Understanding your new Waste Management invoice. What means what?

Invoice Legend

Page 1
1. Your account number
2. Date of invoice
3. Your invoice number
4. Terms of your account
5. Current invoice amount
6. Total amount due
7. Number to call for service-related questions/change of address
8. Account summary – including previous balances, payments, credits and adjustments
9. Service period being billed
10. Service location summary
11. Service being billed
12. Payment coupon
13. Important messages

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14. Location where services were provided (may be different from invoice billing address)
15. Date of service
16. Ticket number
17. Detailed description of services provided
18. Quantity count or volume of service provided
19. Unit of measure
20. Per unit rate of service

The above is a sample invoice for illustration purposes only. The new invoice format is being rolled out in stages. Should you receive an original invoice format, please pay in accordance with contract terms.
Why did the format of the invoice change? Based on customer feedback, we have improved the functional design of your invoice in an effort to make it more user-friendly.

Where can I find the total amount due? The total amount due for the current billing period is reflected on the remittance payment coupon. The new Account Summary section reflects all amounts due from previous billing periods.

Where can I find specifics on billing adjustments and other charges? The Credits and Adjustments Detail section of your invoice details your billing adjustments and other charges.

Where can I find specifics on customer information? Customer information is located at the top of the invoice.

Can I pay with a credit card? Yes, credit cards are accepted in two convenient ways. You can make secure payments on-line with WM ezPay, or you can write your credit card information in the section provided on the back of your remittance payment coupon.

My question isn’t answered here. Where can I find additional support? For additional information, please call the customer service telephone number located at the top of your invoice or your remittance payment coupon for help.

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