

# Chico

## Contamination and Overage Monitoring Program

Did you know when you recycle right and avoid overfilling your containers, you are helping your community stay clean and green while also creating a sustainable future for the next generation?

### How It Works

1

#### Your Materials

With the help of mounted cameras, WM Smart Truck™ technology captures footage of containers as they are collected during service.

2

#### Your Service

A dedicated team of technicians reviews the footage associated with your address to make sure your materials were thrown into the correct container, carts are not overflowing, and were collected successfully.

3

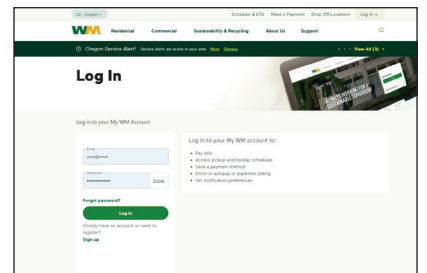
#### Your Notifications

If a container associated with your address is overloaded or non-acceptable material is found, we'll send you a notification with a photograph explaining what we found along with tips to avoid overage or contamination in the future. Log in to My WM to set your communication preferences.

4

#### Your Account

After two notifications, your account may be charged when you overfill a container or when you contaminate your recycling or yard waste. Customers with more than five instances of contamination may have recycling and/or yard waste cart removed for one year. For the most current charges, refer to the current rate sheet for contamination and overages at [home.wm.com/chico](http://home.wm.com/chico). If there is an error in the notification, we will correct it. Call (530) 893-4777 to dispute a charge.



#### Do More with My WM

Register or login to set your communication preferences, view service images, track curbside ETA, view service dates and holidays or report missed pickups.

Visit [wm.com](http://wm.com) or scan the QR code to sign up for an account.



# WM SMART TRUCK<sup>SM</sup> TECHNOLOGY

## Frequently Asked Questions



### IS THIS THE FIRST TIME CAMERAS HAVE BEEN USED ON A WM COLLECTION TRUCK?

**No, WM has used cameras on trucks for many years.** We use mounted cameras to improve safety by assisting our drivers with rear and side-view perspectives, and documenting driving incidents and detecting overfilled commercial containers.



### HOW CAN YOU TELL IF A CONTAINER IS CONTAMINATED OR IS OVERFILLED?

**Mounted cameras record the containers serviced.**

The pictures (right) show the contaminated contents of a recycling container that was just collected from a service address and placed in our truck. The cameras will also detect overfilled containers at the time of collection.

#### CONTAMINATED RECYCLING



Plastic Bag

Electric Lamp



### WHAT HAPPENS WHEN WM SMART TRUCK<sup>SM</sup> TECHNOLOGY DETECTS A SERVICE ISSUE?

**A dedicated team of service consultants reviews the images from each route daily.** They look for overfilled and contaminated containers and a customer notification is generated and/or a charge is applied to a service account if contamination or overages are found.

#### SAMPLE OVERAGE PHOTO



Overfilled Cart



### WHAT ABOUT PRIVACY?

**WM will not share the images or customer information with third parties for marketing or data mining.** The photographs or videos are used to educate and inform customers and the district to improve collection service, recycling, and divert materials away from the landfills.



### WHAT QUALITY CONTROL IS IN PLACE TO ENSURE ACCURACY?

**Our service consultants are trained to carefully identify overages and contamination.** We have standard protocols for assessing every situation with built-in checks and balances to ensure accuracy.



### CAN A CUSTOMER DISPUTE A CHARGE?

**Yes, customers can contact customer service.** The customer service phone number is provided in the email or letter notifying a customer of an overage or contamination incident. Trained staff will review the incident images with the customer. If we made a mistake, the charge will be removed and our records will be updated to avoid the error in the future.