

WASTE MANAGEMENT TRASH COLLECTION PARAMETERS FOR RESIDENTIAL SERVICE

LIMITS: Trash cans may not exceed 32 gallons in capacity nor 40 pounds in weight when fully utilized. Bagged waste may not exceed the 40-pound weight limit. A maximum of 8 bags or 4 cans per regular pick-up and up to 15 bags is allowed on the heavy pick up day. Small tree trimmings or limbs may be counted as part of the 15-item limit. Limbs must not exceed 3 inches in diameter, 4 feet in length and must be securely tied to form a bundle, not to exceed 40 pound in weight. Any boxes placed out for trash collection must be flattened and tied in bundles for collection. (In order to protect the aesthetics of the neighborhoods, Waste Management service cannot take trash in boxes. All trash must be in a bag.)

RECYCLING: Recycling will be collected between 7am to 7pm. The items we recycle are aluminum & tin food/beverage containers, plastic-#1 PETE & #2 HDPE, and newspaper. No glass items will be accepted.

TIME: Trash collection begins at 7:am each day. Your pick up times may vary due to routing and truck utilization; please have your material, unobstructed, and ready for collection by 7:00am. We run from 7:00am to 7:00pm.

BULK: Bulk or white items will be collected on the second collection day of the week (heavy pick up day). The location of a bulk pick up can vary from contract to contract but it is usually required to be placed at curbside. In certain areas, bulk collection must be scheduled two business days ahead of the collection day for an additional charge. (Please contact residential customer service for questions regarding this procedure.)

HOLIDAYS: Waste Management observes the following holidays: New Years Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day. If your collection day falls on any of these days, collection will occur your next scheduled pick up day unless otherwise stated in your subdivision contract.

PROHIBITED ITEMS: Waste Management can not pick up hazardous waste such as motor oil, paints of any type, automotive parts, tires, gasoline, metal, construction debris, remodeling debris, carpeting or roofing materials. Additionally, Waste Management may not collect any appliances that contain or may contain CFC's (refrigerators, air conditioning units) without it first being drained and tagged by a certified technician.

COMMUNICATION: Contact our Customer Service Department at (713) 686-6666 or 1 (800) 553-1902, to set up services, cancellations, or with any questions about you services.

HOW WE WILL BILL: Waste Management bills quarterly, in advance. You will receive a bill at the beginning of each quarter for the service to be provided that quarter. This with exception to those billed through their water or homeowners associations.

PLEASE NOTE: Your quarterly billing does not necessarily begin when you start service. You may have started your service in the middle of the billing cycle. Therefore, you may receive an invoice for a prorated amount within three months of starting your services.

STOP SERVICE: Your account may be placed on stop service if you payment is not received within 30 days of the invoice date. At this time, collection will be discontinued.

RE-ACTIVATION: After your account has been placed on stop service, you may resume your service by paying all past due balances and any current charges. (Note: the current chargers to start will not be included on the invoices; if the amount is on stop service going into the current quarter, that amount must be added to the amount due.)

THE DRIVER CANNOT EXCEPT PAYMENTS.

CANCELLATIONS: You must contact the residential Customer Service Department to cancel services. Failure to contact Waste Management will result in the continuation of chargers.

The statements in this document serve as a general statement of trash parameters for Waste Management. There may exist small differences in individual contracts. In the event of such a situation, the terms specified in the contract shall serve as the governing parameters for the area covered by the contract.