



SEATTLE CITY COUNCIL

September 12, 2017

Dear General Manager and CEO Mami Hara,

We would like to thank you for the opportunity to comment on Seattle Public Utility's current collections contract Request for Proposal (RFP). While we understand that this RFP is out to bid and has a respondent date of September 18th for parties' interest in applying, there are a few items for which we would appreciate your attention and response.

We want to join Teamsters Local 174 in thanking you for addressing the issues that might arise as a result of a possible change in contractor. Specifically, the issues of hiring preferences for displaced workers, pay and benefit retention, and interim medical coverage outlined in your memo dated August 15th, 2017, though not explicitly addressed in the RFP must be included in the future contract of a winning bidder.

Secondly, we ask that you consider the addition of a "Customer Bill of Rights" in all utility contracts. As part of the City's cable services, customers have enjoyed a [Bill of Rights](#) since the early 2000s. The Cable Customer Bill of Rights contains sections that cover Courtesy, Accessibility, Responsiveness, Services for Customers with Disabilities, Customer Information, Customer Privacy, Safety, Satisfaction Guarantee, and a Complaint Procedure and Credits to Customers when their rights under the Bill are violated. We request that the utility add a similar bill of rights to their contracts.

Finally, while the RFP states that Seattle Public Utility is encouraging alternatives for collection services that can include alternative fleets or fuels, we request that the utility specifically include a call to action regarding the implementation of an electric fleet pilot program. While we understand that the market may have few cost-effective solutions today, Seattle prides itself on its green values and in that spirit, the City of Seattle can spur innovation by becoming an early adopter of electric garbage trucks. [Chicago has had a pilot program](#) in place since 2014. We urge the utility to more rigorously pursue the adoption of an electric fleet pilot program.

Thank you for your consideration.



Lisa Herbold

City Councilmember District 1

Chair Civil Rights, Utilities, Economic Development and Arts Committee



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