

Important Service Information for WM Customers Affected by the California Wildfires

We understand that the devastating California Wildfires have impacted many lives, and we are here to support you during this difficult time.

If your home has been affected by the Palisades Fire, you can cancel your service using our online Support Request Form. **To request a refund, please contact our Customer Service team at (800) 675-1171.**

Account Closure Assistance for Our Customers Affected by the Fire

Please scan the QR Code to fill out the Support Request Form or visit wm.com/support for assistance.



WM Resumes Service

We want to reassure you that WM has resumed trash collection services in areas where first responders have been granted access.

WM will run residential trucks **Saturday, January 18, 2025**, to collect anything that is out for service. **The week of January 20, 2025, WM will service the community twice a week.**

To help you with your cleanup efforts, you may use all three containers—black, blue, and green—for trash. All containers will be emptied into one truck, sorted, and disposed of properly at our facility. We kindly ask that you refrain from placing burn debris and vegetation in the containers.

Additionally, WM will collect green waste left at the curb, and our trucks are actively traveling through public rights-of-way to gather tree and vegetation debris that has fallen due to the winds.

Our hearts go out to the Palisades community during this challenging time. Please know that we are here for you and are keeping you in our thoughts.