

## IMPORTANT CHANGES TO YOUR SERVICE PLEASE READ CAREFULLY

### New Residential Sticker Program Unveiled

After you pay your next invoice, you will be sent a sticker to adhere to your garbage container. The sticker will identify you as our customer and allow our drivers to better focus on their collection activities. The end result will be a safer environment for your neighborhoods and our crews.

#### Here are some important points to remember:

- A valid sticker will be required to receive service.
- In order to be sent a sticker your account must be paid in full.
- Your garbage service is NOT paid through your homeowner's or association dues or through the payment of any utility or property tax bill. Payments for your garbage service are made directly to Waste Management as per contracted agreement with your community.
- **If you currently do not receive a quarterly invoice from us for service at your residence, please call us at 1.800.553.1902 to establish an account.**
- Please submit your payment promptly upon receipt of your invoice to allow for processing and mail delivery time of your sticker. We will be sending your invoices earlier than usual to allow you ample time to receive your sticker if paid promptly. Estimated times to receive your sticker, depending on your method of payment, are listed in the frequently asked questions that follow.
- If you do not receive your sticker within ten days of making your payment, please call our office immediately.
- Stickers will be mailed to your billing address (the address where you receive your invoice from us). Your service address will be printed on the face of the sticker.
- Stickers must be adhered to a permanent garbage container that is placed at the curb and facing the street on collection day (if your contract calls for back door service a valid sticker adhered to your container must be in plain view of our crews and placed at your usual collection point). Please be sure the sticker is not obstructed from the view of our driver.
- Your sticker will be valid for service only at the address and through the date printed on it.
- If your neighborhood is currently using our sticker program, please note that only the appearance of the sticker and the requirement that it be adhered to a permanent container have changed.
- As you receive new stickers, apply them over any previous ones you have.
- Once applied, stickers cannot be removed; they will destruct.
- Only one sticker per address is necessary. You do not need one for each container.
- Please adhere your sticker to your container **immediately** upon receipt.

Examples of how best to display your sticker as well as answers to frequently asked questions appear on the following pages.

