

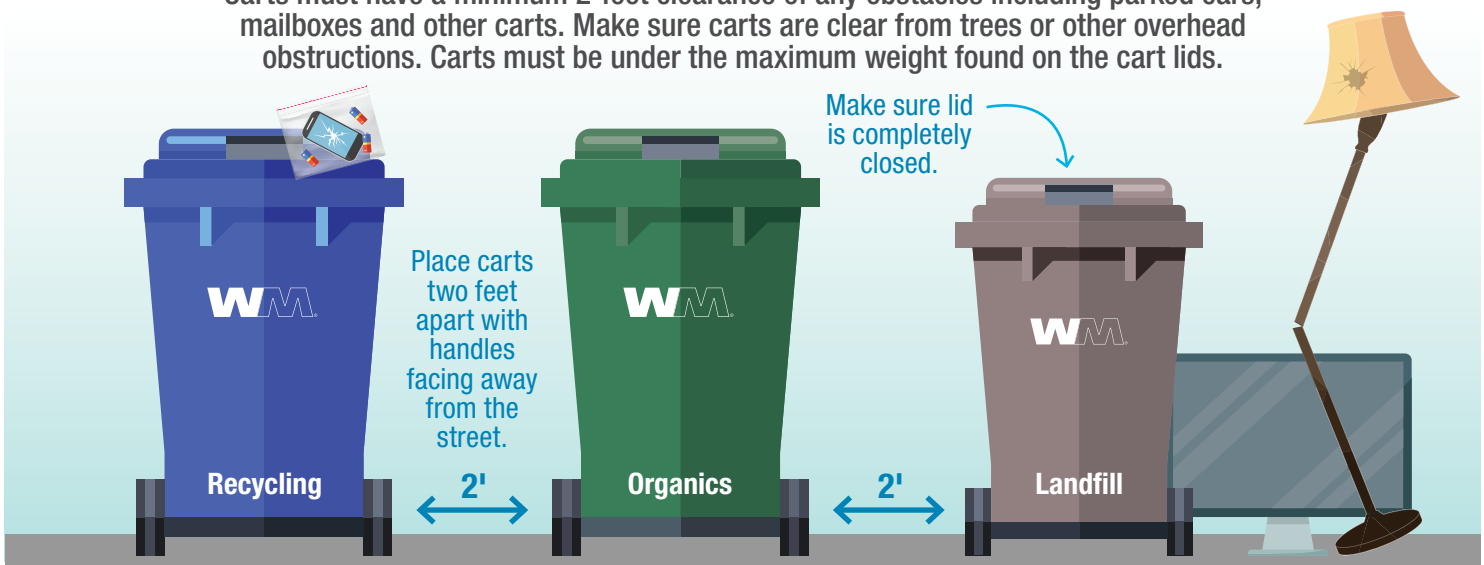
Carts, Contamination & More

What You Need to Know

Proper cart placement, knowing what to do if a pickup is missed and staying on top of billing are all part of keeping your waste management services running smoothly. This flyer provides **helpful information and tips**:

Set Out Made Easy - Place Your Carts Correctly for Pickup

Carts must have a minimum 2-foot clearance of any obstacles including parked cars, mailboxes and other carts. Make sure carts are clear from trees or other overhead obstructions. Carts must be under the maximum weight found on the cart lids.



Additional WM Services and Cart Information

Exchange broken carts (one free swap per year!),
how to report missed pickups and how to avoid collection problems

Exchanges and Different Size Carts

Carts may be exchanged at no charge annually for any reason including if damaged or inoperable.

Missed Collection

Place your carts at the curb by 6 a.m. on service day to avoid service interruption. Occasionally unforeseen circumstances may arise and services could be delayed. If you are not serviced by the end of the day, please contact WM at (760) 439-2824. Collection will be completed by the next business day.

Overages/Overloaded Cart

If one or more of your carts is identified as being overloaded, you will receive a notice of non-collection. If this occurs, simply remove the excess material so the cart lid can close tight and place the cart out the following week for collection. If additional service is needed, please contact WM. A fee may apply.

Contamination

Materials that are placed in the wrong cart can contaminate and negatively impact an entire truckload. If contamination is identified, a contamination or non-collection notice will be provided to the resident and an additional fee may apply. Please review the acceptable material list for each cart to prevent contamination.

Billing - Three Easy Ways to Pay

All City of Oceanside residents are invoiced monthly for waste services by WM.



Web – Visit **WM.com** and click the “Pay My Bill” button on the top of the page.



App – Access your account by downloading the “WM” app using the same username and password you set up on **WM.com**.



Check – Paying by check for services is available through the mail.

3
Easy Ways
to Pay



All the Info You Need - Online and On the App!



24/7 Access – Access billing, account information and self-service applications like scheduling a large item donation or landfill item, e-waste collection or extra pick up.



Missed Pickup – Notify WM of a missed pickup.



Pickup Schedule/ETA – View your pickup schedule, next pickup date and estimated time to arrive.



Holiday Schedule – Find holiday schedules, including potential holiday service delay.



Paperless Billing – Sign up to receive invoices online and be notified by email when your bill is available.



Contact Us – Get timely email responses when you submit your questions or report service-related issues.