

Thank you,
John

Activity Type: Email

Activity Date: 8/5/2021, 4:47:02 PM

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

From: dcovert1@wm.com

Subject: [RE: Re: Waste Management Kitsap County CRM:0133028](#)

Attachments: 0

Body:

External Email

Hi John,

Yes, WM's position would typically be to recover but this is an extraordinary case and it did take me some time to get the communication to all of our staff. We may have one or two out there who did not read my "URGENT" email yet but we will ensure that we follow through with our commitment.

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

Sent: Tuesday, August 3, 2021 9:50 AM

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

Subject: FW: [EXTERNAL] Re: Waste Management Kitsap County CRM:0133028

I received the email below from one of the complainants in the master case.

I think that this communication may have been sent out prior to WM's management meeting and response which indicated that credits would be provided as well as accumulated service. I did also, however, just have a phone call with another customer who I need to add in who mentioned speaking with a supervisor this morning who was aware there was a meeting, but did not seem to think that there would be any credits provided.

Just wanted to follow up if there's a bit of a lag between the information provided in WM's response and the information going out to customers.

Regards,

John Trier

Consumer Complaint Investigator

(360) 664-1142 Office

(888) 333-9882 Toll Free

John.Trier@utc.wa.gov

Utilities and Transportation Commission

Respect. Professionalism. Integrity. Accountability.

www.utc.wa.gov

From: Bob & Carolyn Fessler <fessbc4898@gmail.com>
Sent: Tuesday, August 3, 2021 9:07 AM
To: Trier, John (UTC) <john.trier@utc.wa.gov>
Cc: pnwrsservices@wm.com
Subject: Fwd: [EXTERNAL] Re: Waste Management Kitsap County

External Email

For the record, I wanted to let you know what Waste Management's decision is. I'll cross my fingers they get their problem resolved by 8/12 and make a pickup. Thanks for filing my complaint.

----- Forwarded Message -----

Subject:[EXTERNAL] Re: Waste Management Kitsap County
Date:Tue, 3 Aug 2021 11:00:13 -0500
From:pnwrsservices@wm.com
To:fessbc4898@gmail.com

Dear Robert,

Thank you for contacting Waste Management about your yard waste service. I am happy to assist you with this.

We apologize for the missed service, due to operational delay. We will be collecting all extra yard waste on 08/12/2021. Please put extra yard waste out in cardboard boxes no larger than 3 ft x 3 ft x 3 ft if you do not have a personal container or the paper lawn bags. Because we will be servicing all the extra yard waste on your next service day, we will not be crediting your account.

Currently, you have one 96-gallon yard waste container at \$8.47 per month. If you would like to add another 96-gallon yard waste container, it would be \$14.07 per month. Please let us know if you would like to add the second container.

If you have any additional questions or concerns do not hesitate to reply to this email or contact us through Waste Management live chat at www.wm.com.

Thank you again for contacting Waste Management. We truly appreciate your business and allowing us to serve your waste management needs.

MAUREEN
Digital Customer Service Representative
Waste Management

On 8/2/2021 4:41 PM, Bob & Carolyn Fessler wrote:

I can't "allow" double yard waste pickup at no additional charge for several reasons. One is that you have missed two pickups in a row, not one as you have inferred. I would have to put out triple yard waste. This is unacceptable. The other reason is I have no additional container to put out with the pile of yard waste that is piling up in my

backyard. When I called, I was specifically told it had to be paper bags bought at a store like Lowes or a 32 gal container. I have neither. If you want to drop them off, I can put out more yard waste. Barring your container drop off, I would like a refund for the two weeks that you failed to pickup what I had contracted and paid for.

On 8/2/2021 10:27 AM, pnwrsservices@wm.com wrote:

Dear Robert,

Thank you for contacting Waste Management. I realize there was a delay in responding to your original request, and you had to take an additional step to contact us. I know your time is valuable, and I sincerely apologize for this experience.

If you allow, we will be able to service double yard waste on 08/12/2021 at no additional charge. Waiting for your consent.

If you have any additional questions, please feel free to respond to this email or chat with us online at www.wm.com.

Thanks again for contacting Waste Management. We appreciate the opportunity to be your environmental service and solutions partner.

ANUJ

Digital Customer Service Representative

Waste Management

On 8/2/2021 7:48 AM, Bob & Carolyn Fessler wrote:

My name is Robert T Fessler and my Customer ID is 3-54554-55000. Thank you for your assistance.

On 8/2/2021 7:01 AM, pnwrsservices@wm.com wrote:

Dear Bob,

Thank you for contacting Waste Management. I understand how important this matter is to you and I am happy to help with your request. To do so, I will need some additional details to ensure we can complete this in a timely manner.

Please provide the following details:

- Name on the account
- Customer ID (You may find your Customer ID on your invoice in the top right corner)

Once I receive this information, I will work diligently to assist you.

Thank you for being a valued Waste Management customer. We appreciate the opportunity to be your environmental service and solutions partner.

JITENDRA

Digital Customer Service Representative

Waste Management

On 8/2/2021 6:13 AM, Bob & Carolyn Fessler wrote:

I pay about \$25 extra every 2 months to have yard waste picked up every two weeks. The last pickup they made was 6 weeks ago. They skipped two pickups. My bin has been full for weeks. I have no more room. I called them and they told me that they might pick it up in two weeks on Aug 12th. I asked for an adjustment for the two weeks they did not pickup the waste but they said they would not do that. I will have to pay to dump it myself at the local transfer station. This is not tolerable. A pickup should be made or a refund given.

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

Activity Type: Email

Activity Date: 8/5/2021, 4:59:16 PM

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

From: dcovert1@wm.com

Subject: [RE: FW: WA UTC Complaint CAS-28786-M8N5R8 for Brem-Air Yard Waste Pickups CRM:0133028](#)

Attachments: 0

Body:

External Email

John,

I will get you the numbers once the credits are applied. It may take another day to get to me as this is all being handled by our operations, dispatch and billing experts.

In regards to the question about subsequent credits. The 4 week yard waste service gap was extraordinary and we are working diligently to ensure customers are not impacted for a 4 week period and so not planning on credits but rather recovering on the next service week.

In our efforts to minimize week over week impact to customers we are looking at all customers who may have had to be rescheduled and then changing routes around for the next service week to avoid this risk of week over week impact. It's a difficult and involved process that requires drivers to make routing changes.

Safety is at the core of all we do and repetition in driving routes is good for safety and so we will need to also ensure that the changes we make do not add risk to our drivers and /or communities. There is so much to be considered am I am sure I have not even touched the surface but I am confident that our operations and dispatch people are the best at what they do and will do all that they can to get us through this unprecedented time.

Have a great evening!

Denie

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

Sent: Wednesday, August 4, 2021 5:37 PM

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

Subject: [EXTERNAL] RE: FW: WA UTC Complaint CAS-28786-M8N5R8 for Brem-Air Yard Waste Pickups CRM:0133028

Good afternoon Denie,

I just wanted to follow up with you with a few questions that my management had relating to WM's efforts to get back up to speed.

Will WM be continuing the service credits going forward for each missed collection? (no time period was specified, but I assume that the question was limited until staffing levels were back to normal)

Can Waste Management identify how many customers have been impacted by these missed pickups in the Bremerton area?

Please provide a response by 5 p.m. on 8/9/21.

Thank you,
John

Activity Type: Email

Activity Date: 8/6/2021, 11:26:16 AM

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

From: dcovert1@wm.com

Subject: [RE: Re: Waste Management Kitsap County CRM:0133028](#)

Attachments: 0

Body:

External Email

Happy Friday! It's been a week and then some.

I am showing that we credited 1,905 customers. These were the customers who experienced two yard waste cycles that were carried over so a total of 4 weeks.

I will not have any data on the disposal cost impact since we are also recovering the yard waste at no cost to the customer-I do not have a formula to extend that costs of that offer.

I hope this provides you enough information but if you need something else please reach out and I will do what I can to provide additional information.

Denie

From: Covert, Denie

Sent: Thursday, August 5, 2021 4:47 PM

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

Subject: RE: [EXTERNAL] Re: Waste Management Kitsap County CRM:0133028

Hi John,

Yes, WM's position would typically be to recover but this is an extraordinary case and it did take me some time to get the communication to all of our staff. We may have one or two out there who did not read my "URGENT" email yet but we will ensure that we follow through with our commitment.

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

Sent: Tuesday, August 3, 2021 9:50 AM

To: Covert, Denie <Dcovert1@wm.com>

Subject: FW: [EXTERNAL] Re: Waste Management Kitsap County CRM:0133028

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Activity Type: Email

Activity Date: 8/6/2021, 3:28:00 PM

To: DCovert1@wm.com;

From: john.trier@utc.wa.gov

Subject: [RE: Re: Waste Management Kitsap County CRM:0133028](#)

Attachments: 0

Body:

Good afternoon Denie,

Thank you for your responses for this complaint. I do appreciate Waste Management's efforts to minimize disruption to customers and the difficulties WM has had finding drivers. I do genuinely hope that WM is able to bring on new drivers quickly.

The complaints are 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 3,810 violations of WAC 480-70-236 because of the two consecutive missed yard waste pickups for 1,905 customers in Kitsap county during the weeks of 7/11/21 and 7/25/21.

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.

I would again strongly encourage Waste Management to request to modify its tariff, or request an exemption from the commission if it believes that it will be unable to provide service in a manner consistent with the commission-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.

Have a great weekend,
John

Activity Type: Email

Activity Date: 8/6/2021, 3:54:35 PM

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

From: dcovert1@wm.com

Subject: [RE: Re: Waste Management Kitsap County CRM:0133028](#)

Attachments: 0

Body:

External Email

Thank you John.

I do think it is important to note that not all customers may have been impacted. We credited all customers on the routes and many may not of set out yard waste and therefore would not of been affected.

I know this has been a pain point and a lot of work but I felt I needed to make sure to point that out.

Have a great weekend!

Denie

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

Sent: Friday, August 6, 2021 3:28 PM

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

Subject: [EXTERNAL] RE: Re: Waste Management Kitsap County CRM:0133028

Good afternoon Denie,

Thank you for your responses for this complaint. I do appreciate Waste Management's efforts to minimize disruption to customers and the difficulties WM has had finding drivers. I do genuinely hope that WM is able to bring on new drivers quickly.

The complaints are 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 3,810 violations of WAC 480-70-236 because of the two consecutive missed yard waste pickups for 1,905 customers in Kitsap county during the weeks of 7/11/21 and 7/25/21.

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.

I would again strongly encourage Waste Management to request to modify its tariff, or request an exemption from the commission if it believes that it will be unable to provide service in a manner consistent with the commission-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.

Have a great weekend,
John

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

[Export as .doc](#)

Washington State Complaint: CAS-28903-L5V4B0

Company: Waste Management of Washington, Inc.

Industry: Solid Waste

Customer: Brem-Air Customers

Alt Contact:

Account Number:

Service Phone:

E-mail Address:

Service Address:

Complaint: CAS-28903-L5V4B0

Type: Inquiry

Serviced By: John Trier

Grouped By: Master Complaint

Opened On: 8/13/2021, 10:26:27 AM

Closed On: 9/10/2021, 1:26:55 PM

Disposition: No findings

Violations Total: 0

TA Total: 0

Amount Customer Saved:

Description:

Several customers in unincorporated Kitsap county have experienced missed yard waste pickups for the past two collection periods (weeks of 7/11/21 and 7/25/21).

This week recycling service was not collected, and customers were advised WM would provide accumulated recycling pickup on the next scheduled service date. This complaint will likely cover the same causes as the previous master complaint, but applies only for missed recycling collections for the week of 8/8/21 to 8/14/21.

8/13/21 10:38 a.m. Passed Master Complaint to Waste Management. WM's response is due by 5 p.m. on 8/17/21.

Supervisor Result:

Customer Resolution:

Result:

Waste Management rescheduled drivers from certain recycling routes within Kitsap County to provide accumulated yard waste service stemming from the labor shortage issues within CAS-28786-M8N5R8. During the week of 8/8/21 and 8/14/21 Waste Management did not operate recycling routes for 12,820 customers in the Kitsap County region. The customers were informed that Waste Management would provide accumulated collection on the next scheduled service date. The reason for the missed service is not one of the reasons permitted within Item 30 of Waste Management's commission approved tariff. During the month of August and September, Waste Management was able to recruit four new drivers and is working on getting them through a month long training program. The new drivers should all be running routes within the next two weeks. Total Violations Recorded - 12,821 recorded in CAS-28901-J0Z9Z3.

Violations

There are no violations for this case.

Activities

Activity Type: Email

Activity Date: 8/13/2021, 10:40:49 AM

To: DCovert1@wm.com;

From: john.trier@utc.wa.gov

Subject: [WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133213](#)

Attachments: 0

Body:

This is the new master complaint. I have attached CAS-28901-J0Z9Z3 for Paul Sartor to this master complaint already, and will be attaching several more customers that have contacted me to complain about the missed pickup later today. As with the prior master complaint, this will only cover the specific issue of missed recycling collections this week. This should necessitate only one response from WM for the shared issue, and customers with additional issues may be passed separately.

Washington UTC Complaint CAS-28903-L5V4B0

Company: Waste Management of Washington, Inc.

Customer: Brem-Air Customers

Account #:

Contact:

Service Address:

Primary Phone:

Secondary Phone:

Email Address:

Complaint Information:

Complaint ID: CAS-28903-L5V4B0

Serviced By: John Trier

Opened On: 8/13/2021 10:26 AM

Grouped By: Master Complaint

Description:

Several customers in unincorporated Kitsap county have experienced missed yard waste pickups for the past two collection periods (weeks of 7/11/21 and 7/25/21).

This week recycling service was not collected, and customers were advised WM would provide accumulated recycling pickup on the next scheduled service date. This complaint will likely cover the same causes as the previous master complaint, but applies only for missed recycling collections for the week of 8/8/21 to 8/14/21.

8/13/21 10:38 a.m. Passed Master Complaint to Waste Management. WM's response is due by 5 p.m. on 8/17/21.

Activity Type: Email

Activity Date: 8/16/2021, 5:06:09 PM

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

From: dcovert1@wm.com

Subject: [RE: WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133213](#)

Attachments: 1

Body:

External Email

Good afternoon,

Please let me start by extending my apologies for the added time and inconvenience I know this continues to create for you and the commission.

Waste Management, like dozens of other industries, is experiencing a considerable labor shortage. The unprecedented COVID pandemic continues to have historic negative impact on retention of employees, sourcing qualified candidates and onboarding new employees.

Waste Management has looked for creative ideas to attract new drivers such as a \$2,000 signing bonus, \$500 referral bonus, WM paid toll charges for potential candidates who may face such fees during their commute, extensive hiring/job fairs as well as partnering with our military. We continue to position our company as the best place to work and will continue with those efforts.

In addition to trying to attract talent with these great perks our company has also added great benefits to keep our folks. Some of those benefits are 100% paid tuition for WM employees with no out of pocket up front. Tuition benefits for dependents. Combine those with all of the great benefits we already had such as 401k, life insurance, paid emergency child/elder care, the list goes on.

At this time our Bremerton district is short roughly 6 drivers. The District manager is working diligently on hiring however it will take some time to get new drivers on board and trained.

We had previously elected to pull our yard waste drivers and put all of our resources on trash and recycle. This had resulted in our yard waste customers having service rescheduled and questions on why we would of elected yard waste versus a dry commodity such as recycle. As we continue to find ourselves short staffed we have elected to focus our drivers on trash and yard waste which has resulted in some recycle customers to not receive service this service cycle. We are reviewing impacted customer routes and working to ensure we do not service week over service week impact for the same customer./same commodity.

Respectfully,

Denie Covert

Area Customer Experience Manager
Pacific Northwest and BC, Canada
dcovert1@wm.com

Waste Management

C: 360-722 1004
C: 360-632-2544

From: Trier, John (UTC) <john.trier@utc.wa.gov>
Sent: Friday, August 13, 2021 10:41 AM
To: Covert, Denie <Dcovert1@wm.com>
Subject: [EXTERNAL] WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133213

This is the new master complaint. I have attached CAS-28901-J0Z9Z3 for Paul Sartor to this master complaint already, and will be attaching several more customers that have contacted me to complain about the missed pickup later today. As with the prior master complaint, this will only cover the specific issue of missed recycling collections this week. This should necessitate only one response from WM for the shared issue, and customers with additional issues may be passed separately.

Washington UTC Complaint CAS-28903-L5V4B0

Company: Waste Management of Washington, Inc.

Customer: Brem-Air Customers

Account #:

Contact:

Service Address:

Primary Phone:

Secondary Phone:

Email Address:

Complaint Information:

Complaint ID: CAS-28903-L5V4B0

Serviced By: John Trier

Opened On: 8/13/2021 10:26 AM

Grouped By: Master Complaint

Description:

Several customers in unincorporated Kitsap county have experienced missed yard waste pickups for the past two collection periods (weeks of 7/11/21 and 7/25/21).

This week recycling service was not collected, and customers were advised WM would provide accumulated recycling pickup on the next scheduled service date. This complaint will likely cover the same causes as the previous master complaint, but applies only for missed recycling collections for the week of 8/8/21 to 8/14/21.

8/13/21 10:38 a.m. Passed Master Complaint to Waste Management. WM's response is due by 5 p.m. on 8/17/21.

Activity Type: Email

Activity Date: 8/18/2021, 4:28:00 PM

To: DCovert1@wm.com;

From: john.trier@utc.wa.gov

Subject: [RE: WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133213](#)

Attachments: 0

Body:

Good afternoon Denie,

Thank you for your continued attention to this matter. I did have a few things I wanted to confirm so I can close out this master complaint.

1. I am assuming that there will be no service credits for customers whose service was missed, provided that WM provides accumulated service on or before their next regularly scheduled service date. Can you confirm that my assumption is correct?

2. Can you please provide me with the number of recycling customers affected this week (I understand not all customers may have put out their bins for collection, but I do need to know the number of customers along the affected routes that did not receive service)
3. Has there been any progress with bringing on any new drivers since the last update? WM's website indicates that the Kitsap district's collection operations team is comprised of more than 80 employees. Local operations include nearly 60 collection trucks. Of those employees, how many drivers would WM normally have on staff? I'm trying to make sure I have a reasonable understanding of just how big of an impact being down six drivers is.

Please provide an update with responses for the above questions by 5 p.m. on 8/20/21.

Thank you,
John

Activity Type: Email

Activity Date: 8/18/2021, 5:14:02 PM

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

From: dcovert1@wm.com

Subject: [RE: WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133213](#)

Attachments: 0

Body:

External Email

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

Sent: Wednesday, August 18, 2021 4:28 PM

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

Subject: [EXTERNAL] RE: WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133213

Good afternoon Denie,

Thank you for your continued attention to this matter. I did have a few things I wanted to confirm so I can close out this master complaint.

1. I am assuming that there will be no service credits for customers whose service was missed, provided that WM provides accumulated service on or before their next regularly scheduled

service date. Can you confirm that my assumption is correct? **-That is correct. At this time we are working to mitigate the service week over service week impact to ensure we do not have 2 consecutive reschedules for the same commodity type.**

2. Can you please provide me with the number of recycling customers affected this week (I understand not all customers may have put out their bins for collection, but I do need to know the number of customers along the affected routes that did not receive service) **-I will reach out to our dispatch team to get that number**
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Please provide an update with responses for the above questions by 5 p.m. on 8/20/21.

Thank you,
John

Activity Type: Email

Activity Date: 8/24/2021, 11:20:00 AM

To: DCovert1@wm.com;

From: john.trier@utc.wa.gov

Subject: [RE: WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133213](#)

Attachments: 0

Body:

Good morning Denie,

I believe I've attached any new complaints that came in this weekend about missed recycling pickups over the past two weeks to this master case.

I think the only things I'm waiting on to close this out are the answers from the dispatch team and district manager for those questions below.

Thanks again for working on these,
John

From: Covert, Denie <DCovert1@wm.com>
Sent: Wednesday, August 18, 2021 5:14 PM
To: Trier, John (UTC) <john.trier@utc.wa.gov>
Subject: RE: WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133213

External Email

From: Trier, John (UTC) <john.trier@utc.wa.gov>
Sent: Wednesday, August 18, 2021 4:28 PM
To: Covert, Denie <DCovert1@wm.com>
Subject: [EXTERNAL] RE: WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133213

Good afternoon Denie,

Thank you for your continued attention to this matter. I did have a few things I wanted to confirm so I can close out this master complaint.

1. I am assuming that there will be no service credits for customers whose service was missed, provided that WM provides accumulated service on or before their next regularly scheduled service date. Can you confirm that my assumption is correct? **-That is correct. At this time we are working to mitigate the service week over service week impact to ensure we do not have 2 consecutive reschedules for the same commodity type.**
2. Can you please provide me with the number of recycling customers affected this week (I understand not all customers may have put out their bins for collection, but I do need to know the number of customers along the affected routes that did not receive service) **-I will reach out to our dispatch team to get that number**
3. Has there been any progress with bringing on any new drivers since the last update? WM's website indicates that the Kitsap district's collection operations team is comprised of more than 80 employees. Local operations include nearly 60 collection trucks. Of those employees, how many drivers would WM normally have on staff? I'm trying to make sure I have a reasonable understanding of just how big of an impact being down six drivers is. **-I have forwarded this to the District Manager to provide insight as I would not be the expert on this. He is at a recruiting event however I anticipate being able to get you this info by the due date.**

Please provide an update with responses for the above questions by 5 p.m. on 8/20/21.

Thank you,
John

Activity Type: Activity

Activity Date: 8/30/2021, 3:34:00 PM

Contact:

Subject: [Missed Email \(CRM will be the death of me\)](#)

Attachments: 0

Description:

From: Trier, John (UTC) Sent: Monday, August 30, 2021 3:34 PM To: 'Covert, Denie' Subject: FW: WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133213 Good afternoon Denie, I'm just following up on the two remaining questions for this current master complaint. 1. Can you please provide me with the number of recycling customers affected this week (I understand not all customers may have put out their bins for collection, but I do need to know the number of customers along the affected routes that did not receive service)-I will reach out to our dispatch team to get that number 2. Has there been any progress with bringing on any new drivers since the last update? WM's website indicates that the Kitsap district's collection operations team is comprised of more than 80 employees. Local operations include nearly 60 collection trucks. Of those employees, how many drivers would WM normally have on staff? I'm trying to make sure I have a reasonable understanding of just how big of an impact being down six drivers is.-I have forwarded this to the District Manager to provide insight as I would not be the expert on this. He is at a recruiting event however I anticipate being able to get you this info by the due date. Regards, John

From: Trier, John (UTC) Sent: Tuesday, August 24, 2021 11:20 AM To: 'Covert, Denie' Subject: RE: WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133213 Good morning Denie, I believe I've attached any new complaints that came in this weekend about missed recycling pickups over the past two weeks to this master case. I think the only things I'm waiting on to close this out are the answers from the dispatch team and district manager for those questions below. Thanks again for working on these, John

From: Covert, Denie Sent: Wednesday, August 18, 2021 5:14 PM To: Trier, John (UTC) Subject: RE: WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133213 External Email From: Trier, John (UTC) Sent: Wednesday, August 18, 2021 4:28 PM To: Covert, Denie Subject: [EXTERNAL] RE: WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133213 Good afternoon Denie, Thank you for your continued attention to this matter. I did have a few

things I wanted to confirm so I can close out this master complaint. 1. I am assuming that there will be no service credits for customers whose service was missed, provided that WM provides accumulated service on or before their next regularly scheduled service date. Can you confirm that my assumption is correct?-That is correct. At this time we are working to mitigate the service week over service week impact to ensure we do not have 2 consecutive reschedules for the same commodity type. 2. Can you please provide me with the number of recycling customers affected this week (I understand not all customers may have put out their bins for collection, but I do need to know the number of customers along the affected routes that did not receive service)-I will reach out to our dispatch team to get that number 3. Has there been any progress with bringing on any new drivers since the last update? WM's website indicates that the Kitsap district's collection operations team is comprised of more than 80 employees. Local operations include nearly 60 collection trucks. Of those employees, how many drivers would WM normally have on staff? I'm trying to make sure I have a reasonable understanding of just how big of an impact being down six drivers is.- I have forwarded this to the District Manager to provide insight as I would not be the expert on this. He is at a recruiting event however I anticipate being able to get you this info by the due date. Please provide an update with responses for the above questions by 5 p.m. on 8/20/21. Thank you, John

Activity Type: Email

Activity Date: 9/7/2021, 8:02:32 AM

To: DCovert1@wm.com;

From: john.trier@utc.wa.gov

Subject: [WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133266](#)

Attachments: 0

Body:

Good morning Denie,

I hope the long weekend was a good chance to rest and recharge.

I need to get the two pieces of information to close out the existing missed recycling for the week of 8/8/21 to 8/14/21 master complaint. People have been pretty understanding once the

situation has been explained to them, and new complaints have slowed down drastically, but I still need to finish up the process for this complaint. I checked all of my email folders, but I don't seem to have received the response from my original 8/18/21 questions.

1. The number of residential recycling customers on routes that were not run during this (8/8/21-8/14/21) week.
2. The information from the district manager about any progress on recruitment and what the usual staffing level would be.

A response is due by 5 p.m. on 9/9/21.

Thank you,
John

From: Trier, John (UTC)
Sent: Monday, August 30, 2021 3:34 PM
To: 'Covert, Denie' <DCovert1@wm.com>
Subject: FW: WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133213

Good afternoon Denie,

I'm just following up on the two remaining questions for this current master complaint.

1. Can you please provide me with the number of recycling customers affected this week (I understand not all customers may have put out their bins for collection, but I do need to know the number of customers along the affected routes that did not receive service)-**I will reach out to our dispatch team to get that number**
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Regards,
John

From: Trier, John (UTC)
Sent: Tuesday, August 24, 2021 11:20 AM
To: 'Covert, Denie' <DCovert1@wm.com>
Subject: RE: WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133213

Good morning Denie,

I believe I've attached any new complaints that came in this weekend about missed recycling pickups over the past two weeks to this master case.

I think the only things I'm waiting on to close this out are the answers from the dispatch team and district manager for those questions below.

Thanks again for working on these,
John

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

Sent: Wednesday, August 18, 2021 5:14 PM

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

Subject: RE: WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133213

External Email

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

Sent: Wednesday, August 18, 2021 4:28 PM

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

Subject: [EXTERNAL] RE: WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133213

Good afternoon Denie,

Thank you for your continued attention to this matter. I did have a few things I wanted to confirm so I can close out this master complaint.

1. I am assuming that there will be no service credits for customers whose service was missed, provided that WM provides accumulated service on or before their next regularly scheduled service date. Can you confirm that my assumption is correct? **-That is correct. At this time we are working to mitigate the service week over service week impact to ensure we do not have 2 consecutive reschedules for the same commodity type.**
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six drivers is.-**I have forwarded this to the District Manager to provide insight as I would not be the expert on this. He is at a recruiting event however I anticipate being able to get you this info by the due date.**

Please provide an update with responses for the above questions by 5 p.m. on 8/20/21.

Thank you,
John

Activity Type: Email

Activity Date: 9/7/2021, 8:09:16 AM

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

From: dcovert1@wm.com

Subject: [RE: WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133266](#)

Attachments: 0

Body:

External Email

Thank you John-
I will remind our area leaders that I need this and get it to you.

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

Sent: Tuesday, September 7, 2021 8:03 AM

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

Subject: [EXTERNAL] WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133266

Good morning Denie,

I hope the long weekend was a good chance to rest and recharge.

I need to get the two pieces of information to close out the existing missed recycling for the week of 8/8/21 to 8/14/21 master complaint. People have been pretty understanding once the situation has been explained to them, and new complaints have slowed down drastically, but I still need to finish up the process for this complaint. I checked all of my email folders, but I don't seem to have received the response from my original 8/18/21 questions.

1. The number of residential recycling customers on routes that were not run during this (8/8/21-8/14/21) week.
2. The information from the district manager about any progress on recruitment and what the usual staffing level would be:

A response is due by 5 p.m. on 9/9/21.

Thank you,
John

From: Trier, John (UTC)
Sent: Monday, August 30, 2021 3:34 PM
To: 'Covert, Denie' <DCovert1@wm.com>
Subject: FW: WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133213

Good afternoon Denie,

I'm just following up on the two remaining questions for this current master complaint.

1. Can you please provide me with the number of recycling customers affected this week (I understand not all customers may have put out their bins for collection, but I do need to know the number of customers along the affected routes that did not receive service)-**I will reach out to our dispatch team to get that number**
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Regards,
John

From: Trier, John (UTC)
Sent: Tuesday, August 24, 2021 11:20 AM
To: 'Covert, Denie' <DCovert1@wm.com>
Subject: RE: WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133213

Good morning Denie,

I believe I've attached any new complaints that came in this weekend about missed recycling pickups over the past two weeks to this master case.

I think the only things I'm waiting on to close this out are the answers from the dispatch team and district manager for those questions below.

Thanks again for working on these,
John

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

Sent: Wednesday, August 18, 2021 5:14 PM

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

Subject: RE: WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133213

External Email

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

Sent: Wednesday, August 18, 2021 4:28 PM

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

Subject: [EXTERNAL] RE: WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133213

Good afternoon Denie,

Thank you for your continued attention to this matter. I did have a few things I wanted to confirm so I can close out this master complaint.

1. I am assuming that there will be no service credits for customers whose service was missed, provided that WM provides accumulated service on or before their next regularly scheduled service date. Can you confirm that my assumption is correct? **-That is correct. At this time we are working to mitigate the service week over service week impact to ensure we do not have 2 consecutive reschedules for the same commodity type.**
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Please provide an update with responses for the above questions by 5 p.m. on 8/20/21.

Thank you,
John

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

Activity Type: Email

Activity Date: 9/10/2021, 8:11:00 AM

To: DCovert1@wm.com;

From: john.trier@utc.wa.gov

Subject: [RE: WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133266](#)

Attachments: 0

Body:

Good morning Denie,

I have not received a response for the requested information. Please note that I have recorded one violation of WAC 480-70-386(1)(b)(i) and will continue to record daily violations until the requested information has been received.

Please remind the area leaders of the importance of providing responses in a timely fashion. I have been waiting significantly longer than the two business days provided by the rule, and need the requested information in order to close out my investigation.

Thank you,
John

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

Sent: Tuesday, September 7, 2021 8:09 AM

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

Subject: RE: WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133266

External Email

Thank you John-

I will remind our area leaders that I need this and get it to you.

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

Sent: Tuesday, September 7, 2021 8:03 AM

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

Subject: [EXTERNAL] WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133266

Good morning Denie,

I hope the long weekend was a good chance to rest and recharge.

I need to get the two pieces of information to close out the existing missed recycling for the week of 8/8/21 to 8/14/21 master complaint. People have been pretty understanding once the situation has been explained to them, and new complaints have slowed down drastically, but I still need to finish up the process for this complaint. I checked all of my email folders, but I don't seem to have received the response from my original 8/18/21 questions.

1. The number of residential recycling customers on routes that were not run during this (8/8/21-8/14/21) week.
2. The information from the district manager about any progress on recruitment and what the usual staffing level would be:

A response is due by 5 p.m. on 9/9/21.

Thank you,
John

From: Trier, John (UTC)
Sent: Monday, August 30, 2021 3:34 PM
To: 'Covert, Denie' <DCovert1@wm.com>
Subject: FW: WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133213

Good afternoon Denie,

I'm just following up on the two remaining questions for this current master complaint.

1. Can you please provide me with the number of recycling customers affected this week (I understand not all customers may have put out their bins for collection, but I do need to know the number of customers along the affected routes that did not receive service)-**I will reach out to our dispatch team to get that number**
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Regards,
John

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I believe I've attached any new complaints that came in this weekend about missed recycling pickups over the past two weeks to this master case.

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Thanks again for working on these,
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To: Trier, John (UTC) <john.trier@utc.wa.gov>

Subject: RE: WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133213

External Email

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

Sent: Wednesday, August 18, 2021 4:28 PM

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Subject: [EXTERNAL] RE: WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133213

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Thank you,
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Recycling is a good thing. Please recycle any printed emails.

Activity Type: Email

Activity Date: 9/10/2021, 8:41:26 AM

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

From: dcovert1@wm.com

Subject: [RE: WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133266](#)

Attachments: 1

Body:

External Email

Hi John,
Here are the number of stops that were rescheduled by day:

Regarding status of recruitment efforts- They hired 3 drivers- currently in training.
The district had a staffing shortfall of 6 drivers.
Do you need what the number of drivers on staff are and what it should be?

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

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Activity Type: Email

Activity Date: 9/10/2021, 8:43:00 AM

To: DCovert1@wm.com;

From: john.trier@utc.wa.gov

Subject: [RE: WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133266](#)

Attachments: 1

Body:

Yes please, in order to have a better picture of the effects of being down six drivers. For example, Six drivers out of sixty would be painful, but six out of thirty would be devastating. Just a general level of what would be considered to be fully staffed for that region.

Thanks!

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Sent: Friday, September 10, 2021 8:41 AM
To: Trier, John (UTC) <john.trier@utc.wa.gov>
Subject: RE: WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133266

External Email

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Sent: Monday, August 30, 2021 3:34 PM

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

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Activity Type: Email

Activity Date: 9/10/2021, 8:43:03 AM

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

From: dcovert1@wm.com

Subject: [RE: WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133266](#)

Attachments: 0

Body:

External Email

Sorry for the delay-I need the DM for this information and he has been incredibly tied up and busy managing the district but I sent the rescheduled numbers and a recruiting update-I will pin the DM down today.

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

Sent: Tuesday, September 7, 2021 8:03 AM

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Activity Type: Email

Activity Date: 9/10/2021, 10:22:16 AM

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

From: dcovert1@wm.com

Subject: [RE: WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133266](#)

Attachments: 1

Body:

External Email

So I just got off of the phone with the DM and this is what he shared:

Residential MSW drivers:

He should have 19

He has 16

Residential Recycle

Should have 15

He has 11

Should have a total of 34 but has 27

Commercial

Should have 8

Has 8

Roll Off

Should have 8
Has 7

Container delivery
Should have 4
Has 2

Staffing:

1 driver finishes training today and will be put on to a recycle route Monday

1 driver in week 4 of training, finishes next week and will put on a recycle route the following Monday

2 drivers in week 3 of training

1 Roll Off driver should finish training this weekend

I hope this helps.

I also wanted to share that we have been informed that King County Transfer stations are not opening today until possibly 11am due to staffing but may decide to close all together and the site in Bow also is closing. I know this does not impact Kitsap County but it will impact our other UTC areas because drivers will have to go to the landfill which will add upwards of 90 extra minutes round trip to dump a load.

Seems to impacting everyone!

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Sent: Friday, September 10, 2021 8:44 AM

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John

From: Trier, John (UTC)
Sent: Monday, August 30, 2021 3:34 PM
To: 'Covert, Denie' <DCovert1@wm.com>
Subject: FW: WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133213

Good afternoon Denie,

I'm just following up on the two remaining questions for this current master complaint.

1. Can you please provide me with the number of recycling customers affected this week (I understand not all customers may have put out their bins for collection, but I do need to know the number of customers along the affected routes that did not receive service)-**I will reach out to our dispatch team to get that number**
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Regards,
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From: Trier, John (UTC)
Sent: Tuesday, August 24, 2021 11:20 AM
To: 'Covert, Denie' <DCovert1@wm.com>
Subject: RE: WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133213

Good morning Denie,

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Thanks again for working on these,
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From: Covert, Denie <DCovert1@wm.com>

Sent: Wednesday, August 18, 2021 5:14 PM

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

Subject: RE: WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133213

External Email

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

Sent: Wednesday, August 18, 2021 4:28 PM

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

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Please provide an update with responses for the above questions by 5 p.m. on 8/20/21.

Thank you,
John

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

Activity Type: Email

Activity Date: 9/10/2021, 10:34:00 AM

To: DCovert1@wm.com;

From: john.trier@utc.wa.gov

Subject: [RE: WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133266](#)

Attachments: 1

Body:

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I'll try to get this done today and let you know when I'm clear.

Thanks,
John

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

Sent: Friday, September 10, 2021 10:22 AM

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

Subject: RE: WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133266

External Email

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Residential MSW drivers:

He should have 19

He has 16

Residential Recycle

Should have 15

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Should have a total of 34 but has 27

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Should have 8
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I hope this helps.

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

Subject: [EXTERNAL] RE: WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133266

Yes please, in order to have a better picture of the effects of being down six drivers. For example, Six drivers out of sixty would be painful, but six out of thirty would be devastating. Just a general level of what would be considered to be fully staffed for that region.

Thanks!

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Please remind the area leaders of the importance of providing responses in a timely fashion. I have been waiting significantly longer than the two business days provided by the rule, and need the requested information in order to close out my investigation.

Thank you,
John

From: Covert, Denie <DCovert1@wm.com>
Sent: Tuesday, September 7, 2021 8:09 AM
To: Trier, John (UTC) <john.trier@utc.wa.gov>
Subject: RE: WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133266

External Email

Thank you John-

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From: Trier, John (UTC) <john.trier@utc.wa.gov>
Sent: Tuesday, September 7, 2021 8:03 AM
To: Covert, Denie <DCovert1@wm.com>
Subject: [EXTERNAL] WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133266

Good morning Denie,

I hope the long weekend was a good chance to rest and recharge.

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Activity Type: Email

Activity Date: 9/10/2021, 11:07:03 AM

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

From: dcovert1@wm.com

Subject: [RE: WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133266](#)

Attachments: 1

Body:

External Email

Thank you for all of your help and understanding!

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Sent: Friday, September 10, 2021 10:34 AM

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Activity Type: Email

Activity Date: 9/10/2021, 1:25:00 PM

To: DCovert1@wm.com;

From: john.trier@utc.wa.gov

Subject: [RE: WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133266](#)

Attachments: 0

Body:

Good afternoon Denie,

Thank you for getting me the information I needed for this complaint. I appreciate the difficulties that Waste Management has had over the past few months recruiting drivers to get staffed back up, but really wish that Waste Management had filed something to amend the tariff to cover the staffing shortage. Hopefully with new drivers covering routes within the next two weeks customers will see some improvement on service reliability.

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 12,820 violations of WAC 480-70-236 for the 12,820 customers that did not receive recycling service as scheduled during the week of 8/8/21 to 8/14/21. The reason for the missed collection was due to a staffing shortage, and customers were offered accumulated service on their next scheduled service date. A staffing shortage is not one of the permitted reasons for missed pickups within Item 30 of Waste Management's approved tariff.

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.

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.

Regards,
John

Activity Type: Email

Activity Date: 9/10/2021, 1:45:35 PM

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

From: dcovert1@wm.com

Subject: [RE: WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133266](#)

Attachments: 0

Body:

External Email

Thank you John and I have absolutely shared your thoughts with the area leaders.

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

Sent: Friday, September 10, 2021 1:26 PM

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

Subject: [EXTERNAL] RE: WA UTC Complaint CAS-28903-L5V4B0 for Brem-Air Customers CRM:0133266

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[Export as .doc](#)

Attachment C

3rd Revised Title Page

Tariff No. 20

Cancels

Tariff No. 19

of

Waste Management of Washington, Inc.
(Name of Solid Waste Collection Company)

Brem-Air Disposal
(Registered trade name of Solid Waste Collection Company)
Certificate Number G- 237

NAMING RATES FOR THE COLLECTION, TRANSPORTATION, AND DISPOSAL OF SOLID WASTE, AND IF NOTED, RECYCLING AND YARDWASTE IN THE FOLLOWING DESCRIBED TERRITORY:

See Attached Appendices A & B (C)

(NOTE: If this tariff applies in only a portion of a company's certificate authority, a map accurately depicting the area in which the tariff applies must be attached to the tariff)

Name of person issuing tariff: Michael A. Weinstein
Mailing address of issuing agent: 720 4th Avenue, Suite 400
City, State/Zip Code: Kirkland, WA 98033
Telephone number, including area code: (425) 814-7840
FAX number, if any: (425) 814-7866
E-mail address, if any: mweinstein@wm.com

Official UTC requests for information regarding consumer questions and/or complaints should be referred to the following company representative:

Name: Michael Weinstein
Title: Senior Pricing Manager
Phone: (425) 814-7840
E-Mail: mweinstein@wm.com
Fax: (425) 814-7866

Issued by: Michael A. Weinstein, Senior Pricing Manager, Pacific Northwest Market Area

Issue date: March 19, 2014

Effective date: May 1, 2014

(For Official Use Only)

FOR OFFICIAL USE ONLY
Docket: TG-140451
Agenda Date: April 24, 2014
Effective Date: May 1, 2014

Docket No. TG- _____ Date: _____

Company Name/Permit Number: Waste Management of Washington, Inc./G-237

Registered Trade Name: Brem-Air Disposal

Item 30 – Limitations of Service

1. **Schedules.** A company's schedule will meet reasonable requirements and will comply with local service level ordinances.
2. **Due care.** Other than to offer reasonable care, the company assumes no responsibility for articles left on or near solid waste receptacles.
3. **Liability for damage.** When a customer requests that a company provide service and damage occurs to the customer's driveway due to reasons not in the control of the company, the company will assume no responsibility for the damage.
4. **Refusal of service.** (Except as set forth in Section 5, Missed service due to unsafe weather conditions road conditions, natural disaster or when government authority restricts access to local roads.)

A solid waste collection company may refuse to:

- Collect solid waste from points where it is hazardous, unsafe, or dangerous to persons, property, or equipment to operate vehicles due to the conditions of streets, alleys, or roads.
 - Drive into private property when, in the company's judgment, driveways or roads are improperly constructed or maintained, do not have adequate turn-arounds, or have other unsafe conditions; or
 - Enter private property to pick up solid waste while an animal considered or feared to be dangerous is not confined. The customer will be required to confine the animal on service days.
5. **Missed service due to unsafe weather conditions, road conditions, natural disaster or when government authority restricts access to local roads.** A company is not required to collect solid waste when the company determines that it is unsafe to operate due to weather conditions, road conditions, natural disaster, or when government authority restricts access to local roads. The company will collect on the next scheduled service date on which the company deems it is safe to operate, and will take other reasonable actions to resume or provide alternative service as soon as reasonably practicable.
 - a. The company is not obligated to extend credit to customers for missed service if the company collects the customers' accumulated solid waste on the next scheduled service date on which the company deems it to be safe to operate. The company will not charge for extra waste set out (except provided in Item 207, if applicable) 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.
 - b. If the company does not collect a customer's accumulated solid waste on the next scheduled service date on which the company determines it is safe to operate, the company is required to give a credit, proportionate to the customer's monthly service charge, for all missed service(s).

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Tariff No. 20

Original Page No. 14A

Company Name/Permit Number: Waste Management of Washington, Inc./G-237
Registered Trade Name: Brem-air Disposal

Item 30 – Limitations of Service

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

- 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. 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 within five business days, not including the first day of the labor disruption. Resuming services within five business days is presumptively reasonable and practicable; provided, however, that under specific circumstances arising at the time of a labor disruption, the presumption may be rebutted by evidence that the company acted contrary to the public interest and unreasonably delayed resumption of collection services. Relevant factors may include the company’s resources; the circumstances of the labor disruption; the amount of time, if any, that the company had to prepare for the labor disruption; the company’s execution of any contingency plan, if any; organization and training of any replacement workers; ambulatory picketing that might delay restoration of service; and workplace safety issues and coordination with local government agencies that may affect overall public safety.
- g. Collect all accumulated solid waste at the customer’s next regularly-scheduled service date after service resumes as set forth in subsection (f) above. 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.

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Docket: TG-200191

Granting Tariff Revisions per LSN Order 01 in Docket TG-200191

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Tariff No. 20

Original Page No. 14B

Company Name/Permit Number: Waste Management of Washington, Inc./G-237
Registered Trade Name: Brem-air Disposal

Item 30 – Limitations of Service

- h. The company is not obligated to extend credit to missed customers who do not receive service if the company collects the customers’ accumulated solid waste as required in subsection (g) above or if the company did not unreasonably delay the restoration of service during the five business day grace period. If the company does not collect all of a customer’s accumulated solid waste as required in subsection (g) above, or if the company unreasonably delayed the restoration of service during the five business day grace period, the company is required to give a credit to the customer, proportionate to the customer’s monthly service charge, for all missed services and for each subsequent missed service until normal service is restored.
- i. When the labor disruption has been settled, notify the commission’s regulatory services and consumer protection staff by email, and indicate when normal service is anticipated to resume.

7. Missed service due to a declared public health emergency (N)

- a. Upon declaration of a public health emergency, or upon direction by a federal, state, or local authority, solid waste collection companies may alter services for the health and safety of the general public, its customers and its employees. This may include but is not limited to the altering of normal collection and administrative services.
- b. The company shall provide notice to the Commission when services have been altered. The company shall take reasonable actions to notify impacted customers of the situation. The company will maintain continuity of service throughout a public health emergency to the greatest extent practicable while conforming to the emergency declaration. The company will return to normal operations as soon as is reasonable given the circumstances of the emergency.
- c. All accumulated solid waste will be collected by the company on the customer’s next regularly-scheduled service date following the resumption of normal operations. The company will not charge for extra waste set out in addition to customer’s normal receptacle(s) if the amount of extra waste does not exceed the amount that reasonably would be expected to accumulate due to the missed service.

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Company Name/Permit Number: Waste Management of Washington, Inc./G-237
Registered Trade Name: Brem-air Disposal

Item 30 – Limitations of Service

2. **Definitions: (N)**

- 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).
- b. “Next scheduled service date” – this date is defined by each customer’s subscription service.
 - i. Example 1: A residential 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 commercial 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 residential 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 service rates 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 monthly rate (excluding disposal and processing costs); provided that the credit for any specific month does not exceed the full rate per month. Any customer credits for missed recycling services will include the recycling commodity credit.

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Tariff No. **20**

1st Revised Page No. 21

Company Name/Permit Number: Waste Management of Washington, Inc./G-237

Registered Trade Name: Brem-Air Disposal

Item 100 – Residential Service -- Monthly Rates (continued on next page)

Rates in this item apply:

- (1) To solid waste collection, curbside recycling (where noted) and yardwaste collection services (where noted) for residential property. This includes single family dwellings, duplexes, apartments, mobile homes, condominiums, etc., where service is billed directly to the occupant of each residential unit; and/or
- (2) When required by a local government service level ordinance solid waste collection, curbside recycling, and yardwaste service must be provided for single-family dwellings, duplexes, mobile homes, condominiums and apartment buildings of less than **3** residential units, where service is billed to the property owner or manager.

Rates below apply in the following service area: That portion of Kitsap County included in G-237 that does not require recycling and yard waste services, pursuant to Kitsap County Ordinance No. 379-2007.

Number of Units or Type of Container	Frequency of Service	Garbage Service Rate	Recycle Service Rate	Yardwaste Service Rate
Mini-Can	W/2R	***	***	***
1 Can	M/2R	***	***	***
1 32 gal. cart	M/2R	***	***	***
1 Can	EOW/2R	***	***	***
1 32 gal. cart	EOW/2R	***	***	***
1 Can	W/2R	***	***	***
1 32 gal. cart	W/2R	***	***	***
2 Cans	W/2R	***	***	***
3 Cans	W/2R	***	***	***
4 Cans	W/2R	***	***	***
5 Cans	W/2R	***	***	***
1 64 gal. cart	W/2R	***	***	***
1 96 gal. Cart	W/2R	***	***	***

Frequency of Service Codes: W=Weekly Garbage; EOW=Every Other Week Garbage; M=Monthly Garbage; WR=Weekly Recycling; EOW/2R=Every Other Week Recycling and every other week recycle/yard waste service; M/2R=Monthly garbage and every other week recycle/yard waste service; W/2R=Weekly garbage and every other week recycle/yard waste service

Notes for this item are on page *******

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By: _____

Tariff No. **20**

31st Revised Page No. **22**

Company Name/Permit Number: Waste Management of Washington, Inc./G-237

Registered Trade Name: Brem-Air Disposal

Item 100 – Residential Service - Monthly Rates (continued on next page)

Rates in this item apply:

(1) To solid waste collection, curbside recycling (where noted) and yardwaste collection services (where noted) for residential property. This includes single family dwellings, duplexes, apartments, mobile homes, condominiums, etc., where service is billed directly to the occupant of each residential unit; and/or

(2) When required by a local government service level ordinance solid waste collection, curbside recycling, and yardwaste service must be provided for single-family dwellings, duplexes, mobile homes, condominiums and apartment buildings of less than **3** residential units, where service is billed to the property owner or manager.

Rates below apply in the following service area: That portion of Kitsap County included in G-237 that requires recycling and yard waste services, pursuant to Kitsap County Ordinance No. 453-2010.

Number of Units or Type of Container	Frequency of Service	Garbage Service Rate	Recycle Service Rate	Yardwaste Service Rate
Mini-Can	W/2R	\$10.25 (A)	\$7.40	\$8.47
1 20 gal. cart	W/2R	\$11.25 (A)	\$7.40	\$8.47
1 Can	M/2R	\$6.07 (A)	\$7.40	\$8.47
1 32 gal. cart	M/2R	\$7.36 (A)	\$7.40	\$8.47
1 Can	EOW/2R	\$9.17 (A)	\$7.40	\$8.47
1 32 gal. cart	EOW/2R	\$10.45 (A)	\$7.40	\$8.47
1 Can	W/2R	\$13.55 (A)	\$7.40	\$8.47
1 32 gal. cart	W/2R	\$14.98 (A)	\$7.40	\$8.47
2 Cans	W/2R	\$19.90 (A)	\$7.40	\$8.47
3 Cans	W/2R	\$26.22 (A)	\$7.40	\$8.47
4 Cans	W/2R	\$32.57 (A)	\$7.40	\$8.47
5 Cans	W/2R	\$38.88 (A)	\$7.40	\$8.47
1 64 gal. cart	W/2R	\$19.00 (A)	\$7.40	\$8.47
1 96 gal. Cart	W/2R	\$24.78 (A)	\$7.40	\$8.47

Frequency of Service Codes: W=Weekly Garbage; EOW=Every Other Week Garbage; M=Monthly Garbage; WR=Weekly Recycling; EOW/2R=Every Other Week Recycling and every other week recycle/yard waste service; M/2R=Monthly garbage and every other week recycle/yard waste service; W/2R=Weekly garbage and every other week recycle/yard waste service

Description/rules related to the recycling program are shown on page **24**.

Description/rules related to the yardwaste program are shown on page **24**.

Notes for this item are on page **23**.

Recycling rates shown above are subject to a recycling <credit>/debit of **\$0.20** per month.

Recycling commodity <credit> (rebate)/debit (charge) on this page expire: **October 31, 2021**

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Tariff No. **20**

11th Revised Page No. 23

Company Name/Permit Number: Waste Management of Washington, Inc./G-237

Registered Trade Name: Brem-Air Disposal

Item 100 – Residential Service – Monthly Rates (continued from previous page)

Note 1: Customers will be charged for service requested even if fewer units are picked up on a particular trip. No credit will be given for partially filled cans. No credit will be given if customer fails to set receptacles out for collection.

Note 2: For service more frequently than weekly, multiply the above rates by the number of times per week service is required.

Note 3: A re-delivery fee of **\$13.75** will be assessed to cart customers whose service is discontinued for non-payment or cart customers who request re-delivery.

Note 4: For those customers who do **not** receive garbage services add **\$1.25** to the rates above for both recycling and yard waste services.

Note 5: One pickup per month at **\$6.05 (A)** per can or unit will be charged on regular scheduled garbage pickup only for residential customers on an “on call” basis. Use special pickup rates in Item 110 for residential can service not otherwise covered in this item.

Note 6: The charge for an occasional extra residential bag, can, unit, cart, mini-can, or micro-mini can on a regular pickup is:

Type of Service	Type of receptacle	Rate per receptacle, per pickup
Garbage Collection	Per can, bag or unit	\$ 3.60 (A)
Yard Waste Collection	Per can, bag or unit	\$ 2.90

Note 7: Customers requesting additional 96-gallon carts for regular extra yard waste service will be assessed **\$5.60** per month for each additional cart provided.

Note 8: Customers requesting additional 35 or 64-gallon carts for curbside recycling will be assessed **\$1.40** per month for each additional cart provided.

Note 9: Effective September 1, 2017 can service will no longer be available to new customers. Existing can customers may continue to use their cans at the applicable tariff rates until such time that they choose to change their service. At such time, can customers will be required to subscribe for cart services provided for in the tariff.

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Tariff No. 20

2nd Revised Page No. 24

Company Name/Permit Number: Waste Management of Washington, Inc./G-237
Registered Trade Name: Brem-Air Disposal

Item 100 – Residential Service – Monthly Rates (continued)

Curbside recycling provisions shown on this page apply only in the following service area:

Program provided in accordance with Ordinance No. 453-2010 of Kitsap County

Following is a description of the recycling program (type of containers, frequency, etc.):

The curbside collection of recyclable materials is provided on an every other week basis to all customers in the above service area. Each customer is provided with a 64 gallon cart, or upon request, a 35-gallon cart for the commingling of recyclable materials and directions and schedules specific to the recycling collection program.

Special rules related to recycling programs:

Pick-up will be refused if bin contains trash, yard debris, or other non-acceptable contaminants. Customers may obtain a current listing of acceptable recyclables and non-acceptable items upon request.

Curbside Yard Waste provisions shown on this page apply only in the following service area:

Program provided in accordance with Ordinance No. 453-2010 of Kitsap County as reflected in green on the Single Family Residences within the Yard Waste Collection Areas map, and as expanded to also include those areas reflected in purple. (See Appendix B) (C)

Following is a description of the Yard Waste program (type of containers, frequency, etc.):

Yard waste service is a sign-up program that is provided on an every other week basis year round. Customers who sign up for this program will be provided with a 96-gallon cart.

Special rules related to Yard Waste program:

Yard waste cannot be in plastic bags. Pick-up will be refused if container contains any trash or other contaminants. Customers may obtain a current listing of acceptable yard debris upon request.

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