From: Polk, Stefanie <spolk@wm.com>
To: ruthworkman434 <ruthworkman434@aol.com>
Subject: Waste Management Valet Service Issue
Date: Wed, Jul 22, 2015 9:39 am

Hello Mrs. Workman,

I wanted to summarize what we discussed on our phone conversation yesterday, 7.21.15. After reviewing the account, it appears that when we acquired your account from Walters they did not provide an accurate detail of the services that they were providing to you. Waste Management was not aware of the Valet or walk up services that you were receiving, which is why your services were not picked up prior to you contacting us on 6.26.15. We added the valet service back to your account on 6.26.15, but there was a miscommunication with our dispatch department that removed the valet service off the account. You were serviced on 7.7.15, but due to the miscommunication, we did not service on 7.14.15. As I explained, I have sent this information over to our Operations team so that the Route Manager can contact you regarding the Valet service as well as notifying the driver to service you going forward.

If you have any additional questions please reach out to our Customer Service department at 1-888-960-0008.

Thank You,

Stefanie Polk
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