

Dublin,

28 February 2018.

Competition and Consumer Protection Commission,  
Household Waste Collection,  
Bloom House,  
Railway Street,  
DUBLIN,  
D01 C576.

For the attention of

Dear Sir.

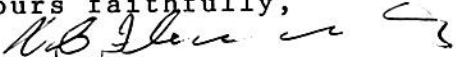
I refer to your Commission's public consultation paper of 9 February 2018 in the matter of "The Household Waste collection Market". I wish to comment about the following questions:-

2. 1.(b). This address is included in the list published by Dublin City Council on 1 July 2016 as an area where waste and re-cycling bags may be collected. There is not any competition for this business. Only Greyhound Household advertises this facility here. Since 2014 my neighbours and I have had constant cause to complain about neglected collections without any redress or compensation. We are compelled to use prepaid colour coded bags which can only be obtained from a designated supermarket. These bags are very flimsy and quite unsuitable for the allowable weight permitted. The Company routinely ignores complaints about persistent failures by their collectors to provide the service for which we must pay in advance. At one stage I had as many as five uncollected bags on hand.
- 2.7.(a) Consumers do not have any protection under the current regulatory environment. There is not any public authority with necessary powers to compel permit holders to provide the reliable collection service for which they must be paid in advance. The present lack of such an authority permits the licenced operators the false pretence of providing a service which they then may neglect to provide with total impunity.
- 2.7.(h). In my opinion and that of my neighbours there are not any regulatory nor enforcement regimes to provide users of this system with redress when there is cause for complaint about failures to provide this service. There is a most urgent need for an independent ombudsman or other regulator to oversee this system. He should be given sufficient powers to compel licenced operators to provide whatever services they undertake to perform, to penalise them in cases of persistent non performance and to compensate consumers whenever necessary.

You will find full details of my long standing problems on your file CAS-77773-C9L4F2. Is it not now opportune to provide the "Consumer Protection" referred to in the Commission's title?

Due to inclement weather this submission may be delayed..

Yours faithfully,

  
R.C. Flewitt.