

District Attorney Marc Bennett  
18<sup>th</sup> Judicial District of Kansas



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For Immediate Release, May 24, 2023

**WICHITA, KAN.** – On September 20, 2022, the Consumer Protection Division of the District Attorney’s Office opened an investigation into Best Value Services, LLC after receiving consumer complaints regarding prepaid trash services the consumers reported they were not receiving in Sedgwick County. During the investigation, 12 separate consumers filed complaints requesting refunds for services they had not received.

Over several months, Best Value Trash responded to requests for records and cooperated with the investigation. Investigator Andrea Poirier with the Office of the District Attorney verified Best Value Trash voluntarily provided all requested refunds to the impacted consumers and a new service provider voluntarily offered a free month of trash service to impacted consumers in Haysville as they transitioned to a new contract provider. While the reported disputes were typically less than \$200 per consumer, there is no minimum threshold of loss for the District Attorney’s Consumer Protection Division to investigate. This office has determined that the voluntary actions by Best Value Trash sufficiently addressed our concerns; therefore, our office has closed the investigation into this matter.

The office of the District Attorney reminds residents that the Consumer Protection Division enforces the Kansas Consumer Protection Act in Sedgwick County and works to assist citizens by investigating possible violations. Visit [www.sedgwickcounty.org/district-attorney/consumer-protection-division/](http://www.sedgwickcounty.org/district-attorney/consumer-protection-division/) for details or email [consumer@sedgwick.gov](mailto:consumer@sedgwick.gov).

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