From: noreply@buncombecounty.org
To: letstalk
Subject: Web Contact: Let"s Talk Comment
Date: Wednesday, May 27, 2020 10:49:04 AM

There are new comments from a https://www.buncombecounty.org/letstalk user.

Let's Talk

This email was received from a user of the Buncombe County Website.

Name:
Coleman
Phone:
Email:
Subject:
Wastepro
Questions / Comments:
I was quoted a quarterly trash pickup price of $48 because I bought my own trash/recycle containers. However, when I questioned Waste Pro about the bill, I was told that Waste Pro entered into a contract with Buncome County back in December. My complaint is I never received the new containers like my neighbor uses, I never received the asked for ebill when I requested service on 7/16/2019, I never received any bills from them but I did receive a last due notice on last Friday. Pick up schedules changed and I received no notice and accumulated recycle trash for a month.
This company has a rating of 0/5 with 0 being the lowest possible score. They are poor communicators, they do not honor promises to follow-up on concerns and expect consumers to monitor their web page for any business or service changes. I was serviced by CLC Waste Management a company of Waste Management Services for 17 years before relocating here to NC and never had to call them for anything except to pick up the container when I moved. Between the poor telephone, internet, and waste management services and 12% sales taxes, I will be leaving NC very soon.