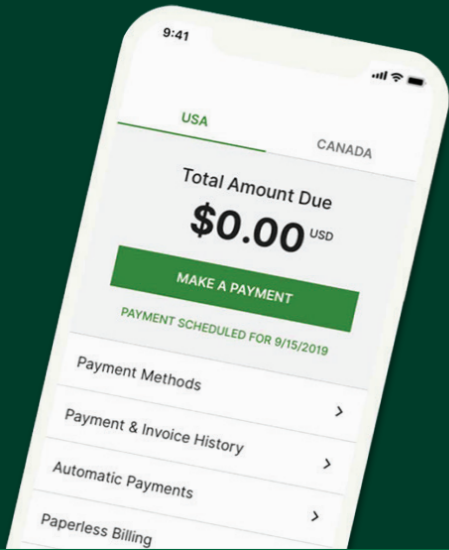


BE IN THE KNOW, ON THE GO

Take control of your waste services with your My WM account—everything you need, on-the-go.



Scan the code or visit wm.com/mywm to unlock your account.



Pickup Schedule

Track curbside collection, service dates, or report missed pickups.



Payment Methods

Select your payment preference or enroll in AutoPay.



Notification Preferences

Set communications preferences to receive same-day service alerts.



Bulky Pickup

Schedule and manage bulk collections at no charge once per year.

In the event of service disruptions or delays, WM will text, email, or call you. Register your My WM account and set your communication preferences to receive real-time service alerts.

EASY WAYS TO CONNECT WITH WM

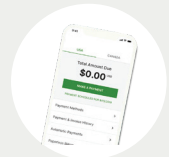
Create Your WM Account

Setting up a My WM account allows you to view service and holiday schedules, report missed pickups, pay your bills, and even set up autopay and paperless billing. Plus, you can request services whenever you need them. Visit wm.com/mywm to get started!



Download the My WM APP

Download the My WM App for ultimate convenience. Manage your account and services anytime with all the great features of your online account right at your fingertips. Search for “My WM” on Google Play™ or the Apple Store® to get started!



Get to Know Our Help Center

If you have questions or need assistance, visit us at wm.com/support for helpful articles and solutions to common questions. You can also click the chat icon at the bottom right of the page to connect with our WM Support Team.



Give us a Call

WM is welcoming local customer support representatives to assist your over the phone. You can contact WM Customer Center at (800) 369-4999, Monday through Friday, from 8 AM to 5 PM.



1333 East Turner Road
Lodi, CA 95240

Working for a Sustainable Tomorrow® in San Joaquin - Areas A, B, and E



Residential Recycling, Organics, and Trash Guide

Everything you need to know to manage your WM account and make the most of your services.

CUSTOMER SERVICE
(800) 369-4999
Monday – Friday • 8 am – 5 pm



ORGANICS



Unpackaged Food Scraps Including Fruits, Vegetables, Cooked Meat, Bones, Eggshells, Cheese, Grains, and Coffee Grounds, Plate Scrapings



Food-Soiled Paper



Grass, Weeds, Green Plants, Tree Limbs, Wood Chips, Dead Plants, Brush, Garden Trimmings, and Leaves. Holiday Trees should be cut into small pieces and placed into yard waste cart.



Christmas Tree Disposal

WM will collect your Christmas Tree curbside on your collection day through the month of January. After January, cut tree down into smaller sections and place in your green cart.



Do not bag Organics



RECYCLE



Clean Paper, Magazines, Newspaper, Cardboard, Junk Mail, Cardboard Egg Carton



Metal Cans, Empty Aerosol Cans, Clean Aluminum Pans and Foil



Glass Bottles And Jars (Even Broken)



Empty Plastic Bottles, Rigid Plastic Containers



Do not bag Recyclables



TRASH



Snack or Chip Bags, Candy Wrappers



Clothing (Donate if Gently Used)



Beverage Boxes/Pouches (Multi-Material Packaging)



Hoses, Cords & Wire



Plastic Bags, Films, Packaging, Disposable Gloves and Masks



Cup Lids, Plastic Utensils, Straws (Including Compostable), Broken Ceramics (Please Wrap)



Succulents and Palm Fronds



Polystyrene Foam



Diapers and Pet Waste



CONTAMINATION & OVERAGES

Contamination happens when non-acceptable items are placed in your recycling or organics carts. When non-acceptable materials mix with recyclables or organics, it can prevent the entire load from being properly processed.

To avoid contamination and overage charges*, follow your sorting guide and only place approved items in each cart. Keep lids fully closed by not overfilling your containers. Proper sorting ensures your materials can be recycled or composted into new products, keeps your service running smoothly, and helps you avoid additional charges.

- ✓ Never bag your recyclables and organics, always keep them loose.
- ✓ Break down boxes to avoid overfilling.
- ✓ Batteries, paint, cleaners, electronics and other hazardous waste never go in the trash
Visit the website below for recycling event dates.

Visit home.wm.com/san-joaquin-county for information and resources.



Place your carts at least 3 feet apart and 3 feet away from obstacles to allow the automatic arm to lift and empty the cart. Place the wheels of the cart toward your house. Ensure carts are not overfilled and lids are fully closed to avoid potential overage charges.

** Charge of 25% of the monthly rate will apply per incident. Repeat violations may result in an automatic cart size increase with an adjusted monthly rate.*

ADDITIONAL SERVICES

Bulky Item Collection

WM offers one bulk collection per year. In celebration of Earth Day, WM will collect bulky items curbside the second week of April. Visit home.wm.com/san-joaquin-county for bulky item collection date.

Annual Bulky Voucher

Each year, WM mails one bulky waste voucher to every single-family home in San Joaquin County. This voucher allows residents to haul one load of bulky items and garbage to the Central Valley Waste Station at no cost. Load must be properly tarped.

Recycling Events

Never place e-waste and Household Hazardous Waste (HHW) in your recycling container, it's a safety hazard. WM holds e-waste and HHW events four times per year at Central Valley Waste, 1333 E Turner Rd. Lodi, CA 95240. Visit home.wm.com/san-joaquin-county for dates.

Senior / Low-Income Discounts

Eligible seniors 65 years or older and eligible low-income residents may qualify for a discounted rate. To review eligibility requirements and apply. Visit home.wm.com/san-joaquin-county.