

Waste Management Announces Inclement Weather Hotline

Keeping customers informed about their waste collection is a priority during the winter months.

SONORA, Calif. — Every year the Tuolumne county area experiences winter storms that can make local roadways dangerous, hindering Waste Management's ability to safely collect customers' waste and/or recycling on their regularly scheduled collection day.

Waste Management is committed to providing outstanding customer service, despite the weather, and created a toll free inclement weather hotline for customers in the Tuolumne county area. Customers can call the toll free hotline, 888-558-0616, to check on the status of their waste and recycling collection. The weather hotline is available at any time.

"We understand the frustration our customers experience when inclement weather prevents our experienced drivers from being able to safely provide collection service," said Tom Teach, Waste Management of Cal Sierra District Manager. "Now customers have the ability to call the toll free Waste Management Weather Hotline to become informed about the status of their collection service."

Following are a few examples of what causes delays during the winter months, including additional safety measures practiced by our drivers:

- Chaining-up and chaining-down tires;
- The weight of the garbage is heavier due to snow and rain, therefore drivers have to make more trips than normal to the transfer station to dispose of the garbage;
- Snowplows often bury carts, which makes it difficult for the driver to service them;
- Winter days are shorter, and drivers are working in the dark longer;
- Many drivers work overtime to make up for lost time, however we do not allow our drivers to be on the road for more than 12 hours. It's a safety hazard and the law.

"Safety is a top priority for Waste Management. We work hard to collect trash and recycling as scheduled, while maintaining our safety procedures," said Teach. "If we are unable to service our customers as scheduled, we offer additional disposal solutions and provide collection service within a reasonable amount of time so there is little to no impact on the customer."

In addition to the inclement weather hotline, Waste Management often proactively calls customers to inform them that their regular scheduled collection will be delayed due to weather or hours of service constraints. Customers can also find service alerts online at wm.com. Check for a link on the top right. These services keep customers up-to-date, which allows them to plan accordingly.

ABOUT WASTE MANAGEMENT OF CAL SIERRA

Waste Management of Cal Sierra is a community-based provider of environmental solutions. As the leading provider for commercial and residential curbside collection for recycling and disposal, Waste Management of Cal Sierra delivers local solutions with the knowledge and resources of the nation's largest recycler, Waste Management. For over 19 years, Waste Management of Cal Sierra has employed over 40 employees. To learn more about Waste Management of Cal Sierra, click [here](#).

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