



SUMMER 2024 ISSUE

RIO RANCHO

Trash & Recycling Newsletter

The **City of Rio Rancho** and **WM of New Mexico** encourage you to utilize all the waste and recycling benefits afforded you as a resident of this community. This bi-annual newsletter is packed with service information and includes details about recycling, free monthly landfill use, green waste events, at-home pickup of household hazardous waste and hard-to-recycle items and how to set up a MyWM online account and more.

Oh behalf of the entire WM team serving Rio Rancho, thank you for allowing us the opportunity to keep the community safe, clean and green. We look forward to seeing you when we service your neighborhood!



Billy Benavidez
WM District Manager,
Rio Rancho

FREE MONTHLY DISPOSAL AT LANDFILL FOR RESIDENTS

Requirements to Qualify for Landfill Benefit

The free monthly landfill benefit is available to current WM residential customers residing in Rio Rancho. To utilize the benefit. BOTH of the following TWO documents are required at time of service for our team to verify proof-of-residency and WM customer confirmation.

1. Valid photo ID with address* (driver's license, etc.)
2. Current Rio Rancho WM bill dated within the last 90 days OR proof of payment for your current WM bill.

**Address on the WM bill must be located within the city limits of Rio Rancho. Both the address or name on the WM bill must match the photo ID. Paper or electronic WM bills accepted and receipts accepted for confirmation.*

Things to Know

- Unused monthly disposal **benefits** do NOT accrue.
- **Tires** are accepted with a maximum of four tires per load.
- Clean **dirt** will not count against your monthly free disposal limit.
- Cash or check **payments** ONLY (for portion of loads over 1,000 pounds).
- **Safety Reminder:** The landfill may close due to high winds or severe weather. If the weather is poor, please call ahead to (505) 433-6052.



RIO RANCHO LANDFILL

Northern Blvd. & 33rd St.
(505) 433-6052

HOURS

- Monday - Friday: 7 a.m. to 5 p.m.
- Saturday: 7:30 a.m. to noon
- CLOSED Sundays and some holidays

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RIO RANCHO

Customer Reminders



PAYING YOUR BILL

- **Residential Service:** \$55.65 per quarter + franchise fee + tax
- **Extra Trash or Recycling Carts** \$23.67/cart per quarter + franchise fee + tax

Ways to Pay

Have your WM Customer ID number ready, it can be found at the top of your WM bill.
EX: Customer ID - 00001-01234-56789

1. **MY WM APP:** Use this mobile app to pay your bill. Visit wm.com to login.
2. **ONLINE:** wm.com/myaccount
3. **PHONE:** (505) 892-1200
4. **IN PERSON:** 402 Industrial Park Loop NE
Mon.-Fri.: 8:30 a.m. and 4:30 p.m. (Closed 12:30 to 1:30 p.m.)
Credit Card or Check ONLY.

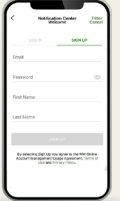
Delinquent Payments

Please remember to pay your bill in a timely fashion. If you reach 90 days past due, your service will be discontinued and your cart(s) will be removed until a satisfactory payment is made. There will be an additional \$50 fee for redelivery upon resuming service.

If you need help paying your bill, contact Storehouse West at (505) 892-2077 or email StoreHouseWestNM@gmail.com.

My WM Alerts

To access your WM service and accounting information and get timely automated notifications, set up an online profile. Choose how you prefer to be notified - by email or text message. Visit wm.com to login.



Service Alerts

When severe weather or other emergencies occur in your area, you can check for notices regarding WM service delays at wm.com/weather-alert/index.jsp.

Questions

Call **(505) 892-1200**

Information

Visit wm.com

WISE WASTE TIPS



Keep Recyclables Loose

Never bag-up recyclables. Instead place materials directly into carts. Also keep plastic bags out of recycling.



Bag and Secure Trash

Help reduce litter from falling out when carts are serviced bagging up trash and yard waste especially on windy days.



Place Carts Properly

Place your recycling and trash carts at the curb by 7 a.m. with wheels facing the curb and the lid fully closed.

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RIO RANCHO

Safe Disposal Tips

HELP PREVENT TRASH FIRES

Did you know? The most common causes of trash fires are hot coals, ashes, and flammable items, such as batteries and household chemicals. The coals that helped get your campfire or backyard BBQ going, can quickly start a fire in your trash cart, the back of a collection truck or at a waste facility. You can help keep your family, community and collection workers safe and prevent trash fires by properly disposing of coals and household hazardous waste.



Properly Dispose of Hot Coals and Ashes

- Cool your coals - hot coals and fresh ashes stay hot for several days. Let them cool for more than 48 hours before disposal.
- Place your hot coals and ashes in a metal container and cover them with water to fully extinguish them.
- Do not put hot coals and ashes in plastic, paper or wood containers.

Hidden Household Hazards

Many everyday household items, such as batteries, disinfectants and cleaners, can cause a fire in your trash cart or in your neighborhood when they come in contact with other materials or get compacted inside a collection truck. To protect your family and community, keep hazardous items out of your cart. Use the **At Your Door Special Collection®** program to safely and conveniently dispose of this type of waste.

At Your Door Special Collection® of household hazardous waste is available at no cost to all Rio Rancho WM residential customers. It's a safe and simple way to dispose of household items that should never be put into WM carts. Simply contact WM to schedule your pick-up. Some of the items WM will collect at your doorstep are listed here. For a complete list and program details visit **WMatYourDoor.com**.



- Batteries of any kind
- Compressed gas cylinders
- Flammable/combustible liquids
- Garden and pool chemicals
- Disinfectants and chemicals
- Motor oil and oil rags
- Paint and paint-related products
- Vehicle fluids



In 2023, Rio Rancho residents disposed of 40 tons of household waste through the **At Your Door Special Collection®** program and 94% of these materials were recycled. The 1,205 households who participated in this program made a big difference for community safety and environmental health. When it's time to clean out your garage or empty your shed, be sure to schedule a pickup of your unwanted, potentially hazardous and hard-to-recycle items from your front door.

AT YOUR DOOR®

Schedule FREE Pick-up

Mon.– Fri: 6 a.m. – 6 p.m. MST

- WMatYourDoor.com
- (800) 449-7587

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2024 Calendar

Rio Rancho - Waste & Recycling Services



RECYCLING COLLECTION SCHEDULE: To confirm your collection day and whether your recycling collection week is Green or Gold, visit wm.com and select VIEW SCHEDULE in the top navigation bar. Enter your Service Address and click Verify. Or select the chat icon in the bottom corner and message an agent.

January 2024							February 2024							March 2024							April 2024						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
1	2	3	4	5	6						1	2	3						1	2		1	2	3	4	5	6
7	8	9	10	11	12	13		4	5	6	7	8	9	10	3	4	5	6	7	8	9	7	8	9	10	11	12
14	15	16	17	18	19	20		11	12	13	14	15	16	17	10	11	12	13	14	15	16	14	15	16	17	18	19
21	22	23	24	25	26	27		18	19	20	21	22	23	24	17	18	19	20	21	22	23	21	22	23	24	25	26
28	29	30	31					25	26	27	28	29			24	25	26	27	28	29	30	28	29	30			

May 2024							June 2024							July 2024							August 2024						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
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19	20	21	22	23	24	25		16	17	18	19	20	21	22	21	22	23	24	25	26	27	25	26	27	28	29	30
26	27	28	29	30	31			23	24	25	26	27	28	29	28	29	30	31				26	27	28	29	30	31

September 2024							October 2024							November 2024							December 2024						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
1	2	3	4	5	6	7							5		1	2	3	4	5	6		1	2	3	4	5	6
8	9	10	11	12	13	14		6	7	8	9	10	11	12	3	4	5	6	7	8	9	8	9	10	11	12	13
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22	23	24	25	26	27	28		20	21	22	23	24	25	26	17	18	19	20	21	22	23	22	23	24	25	26	27
29	30							27	28	29	30	31			24	25	26	27	28	29	30	29	30	31			



To learn more visit
wm.com/RecycleRight



Always Recycle



Metal Food & Beverage Cans



Plastic Bottles & Containers



Flattened Cardboard & Paperboard



Paper

Do not bag your recyclables. Place materials loosely and directly into carts. Never put foods or liquids in recycling. Glass is NOT accepted in recycling.

SERVICE GUIDELINES

- Place your WM recycling and trash carts at the curb by 6 a.m. -- wheels facing the curb.
- Place carts at least 3 feet from other objects such as cars, mailboxes, trees and other carts.
- Ensure all material fits inside your carts with the lids fully closed. Be sure to break down cardboard boxes.
- Do not leave any materials next to or outside your cart. Excess materials will not be collected.
- For questions about what is accepted in recycling visit wm.com/RecycleRight.
- Check for weather-related delays at wm.com/us/en/mywm/notifications.

HOLIDAY SCHEDULE

Holidays observed by the WM team servicing your residence are noted with a blue square in the calendar. To confirm your schedule for any given holiday, visit: wm.com/us/en/mywm/locate. If your service day falls on or after an observed holiday, your service that week may be delayed by one day. Regular service resumes the following week.

GREEN WASTE CLEANUP

Call (505) 892-1200 to schedule a pickup.

- ☐ April 8 – 12, 2024 (schedule by April 5)
☐ Oct. 7 - 11, 2024 (schedule by Oct. 4)

Total volume (per household / per pickup) is limited to an area measuring 4' x 8' and 4' tall (or about 20 bags). Tree limbs must not exceed 4' in length.

AT YOUR DOOR SPECIAL COLLECTION®

To schedule pick-up of household hazardous waste or e-waste call (800) 449-7587 or visit wmatyourdoor.com.