

Sticker Program Frequently Asked Questions

1. What is the purpose of the sticker program?

Stickers clearly identify current Waste Management customers. This allows our crews to focus on the collection of waste resulting in a far safer environment for our customers and employees. We appreciate your community's endorsement of this program.

2. How soon after I pay for my sticker will I receive it?

That depends on your method of payment. The following chart is an estimate of the total processing time for various payment methods:

<i>Payment Method</i>	<i>Total Estimated Time to Receive Sticker</i>
Online 24 hours a day*	2-5 Business Days
Credit Card by Phone	2-5 Business Days
Credit Card by Mail	7-12 Business Days
Personal Check by Mail	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 where we accept MasterCard, Visa, Amex, and payments from personal checking and savings accounts.*

3. I've waited too long to pay my bill and I'm afraid I won't get my sticker in time. What do I do?

We will send your invoice a few days earlier than we previously have to give you more time to pay your bill. If you forget and are "in a pinch," paying online will get the sticker to you quickly. We strongly encourage you to pay your invoice as quickly as possible to avoid an interruption in your service.

4. Can I pay for my sticker a year in advance?

Yes. As long as your account balance is zero, or if you have a credit balance when we process our invoices, you will receive a sticker. Therefore, you can 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.

5. Some customers are already on a sticker program. How is this one different?

Firstly, the new sticker program now has each customer's address on their sticker. Secondly, payment of your account balance in full will now be required prior to our sending the sticker. Thirdly, stickers will now need to be adhered to containers and not to posts, windows or any other location.

Continued on next page