

# Residential Sticker Program for Garbage Collection



## HERE'S HOW IT WORKS

After you pay your next invoice, you will be sent a sticker to adhere to your garbage container. The sticker will identify you as a paying customer and allow our drivers to better focus on their collection activities.

## IT'S SIMPLE.

1. Pay your invoice.
2. We'll send you a sticker to adhere to your garbage can.
3. Place the can with the sticker on it at your normal collection point.

## Here are some important points to remember:

- A valid sticker will be required to receive service. It will be mailed to your service address once your balance is paid in full.
- Invoices are due upon receipt and are sent approximately a month before the start of the service period to which they apply.
- Please submit you payment promptly upon receipt of your invoice to allow for processing and mail delivery time of your sticker. Estimated times to receive your sticker, depending upon your method of payment are listed below:

### *Payment Method*

Online 24 hours a day  
Credit Card or Check by Phone  
Credit Card by Mail  
Check by Mail

### *Total Estimated Time to Receive Sticker*

2-5 Business Days  
2-5 Business Days  
7-12 Business Days  
7-12 Business Days

- Online payment on our secure website is the quickest and most convenient option. Online payments can be made to established accounts via the EZPay link at [www.wm.com](http://www.wm.com) where we accept MasterCard, Visa, Amex and payments from personal checking accounts.
- If you do not receive your sticker within ten days of making your payment, please call our office immediately at 1-800-800-5804.
- Your garbage service is not paid by any homeowner's or association dues or through the payment of any utility or property tax bills. Payments for garbage service provided by Waste Management are made directly to Waste Management.
- As you receive new stickers, please apply them directly over any previous ones you may have. Your old sticker no longer needs to be visible. **See back for examples of how best to display your sticker.**
- Please apply your sticker immediately upon receipt. Once applied, stickers cannot be removed; they will destruct.
- Stickers are processed from a central location and therefore only distributed through mail.
- You may prepay any period of time you wish, however, the expiration date on the sticker will not be at the end of the period you prepaid. Instead, we will mail you a new sticker each quarter provided your account balance is zero or less.
- Only one sticker per address is required. Just make sure the can with the sticker is out and clearly visible to the driver. If you have more than one container at your home, it's a good habit to always fill the one with the sticker first.



# Sticker Do's and Don'ts



Sticker adhered to permanent container, facing the street, and in plain view for our driver.



Sticker obscured from view.



Place sticker on permanent container only, not on disposable items.



Place sticker on can, not the lid.



Place new sticker over old one.



Place sticker high on the container (but not on lid).

Need to pay your bill in a hurry?  
Do it online with our EZPay link at [www.wm.com](http://www.wm.com)