



FREQUENTLY ASKED QUESTIONS

April 6, 2020

Are there any impacts to our collection service?

At this time, there is no impact to scheduled residential or commercial collection.

Our waste and recycling collection and disposal facilities will continue to deliver critical health and safety services as scheduled. We know this is important to our communities and customers and that everyone is relying on us. Much like first responders, our drivers and all employees help maintain a sense of normalcy while safely delivering an essential service during this period of uncertainty. That is our top priority. With social distancing and other health guidelines issued by federal, state, and local health officials, more people are staying home and we are already seeing an increase in waste and recycling volumes collected from residential customers.

How is WM keeping operation teams safe during the COVID-19 emergency?

We are following federal, state and local health and safety guidelines. We have instituted new procedures at our facilities to ensure adequate social distancing and the elimination of group gatherings. Specific steps taken include:

- Using technology to allow dispatchers, customer service teams and office employees to work from home
- Transitioning customer outreach and internal communications from in-person meetings to Skype, phone, text and email
- Holding daily driver huddles outside or in larger rooms with smaller groups to allow for safe social distancing
- Suspending the collection of bulky items; beds, mattresses, couches, and other items
- Cleaning the inside of truck cabs daily with sanitizers or soap and water
- No longer storing drivers' work boots inside the buildings in lockers
- Maximizing the spacing of sorters inside our material recovery facilities (MRF) and providing them with additional personal protective equipment (PPE)
- Installing plexiglass at transfer station scale houses
- Closing offices to the public
- On the street, we are asking customers to take care to keep a safe distance from their drivers, specifically 6 feet, to adhere to social distancing recommendations put forth by the Center for Disease Control (CDC).



What can I do to support my driver?

- Please bag and tie all trash – anything inside the garbage cart and any extra bags too.
- Place your cart at least three feet away from all objects including your second cart, mailbox, car or trees. The lid opening should face the street with the wheels of the cart toward your house.
- There are more cars on residential streets during the day. Please help us service your house by keeping carts away from parked vehicles. Our collection trucks need clear access to service your carts.
- Please have carts at the curb before 6:00 am on your collection day.
- Drivers appreciate your thankful waves, but please remain at least 6 feet from your driver to maintain safe social distancing standards.

What can I do to support recycling?

Recycling is an essential service during this crisis. The materials you recycle at home are vital feedstocks for new materials that manufacturers desperately need. Doing your part to recycle right is more important now than ever.

- Break down cardboard boxes and, if needed, cut them up to fit in your recycling cart.
- Rinse and empty your bottles and cans before recycling. Leave the caps on your plastic bottles.
- Now is a great time to use your extra time at home to set up your recycling systems for success and download tools to help you Recycle Right. Visit wmnorthwest.com to learn more.

Is WM suspending bulky waste collection and collection events?

Yes, we have temporarily suspended these services to focus on recycling, yard/food waste and garbage collection. We will be sure to notify our customers and communities and update our service alert pages on wmnorthwest.com once bulky waste collection resumes.

How will I know if there are service changes?

If the COVID-19 virus impacts our collection services and we are not able to collect on regular schedules, we will communicate as quickly as possible, so customers know what to expect. We will follow our inclement weather communications guidelines:

1. **WM WEBSITE:** We post Service Alerts online at wmnorthwest.com, which is the best resource when conditions prompt questions about service. Our policy is to post Service Alerts by 9 am. The website has the most updated information available and it's accessible 24/7!
2. **LOCAL MEDIA:** We alert major media in the area, so information can be shared via TV, radio and social media channels. Many of our partner cities/counties also post to their web pages and social media.



3. **WM CUSTOMER EXPERIENCE CENTER:** Our customer service representatives are available, Monday – Saturday, please check your city/county specific website page on wmnorthwest.com for additional customer service information.
 - Western Washington - 1- 800-592-9995
 - Eastern Washington - 1- 877-466-4668
 - Oregon - 1- 800-808-5901
 - British Columbia - 1- 800-774-9748

4. **CALLS/EMAILS/TEXTS TO CUSTOMERS:** We notify customers by phone or by customer preference. We use an automated call system to send a voice message directly to the telephone number associated with the customers' account. (Yes! We can now call a cell phone if that's the number on the account.) The message includes information on the Service Alert and recovery plan for your service area. We will begin automated calls as soon as possible that day. For WM-billed customers who want emails or texts, please go to wm.com and sign into your account. Once you are in your dashboard, you will have the opportunity to sign up for your individualized communication preferences. For City-billed customers, please work with your city utility billing staff to make sure we have the most up-to-date contact information on your account.