

Smart Tossing with WM Smart Truck® Program



The Smart Way to Fill Your Cart

Overloaded carts aren't easily – or safely – grabbed during pickups, and excess material can cause service delays as trucks reach capacity earlier than planned.

Keep a Lid on Overages by following these steps:

- Reuse or donate items.
- Don't over fill your cart.
- Flatten boxes or take items apart.
- Request an extra or bulk pickup, order an additional cart or increase your cart size, if available.

Recycle Right®

Right material. Right cart. Never mix trash and recyclables.

Follow these three simple rules:



Recycle empty and dry bottles, cans, papers and cardboard.



Keep food and liquid out of your recycling.



No loose plastic bags and no bagged recyclables.

Get Set Up For Success

Follow these steps to help pave the way for the WM Smart Truck® Program in your community.

Stay in the Know with My WM

A My WM account allows you to opt into notifications. If your cart happens to be overfilled or contaminated, we'll give you a heads up using your preferred contact method. After your first warning, we will send all other notifications digitally for your convenience.

You can also manage your account and services, view service images and more. Just scan the code, visit wm.com/mywm or download the My WM App from Google Play or the Apple Store to get started.



Your Community Website

Visit home.wm.com/fowler to check pickup schedules (including holidays), review service guidelines, submit requests, and contact us—all in just a few clicks. It's your one-stop hub for staying informed and in control.



WM Smart Truck® Program

Less materials in landfills. Cleaner, greener, safer neighborhoods. It starts with learning more about what you toss into your carts. The WM Smart Truck® program provides the notifications and insights you need to make this possible.

How It Works

1

Your Service

Collection trucks with a proprietary system of cameras and sensors capture footage of your carts during collection.



2

Your Materials

Machine Learning is used to identify overloaded carts or non-acceptable items (contamination) in your containers. Then, a dedicated team of technicians carefully audits the footage to confirm the results.



3

Your Notifications

Beginning in 2024, local jurisdictions were required to implement enforcement programs to monitor recycling and organics carts for contamination in compliance with Senate Bill 1383.

Starting February 1, 2026, the following fees will apply:

Overfilled Cart: \$10

Contaminated Cart: \$10

If your cart is overfilled or contaminated, we'll notify you. After the first warning, future alerts will be sent digitally - update your My WM contact settings to stay informed.



To avoid charges, please ensure carts are properly filled and free of contamination.

