



Meet Your SALES ACCOUNT MANAGER



Name: Kim Fleming

Title: Sales Account Manager

How long have you worked at Waste Management?
2 years

What can your customers expect? Waste Management

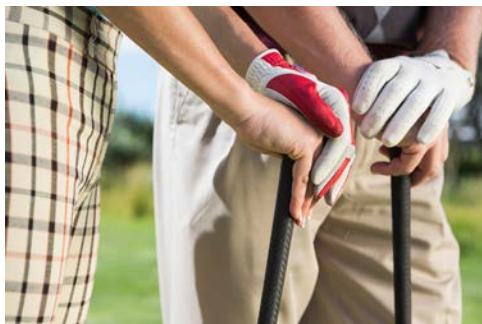
is a leader in finding innovative ways to make our services easy and convenient for our customers. We are the first company in our industry to offer a mobile app (read below for more information about this exciting app). If reaching the "right" person is ever a concern, I pride myself in being directly available to any of our WM customers. I can provide assistance with meeting diversion requirements, adjusting your account or simply answering a question regarding your service. I am always more than happy to help in any way I can.

Message from Kim: I feel lucky to work in an environment that provides constant encouragement and values comradery from other team members. We all work toward the same goal of, first and foremost, taking care of the customer. I enjoy working for an organization whose views in giving back are in-line with my own. I am proud to tell others I work for Waste Management of North Valley.

Chico is a place that I've called home since attending Chico State in 2001. I fell in love with the "small town" feel of the community; being able to ride your bike just about anywhere you need to go; buying fresh produce from the farmers market; and jogging in Bidwell Park. There is always "something" going on in town to keep me entertained and this is the only place I can imagine raising our growing family.

Waste Management in the Community

On Sept. 29, **Kim Fleming**, Account Manager, hit the links in support of the Enloe Medical Center Golf Tournament. Kim and her golf partner, **Callie Sanchez** representing CY Property Management, were thrilled to represent Waste Management of North Valley and participate



Waste Management of North Valley

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Hours of Operation

Mon-Fri • 8:00am-4:00pm

North Valley Sales Team

Contact Information

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Account Manager

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in this event that raised money for the expansion of the new cardiovascular care and diagnostic facilities.

We were happy to be a part of an important community event.

Waste Management Think Green Grant In Action

In May, the Mount Lassen Chapter of the California Native Plant Society received a \$4,000 Think Green Grant from Waste Management to help with its clean up of Chico's creeks. On Nov. 8, working with Butte Environmental Council, the Chapter held a cleanup. A group of volunteers came together to clean up the local urban creeks that have become overtaken with invasive plant species and removed garbage from



the encampments. The team filled a 40-yard container with trash and bamboo.



The grant helps fund the organization's clean ups, which in turn creates and sustains a greener, more vibrant community in the North Valley. We look forward to seeing the progress made by this group as they continue to do meaningful environmental work in the community.

Waste Management Pride

Waste Management of North Valley is proud to be the waste solutions and recycling provider for the City of Chico, Butte County and other surrounding communities. We are committed to working with local businesses to create customized recycling programs, meet regulatory requirements, increase diversion rates and serve the greater environment of North Valley.

In fact, we are so enthusiastic about this community that we created a TV spot to show the



community the great work we do each and every day. Click [here](#) to watch the spot.



Christmas Tree Recycling

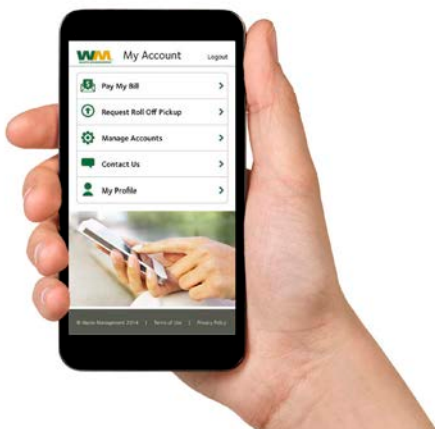
Help us close the loop by returning your Christmas tree to the compost yard at the Neal Road Landfill or depositing it in your yard waste cart. Collection will occur from Dec. 26 through Jan. 15. Cut your tree in 3-foot sections and place it in your green waste cart for curbside collection or drop off your tree for free to 4441 Cohasset Road, Chico.

Please be sure to remove lights, tinsel, ornaments, tree stands and garland before placing them in your cart or delivering them to the site.

Introducing Waste Management's Mobil App for Commercial and Roll-Off Customers

We live in a mobile society where getting things done on the go is the norm rather than the exception.

Waste Management is proud to introduce the new mobile app for our commercial and roll-off customers. The app allows you to schedule pickups remotely. The enhanced WM Mobile App lets roll-off customers place a roll-off pickup request from the convenience of their iPhone or Android mobile device.



Fast, convenient, efficient and mobile – just like the world we live in. You requested this technology – we listened and delivered. Read out the app's features:

IMMEDIATE ACCESS

Allows pickup requests to be made from anywhere on a job site or elsewhere.

QUICK AND RELIABLE

Requests can be placed in a few short clicks with immediate confirmation.

RESPONSIVE

Requests can be made for service as early as the next day – and up to 30 days ahead.

PROVEN

Tested and adopted by selected customers in 2013, redefined and rolled out in 2014.

INNOVATIVE

No other waste services company offers this tool.

FLEXIBLE

Designed to work with iPhone, iPad, iPod (5.1 and above) and Android mobile devices (OS v4.0 and above).