March 8, 2022

Dear Valued WM Residential Customer,



We would like to take the time to thank you for your patience and understanding during the unprecedented challenges we have all faced since the onset of Covid-19. As you know, in January 2022, WM temporarily suspended recycling services due to the lingering effects of the Covid-19 Omicron variant. Our team is managing through those challenges and is preparing to resume recycling service in your area effective Monday, March 28, 2022.

In an effort to resume recycling services and to allow WM to continue to provide you with the most efficient and economical waste collection service, effective Monday, March 28, 2022, we will be modifying our service offering in your area to include the following:

* **Once-per-week trash and once-per-week recycling curbside service**
* **Trash and Yard Waste should be bagged and placed inside the company provided solid waste container. Nothing outside the company provided container will be collected including yard waste.**
* **All cardboard boxes and containers must be broken down and placed inside the company provided recycling container.**
* **Material not contained in the company provided cart is considered bulk waste. Pick-up for bulk waste will need to be scheduled separately through the WM ticketing process online, via wm.com or the via the call center.**
* **Arrangements are available to add additional carts for $10 trash and $5 recycling per month.**
* **If you wish to cancel service, WM is waiving container removal fees as long as the cancellation occurs between March 28 – April 29, 2022. Normal container removal fees will resume April 30, 2022.** **Any prepaid payments for services after your cancellation date will be refunded.**
* **Until recycling services are resumed, WM will continue to credit your account for the recycling material offset charge (RMO) as identified on your invoice.**
* **WM’s Customer Service team will gladly assist you and can be reached by live chat or email at** [**www.wm.com**](http://www.wm.com) **or by phone at 888-964-9730.**

We encourage you to **visit RecycleOftenRecycleRight.com** to learn more about recycling do’s & don’ts.



*Have you created your profile on WM.com yet? By creating a My WM profile online, you can access billing, pickup and holiday schedules, order additional services, and other service features to manage your Waste Management accounts. This is another avenue for WM to provide the most up-to-date information to best service our customers.*