

From: [REDACTED]
To: [City Council](#)
Subject: Recology
Date: Monday, January 6, 2025 3:21:04 PM

I've had a truly frustrating experience with Recology's customer service, and I know I'm not alone. Getting in touch with someone on the phone feels like an endurance test. On average, I've found myself on hold for 20 to 30 minutes, and sometimes it stretches even longer. It's incredibly frustrating when you just need a simple answer or to resolve an issue, but you're left listening to hold music for what feels like forever.

After being a customer of Recology for years, I'm ready for a change. I'm really looking forward to a new company coming into the area to shake things up. Recology has a total monopoly on waste management in Sonoma County, and it's frustrating to see how that gives them the freedom to operate with such indifference to customer service. It feels like they've taken advantage of the fact that there's no real competition in the market.

It's time for a change.

Thank you,
Gina B.