



Greening Our Community Washoe County



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Unfortunately, many customers in the Nevada region have outdated contact information, which hinders our ability to deliver timely alerts.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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Stash Your Trash to Keep Bears Wild

The easiest way for bears to meet their daily calorie requirements is by consuming human food from unsecured garbage containers. See below how you can protect your carts and avoid unexpected visitors.

- Secure your trash or use a bear-resistant container. To request, contact WM at (775) 329-8822.
- Remove any attractants from your yard, including bird feeders, pet food, dirty barbecues, trash, and other scented items.
- Ensure doors and windows are kept closed and locked when your home is unoccupied.
- Never feed or approach bears.

According to local trash ordinances in Washoe County, wildlife-resistant bins are required after two violations within one year. For more information, visit NDOW.org or BearWise.org.



Set Your Carts Right for Easy Curbside Collection



AVOID OVERFILLING

Materials must fit inside the container for regular service. Avoid overfilling to decrease litter, prevent animal hazards and stormwater pollution.



MIND THE SPACE

Setting carts 2-3 feet away from objects facilitates the service. Drivers will be able to quickly service your carts and line them up as found.



CLEAR THE ACCESS

Our collection trucks need clear access to service your carts. All trash must be inside the carts with the lid closed. Avoid obstructions.



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