



## Service Guidelines

### Household Waste

Trash must be at the curb by 6:00 AM on collection day.

All trash must be bagged within the trash cart.

A 96-gallon cart will be provided for curbside trash service. Please allow for a two-three feet space between the trash and recycling containers when placed at the curb on your service day.

If you miss the truck OR YOUR DRIVEWAY IS BLOCKED, your service will continue on your next scheduled collection day. If you need to be recovered before the next collection day, there will be a \$25 charge for the truck to return.

All boxes (maximum 20-30 depending on size) must be broken down.

NOT ACCEPTABLE: tires, batteries, paints, oils, construction debris, chemicals of any kind, Freon, rocks, sand, gravel, dirt, logs, carpet, televisions, hazardous and medical waste.

You may dispose of latex paint in small amounts if it is completely dried, not liquid form. We suggest using cat litter to absorb the paint and allow plenty of time for the paint to dry. Place the dried paint containers outside of your trash cart, so drivers can confirm that containers can be accepted. **Liquid paint is strictly prohibited.**

## **Recycling**

Recyclables must be at the curb by 6:00 AM on collection day.

A 65-gallon cart will be provided for curbside trash service. Please allow for a two-three feet space between the trash and recycling containers when placed at the curb on your service day.

**ACCEPTABLE:** aluminum cans, tin and steel cans (i.e. soup and vegetable cans), newspapers and all inserts, corrugated cardboard (i.e. moving and pizza boxes), paper grocery bags, paper shopping bags, junk mail, writing and printing paper, and other paper products (paper that tears). Phonebooks and paperback books (no hard cover), magazines, frozen food packages (please remove all contents), carton board (i.e. cereal/food boxes, shoeboxes and beverage boxes), plastic containers with the recycle codes 1 through 7 (typically on the bottom of the container).

**SPECIAL INSTRUCTIONS:** Please be sure to thoroughly rinse all food and beverage containers prior to recycling. Please remove all contents and flatten all boxes prior to recycling.

**NOT ACCEPTABLE:** glass, food container paper and wrapping, tissue paper, hand towels, toilet paper, plastic bags, window glass, mirrors, ceramics (i.e. plates, bowls and cups), light bulbs, aluminum foil and trays.

## **Yard Waste**

Yard waste must be at the curb by 6:00 AM on collection day.

Grass clippings and leaves must be bagged or placed in a separate container labeled, "YARD WASTE."

Limbs must be bundled and tied with rope or string. Bundles may not exceed 30 lbs. and cannot be greater than 4 ft. long and 4 inches in diameter.

A weekly limit of ten (10) bags, bundles or combination of the two (not to exceed the 10-bag limit for trash and yard waste) is acceptable.

**NOT ACCEPTABLE:** tree trunks, limbs greater than 4 inches in diameter, whole trees, logs, dirt, rocks, Christmas trees (unless otherwise specified).

## **Inclement Weather**

We will do everything possible to ensure that you receive reliable service. In the event of severe, inclement weather or natural disaster, we may be required to re-route services to an alternate day. Please leave your cart curbside as we will make every effort to pick you up as close to your original day as possible; do not remove cart unless it has been serviced.

You may call our customer service department for service information or visit our website, [www.wm.com](http://www.wm.com). Simply click on our “Weather Service Alert” banner at the top of the web page. Checking our weather banner is the best way to obtain up-to-date information.

## **Observed Holidays**

Please go to [www.wm.com](http://www.wm.com) for observed holidays.

Please note: If your regularly scheduled collection day falls on or after the observed holiday, your service will be delayed by one day to ensure everyone is serviced. We will run Saturdays to accommodate this schedule. *For example: only Thursday and Friday customers will be affected for Thanksgiving. Thursday customers will be serviced on Friday, and Friday customers will be serviced on Saturday.*

### **Customer Service Center (404) 794-6707**

Hours: 7:30 AM to 5:00 PM, Monday-Friday

Please visit our website [www.wm.com](http://www.wm.com).