

**WAC 173-900-810 Local government and community satisfaction reports.** (1) Starting January 1, 2010, local governments and local communities are encouraged to submit an annual satisfaction report to ecology by March 1 of each calendar year.

(2) The entity responsible for preparing the solid waste management plan for an area is responsible for submitting the satisfaction report to ecology.

(3) **Report content:** If submitting a report to ecology, the report must include information about local government and community satisfaction with the services provided by plans in their community including:

- (a) Accessibility and convenience of services;
- (b) How services are working in their community;
- (c) What services are not working and why;
- (d) Suggestions for improvements to the services being provided by plans;
- (e) Description of public outreach and education; and
- (f) Any other information the local government determines is important to include.

(4) **Submittal:** If submitting a report, the submitting entity must submit:

- (a) One electronic copy, by email or other electronic means, in a format usable by ecology that allows electronic editing and commenting; or
- (b) One paper copy by mail to one of the following addresses:

For U.S. Postal Service:

Department of Ecology  
Electronic Product Recycling  
Waste 2 Resources Program  
P.O. Box 47600  
Olympia, WA 98504-7600

Or

For Courier:

Department of Ecology  
Electronic Product Recycling  
Waste 2 Resources Program  
300 Desmond Drive  
Lacey, WA 98503

(5) All reports must use the "local government satisfaction report template" prescribed by ecology.

(6) **Review and approval:** Ecology will review each report within ninety days of receipt and will notify the submitting entity of any need for additional information or documentation.

If ecology determines that additional information is needed, the submitting entity must submit the additional information to ecology within thirty days of receipt of the notice.

(7) If a report is submitted, ecology will use the information provided in these reports when reviewing plan updates and revisions.

(a) Reports indicating dissatisfaction will be sent to the authority or authorized party.

(b) The authority or authorized party has sixty days to respond to the report submittee(s) and ecology addressing issues raised in the report.

(c) If based on this response, ecology determines that the plan is failing to provide service in a community, ecology will send written notice, electronically or by U.S. Postal Service, to the authority or authorized party.

(d) The authority or authorized party will have sixty days from receipt of the notice to submit an updated plan to ecology (see WAC 173-900-335).

(8) At any time, communities may submit comments to ecology about the CEP recycling programs in their area.

[Statutory Authority: RCW 70.95N.230. WSR 16-06-107 (Order 15-03), § 173-900-810, filed 3/1/16, effective 4/1/16. Statutory Authority: Chapters 70.95N, 70.105, and 70.105D RCW. WSR 07-21-013 (Order 07-05), § 173-900-810, filed 10/5/07, effective 11/5/07.]