

Review Your Billing History

You can view current and past invoices in My Account by accessing the Recent Bills and Payments page. Previous invoices are stored for 12 months.

Sign Up for Online Bill Pay

When paying online, there are two options: make a payment as a guest user or from a registered account. As a registered user, you will be able to view your payment history and save your preferred payment method, among other useful features.

WM Mobile App

WM Mobile makes it easy for you to manage your WM accounts, billing, and services on-the-go. Log in or register for an account through WM Mobile to get started! The WM Mobile App is free and available for download on Google Play or the iTunes App Store.

More Helpful Billing Information

Learn how to sign up for Paperless Billing, Reoccurring Payments, or view our Simple Guide to Understanding Your Invoice found in the [Customer Support section of WM.com](#).

Pay Your Bill

With Waste Management, you have the ability to pay your invoice from anywhere, on any device, any time you choose: <https://support.wm.com/hc/en-us/articles/115000067892>

Understanding Overage Charges

The Overage (Snapshot) charge is a one-time charge applied to a customer's account when the driver documents one of these customer situations:

- Overloaded container (e.g., lids open 10 inches or more)
- Lids left closed and debris on top of lids or outside of container

The standard policy charges includes:

- Any container overfilled more than one yard
- Charge varies by Area This charge also covers any additional time for service and extra debris which is picked up and disposed of as a result of the customer's situation in accordance with Area policy. Although occasional trash overflow is a natural occurrence, it is our job to properly charge for appropriate services while helping the customer to manage service levels in the longer term.

Overage service covers the costs associated with resolving the customer's service issue including:

- Added disposal costs associated with additional waste collected which is not built into the standard service price
- Additional time for the driver for collection, documentation and communication of the issue
- Administrative costs to process the issue, communicate it to the customer and provide associated paperwork.