

**6. The program requires that I adhere my sticker to my permanent container but I put my garbage in plastic bags for collection. What should I do?**

Stickers must be adhered to a permanent container (not its lid). If you need to obtain one, 32 gallon plastic containers, including a lid, are available at local retailers for under \$7 and usually last for many years. You may place additional bags for collection but remember to place the container where the sticker is clearly visible to the driver.

**7. Where is the best location on my garbage container for the sticker?**

In a visible location on the side of the container you will have facing the street. Be certain the sticker will be visible to the driver to ensure collection.

**8. I usually set out more than one container for collection. Do I need a sticker for each can?**

No. One sticker per address is all that is required. Just make sure that the can with the sticker is out and clearly visible to the driver.

**9. May I obtain my sticker in person at your office?**

We do not accept any payments at our office. We only distribute stickers through the mail.

**10. I'm moving and need to cancel service. What do I do with my sticker?**

Call us at least three business days prior to the date you would like to cancel service. We will ask that you place your can and sticker at your usual collection point on the last scheduled day you would like service. Our driver will adhere a "cancelled" sticker over the previously valid sticker. Any credits issued will be as of that date.

**11. I'm moving to another area that is serviced by Waste Management. May I take my container and sticker to my new address?**

The sticker is only valid for the address printed on it. If your contract calls for us to provide carts, they remain our property and should remain at the residence if you move.

**12. May I place my sticker on my mailbox or on a window of my house?**

No, the sticker must be adhered to your trash container and be in plain view of our driver. The post office has rules regulating the placement of items on your mailbox and your homeowner's association may also have restrictions regarding the placement of such items. Also, the sticker will destruct if you attempt to remove it and the sticker remnants are **extremely** difficult to take off.

**13. How do I know that you won't throw my can and sticker away with my trash?**

It is our policy never to dispose of your waste container or its lid without a special can or lid removal sticker. Call our office at 1.800.553.1902 to obtain them when necessary.

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



*From everyday collection to environmental protection, Think Green. Think Waste Management.*