

May 7th, 2024

Regarding

Acct# 5-46792-25000

18175 Northstar Ave. Riverside, Ca 92508

Waste Management customer service,

What is the process to get my Dumpster, dumped ?

You have missed 9 of the 17 scheduled pickups this year.

I called your billing department on 04/31/24 and spoke to two Representatives both of them told me that my account had been credited however I still owed money after making full payments.

Friday April 31st was the 9th time this year my dumpster was not serviced on a scheduled pick-up.

I am requesting my dumpster be serviced as it has been for the last 40 years and correct the billing to reflect the 9 non-service dates.

Thank you for your attention to this matter,
Steve Robinson

Cc:

Kevin Jeffries

Karen Spiegel

Chuck Washington

Manuel Perez

Yxstian Gutierrez

Public Comment
Steve Robinson