



## Greening Our Community City of Sparks



Winter 2025 - Newsletter



## Stay Current, Stay Informed

Extreme weather, road maintenance, and other unforeseen events can sometimes delay your service. When it happens, WM will provide same-day updates via phone, text, or email.

Unfortunately, many customers in the Nevada region have outdated contact information, which hinders our ability to deliver timely alerts. Stay informed and update your contact information and communication preferences through the My WM app or at **wm.com/account**. Your information will not be used for unsolicited services, autopay programs, or sold to third parties.

## Updating Your Contact Information Step-By-Step!



Scan the code below or visit **wm.com** to create a profile. If you already have credentials, skip to step 2.



After setting up login credentials, navigate to "Update Online Profile" to verify or edit your contact information.



Go to "Communications Preferences" to choose your preferred contact channel. Need assistance? Contact customer service.

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## Get Ready for 2025: Resources to Manage Waste Year-Round

Waste disposal needs can vary throughout the year. Some months, households generate more waste—especially during seasonal cleanups or when it's time to dispose of bulky items. Explore the alternatives below to supplement your regular curbside service and efficiently manage extra waste and your WM account year-round.

### EXCESS WASTE STICKERS

WM offers customers 20 stickers to manage extra waste year-round. Easily place stickered items curbside for collection. Items should be either an individual object or a 32-gallon bag, box, or bundle measuring 3'x3'x3', with a maximum weight of 50 pounds. Need more stickers? Call customer service at 775-329-8822 to purchase additional ones.

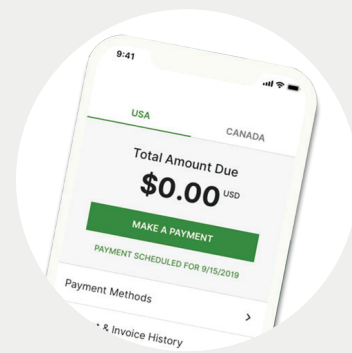


### EXTRA WASTE PICKUP

In May and November, you can place an additional six bags, boxes, or bundles (each not exceeding 3'x3'x3' or 50 pounds) beside the container for collection on their regular service day. No excess waste stickers are required during these months.

### ONLINE SERVICES

By creating a My WM account, you gain 24/7 access to waste services. With just a few clicks, you can modify service levels, check collection schedules, make payments, receive service notifications, and more. Register your account at [wm.com/login](https://wm.com/login) or download the My WM App. WM does not enroll customers in AutoPay without prior authorization.



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