

November 16, 2020

Dear Mendocino County Board of Supervisors,

I am writing to inquire and address an issue that has become a topic of conversation and distress among local residents. This topic of heated conversation and concern comes amid the recent notice and increase in

"retroactive" charges by Waste Management. I realize that I am unfamiliar with The Franchise Agreement you have with Waste Management and I do not know what legal standing they have for such a move, or what

impact my words may have on the situation to change it, but I felt it was important that I try. That being said, I would like to know why the local residents were not given sufficient notice of these charges and the right to

protest them? I personally received my letter from Waste Management regarding the rate increase and retroactive charges on October 20,2020. I was given only a 12 day notice before the charges took affect.

This ridiculously short notice of increased charges is not only a financial inconvenience and or hardship for me and my family, but to others I have spoken to in our community. I can understand a legitimate increase in costs and therefore a rate increase based on those costs, but I do not understand the right to charge customers retroactively. I have read numerous complaints online from others in our community who feel that this action is a

low blow, especially while we are still in the midst of dealing with COVID and all the challenges and struggles that have impacted families this year. I do not think that this is the right time for members of our beautiful

community to receive increased financial strain because they are footing the bill on retroactive charges that should have been increased gradually over the past two years. I ask that you please address this issue in the

best way you can for the people of Mendocino County and its residents.

Thank you for your consideration,

Felicia Holmes