From: noreply@buncombecounty.org
To: letstalk
Subject: Rate BUNCOMEBCOUNTY.ORG
Date: Sunday, December 27, 2020 2:33:36 PM

There are new comments from a www.buncombecounty.org user.

Rate BUNCOMBECOUNTY.ORG

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

Name
Phillip Webb
Email
pslawebb4@hotmail.com
Website Rating
Fair
Comment
I would like to file a formal complaint against Waste Pro. I am extremely frustrated that they repeatedly modify their schedule and too often (yes, once is too often) fail to collect our household garbage and yet we do not receive any bill reductions or special consideration. On Sunday, Dec 27 I received the phone message from Waste Pro that my Friday (12/25) pick-up of garbage will not be collected until Saturday (1/2/21) which is 15 days after my last pick-up. This is TOTALLY unacceptable. While Waste Pro noted that we can take bags to the dump, I pay so that I do not have to put 10 day old garbage in my car and drive 30 minutes. Since my approved bin is already full -- and you will not empty non-waste pro bins, nor will you pick up bags not in the approved bins, we are forced into an absolute no-win situation. I feel that Friday customers are imposed upon and inconvenienced more than any other day and I am fed up. I demand that Waste Pro work to find a better / more acceptable solution. The MUST figure out a way to complete the services that I have paid for and they have be contracted to perform. These issues NEVER occurred under GDS and yet they are rampant with Waste Pro.