

Think Green[®] Message to our Customers

2014

HURRICANE SEASON HAS ARRIVED

Dear Customer,

The 2014 Hurricane season began June 1st and ends November 30th. As a valued Waste Management Customer, we want to take the time to inform you of our operations procedures in the event there is a hurricane. In addition, we would like to provide important information about what to expect after a hurricane as well as some information about what you can do to prepare yourself and family during hurricane season.



Shanna Lopez
Manager, Public Sector

PRE-HURRICANE

PLAN OF ACTION

Waste Management has worked with leaders in your community to establish a hurricane emergency action in order to ensure the safety of our customers and employees. It is important to listen carefully to local emergency management officials and media advisories regarding potential service shut down or suspension of services such as garbage collection.

Should our area be subject to imminent impact (within 48 hours) garbage/ recycling collection services and landfill operation will be suspended to secure our facilities and allow for our employees to be with their families.

It is important for customers to:

- Not place any garbage/ recycling out for collection
- Secure any remaining loose materials on the property including garbage and/or recycling containers.



POST-HURRICANE

PLAN OF ACTION

Waste Management will restart collection as soon as it is deemed safe in communities and on streets that are passable according to the regular, scheduled collection days. **WM will only collect household garbage.** This includes food waste and diapers. Storm Contractors will pick up all storm debris as contracted by your local counties and/or municipalities.



Storm Debris

Household Garbage

Please keep the following items in separate piles (see illustration above):

- Household garbage, food waste and diapers
- Bagged lawn waste such as pine-needles, leaves and small branches
- Broken tree limbs, fence board, carpet and furniture
- Appliances and other electronics

Some routes may not be completed each designated collection day due to downed power lines, damaged highway control systems or roads and long waits for disposal services. In those cases, WM will collect the remaining household garbage from the previous day, starting the next morning.



Residents can take simple steps to make sure they and their loved one are prepared for hurricane season.



BE PREPARED!

- Make a copy of important documents and back up electronic devices.
- Provide family and friends with contact information in case you have to evacuate.
- Keep a list of medications and doctor contact information.
- If you have special needs, check with your local city or county about registration for assistance.
- Prepare an emergency kit for your pets and make plans for their care in case of evacuation.
- If you live in an area threatened by storm surge, discuss evacuation plans with your family. Search for a zip code evacuation map on the internet or contact city/ county officials to find out if your home is in an evacuation zone. If you need help evacuating, call the state at 2-1-1 or 1-877-541-7905.
- Finally, stay informed by monitoring the news media. Local officials will provide information about current conditions, evacuations and re-entry.

Please Contact Us

Disasters challenge everyone. Being prepared and knowing what to expect in this difficult time frame permits us to focus on getting our families and neighborhoods put back together. Mutual cooperation during these times speed the recovery time for the entire community.

If you have telephone/cell service available during this time, you may call our customer service department at 1(800) 800-5804 for continuous updates regarding restoration of our services. WM will be providing additional updates through the media (TV and radio) and email blast to the primary contact. You will also be able to find information at www.wm.com.



Create an Emergency Supply Kit

- Cell Phones
- NOAA Weather Radios and Batteries
- Flashlight and Batteries
- Bottled Water
- Non-perishable Food
- Clothing
- Bedding
- Personal Hygiene Products
- Medications and copies of Prescriptions
- Special products for babies, elderly and medically fragile family members
- Cash and credit cards
- Photo ID, important documents and records
- Pet Supplies

Helpful Sites:

www.houstonredcross.org

www.ready.gov