
From: Joshua Francis <joshua.p.francis@gmail.com>
Sent: Monday, October 3, 2016 9:50 AM
To: WMeadows@greenvillecounty.org; Haley, Nikki; governor@govoepp.state.sc.us
Subject: Greater Greenville Sanitation - Comments / Concerns from Resident

Hello,

My name is Joshua Francis-Ratte, and I am a resident at 107 Viewmont Drive, Greenville, SC 29609. I am writing you today with comments and concerns with the service provided by Greater Greenville Sanitation.

I understand that Greater Greenville Sanitation is a Special Purpose District established by the South Carolina legislature, as per their own description. I have yet to find anyone so far who has taken responsibility or assumed any over site over this governmental body.

The first issue I encountered with GGS was back in July, shortly after buying a home in Greenville. I had just moved here from Ohio. When I requested the required waste bin, I was told that I would only receive one if I paid a \$50 REPLACEMENT fee. I questioned the replacement fee since I had never even lived in Greenville before, but I was forced to provide my credit card info for payment.

I then ended up disputing the \$50 replacement charge with my credit card company, since GGS didn't provide me with a satisfactory explanation for why they insisted on charging me for something I had never had an original.

Days after, GGS sent their Operations Supervisor, Don Beal, out to my home in the early morning in his personal pickup truck. He and another man proceeded to get into a confrontation with and greatly upset my spouse, and very unprofessionally and without previous warning confiscated the waste bin that had been delivered just days before.

Only after a week of phone calls, some being with GGS Administrator Steve Cole, did I receive the waste bin back. I was forced again to pay \$50 for the REPLACEMENT bin which I still find ridiculous. My conversations with Steve Cole were met with a lot of hostility and push-back.

When I received the waste bin back, it had been sitting in the back of Don Beal's pickup for the entire week since he'd confiscated it, and contained personal waste of his. Extremely unprofessional.

I question why GGS doesn't provide BRAND NEW CUSTOMERS with a waste bin free of charge for the first time. Coming from having waste service in Ohio, I wonder why GGS insists on its customers using their mandated bins at all. It comes off as very monopolistic -- they can just dictate you must pay them \$50 for their bin or have no service. And I have no alternative trash pickup in my area. I'm at their mercy.

The second issue came about when I received and sent back the form for a recycling bin, which is also a requirement for recycling pickup.

It seems in the past year, GGS decided it could no longer be bothered to collect recycling from the standard rectangular blue bins that practically the entire nation uses. Instead, like the waste bin, GGS customers would have to shell out \$25 for an additional upright bin or have no recycling service. This up-charge comes with the

fact that GGS no longer offers even glass recycling. It's pretty sorry program that offers Greenville residents a lot of DIS-incentive to recycle.

So I returned my recycling bin form and \$25 check on August 2nd. On August 26th, GGS cashed my check. On the last week of September, I still haven't received a recycling bin, even though GGS cashed my check and took my money over a month ago.

I contacted them by phone on September 19th to question why they'd cashed my check on August 26th, but yet I still don't have a recycling bin. They told me I should have my bin by the last week of September.

It's now October 3rd, 44 days since they cashed my check and took my money, and still no recycling bin. I emailed them today, and the response back was that the bins should be delivered next week -- two months after they took my money and nearly three months since I sent in a request and check.

My point is, Greater Greenville Sanitation has horrible and unprofessional service, and nobody seems to be doing anything about it. They seem to make decisions and do as they please with no heed to the public to which they have been mandated to serve. They are the perfect example of government agencies gone awry, treating the public to poor service and with hostility. Answering to no one. Forcing charges for things that aren't really necessary, when cheaper store bought waste bins or standard recycling bins would've worked.

It's not just me. Please see the reviews below my signature that others in Greenville have written about their poor experiences with Greater Greenville Sanitation.

Sincerely,
Joshua Francis-Ratte
107 Viewmont Dr
Greenville, SC 29609
614-284-0243

I want to bring to your attention the reviews on Google and Facebook regarding Greater Greenville Sanitation:

Im over in the welcome area. These guys. t that come out to get the trash are horrible and lazy. My grandmother recently had her 70th birthday party so the garbage was a little over the top. They wont take anything thats not physically inside of the garbage and the other garbage just sits there until they come back out. The guy that was getting the garbage was walking up talking on his cell phone then he yells as they are riding off that recycling will grab the rest of the garbage. Which is not true. They are horrible. Would take the time to just call corporate im actually walking into work myself its a continuous thing
Helpful?

- Anonymous

The customer service is absolutely terrible. I've been trying to get a recycling roll cart for a couple months now. I've tried to call their customer service line but it doesn't work correctly. It lists a directory but ends the call immediately afterwards. They will answer emails but it usually takes them a couple of weeks. I've sent the necessary paperwork to order a roll cart twice now but I still haven't received my roll cart, or any email replies regarding my inquiries to why it's taking so long.

- Michael Redd

Greenville Sanitation is one of the worst sanitation companies that I've been associated with. I have lived in 3 different states and this is the absolute worst. I have been missed on several occasions. When I call in and ask why was I missed they say, " leave it out there and they'll get tomorrow, well tomorrow never comes. I am tired

of being lied to as well as disrespected on the phone. There have been several times that I've asked to speak with a manager only to be told no. Yesterday, 7/21 was another day I was missed. Their website says that they have reliable service, it's anything but reliable. It is time for someone to step up and be responsible. Enough is enough !!!!!

- Rebecca Stines

Hyperlink to Facebook reviews of Greater Greenville Sanitation (average rating is 1.2 stars out of 5): https://www.facebook.com/GreaterGreenvilleSanitation/reviews?ref=page_internal