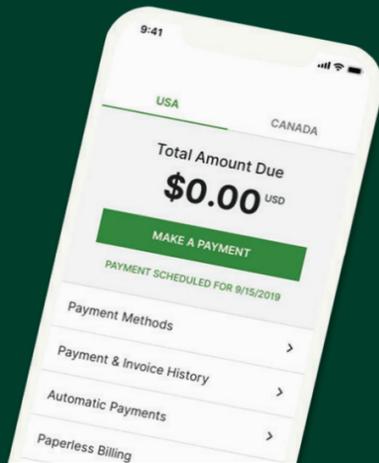


BE IN THE KNOW, ON THE GO

Take control of your waste services with your My WM account—everything you need, on-the-go.



Scan the code or visit wm.com/account to unlock your account.



Pickup Schedule

Track curbside collection, service dates, or report missed pickups.



Payment Methods

Select your payment preference or enroll in AutoPay.



Notification Preferences

Set communications preferences to receive same-day service alerts.



Bulky Pickup

Schedule and manage bulk collections at no additional charge (for multifamily dwellings only).

In the event of service disruptions or delays, WM will text, email, or call you. Register your My WM account and set your communication preferences to receive service real-time service alerts.

EASY WAYS TO CONNECT WITH WM

Create Your WM Account

Setting up a My WM account allows you to view service and holiday schedules, report missed pickups, pay your bills, and even set up autopay and paperless billing. Plus, you can request services whenever you need them. Visit wm.com/mywm to get started!



Download the My WM APP

Download the My WM App for ultimate convenience. Manage your account and services anytime with all the great features of your online account right at your fingertips. Search for “My WM” on Google Play™ or the Apple Store® to get started!



Get to Know Our Help Center

If you have questions or need assistance, visit us at wm.com/support for helpful articles and solutions to common questions. You can also click the chat icon at the bottom right of the page to connect with our WM Support Team.



Give us a Call

An option for when you need support your over the phone. You can contact WM Customer Center at (530) 893-4777, Monday through Friday, from 8 AM to 5 PM.



2569 Scott Avenue
Chico, CA 95928

Working for a Sustainable Tomorrow® in Chico



Commercial Recycling, Organics, and Trash Guide

Everything you need to know to manage your WM account and make the most of your services.

CUSTOMER SERVICE

(530) 893-4777

Monday – Friday • 8 am – 5 pm



ORGANICS



Unpackaged Food Scraps Including Fruits, Vegetables, Cooked Meat, Bones, Eggshells, Cheese, Grains, and Coffee Grounds, Plate Scrapings



Food-Soiled Paper



Scan for full sorting guide and more service information.



RECYCLE



Clean Paper, Magazines, Newspaper, Cardboard, Junk Mail, Cardboard Egg Carton



Aseptic containers, Gable-Top Cartons



Metal Cans, Empty Aerosol Cans, Clean Aluminum Pans and Foil



Glass Bottles And Jars (Even Broken)



Empty Plastic Bottles, Rigid Plastic Containers



Do not bag Recyclables



TRASH



Snack or Chip Bags, Candy Wrappers



Clothing (Donate if Gently Used)



Plastic Bags, Films, Packaging, Disposable Gloves and Masks



Cup Lids, Plastic Utensils, Straws (Including Compostable), Broken Ceramics (Please Wrap)



Hoses, Cords & Wire



Polystyrene Foam



Succulents and Palm Fronds



Diapers and Pet Waste



CONTAMINATION & OVERAGES

Contamination happens when non-acceptable items are placed in your recycling or organics bins. When non-acceptable materials mix with recyclables or organics, it can prevent the entire load from being properly processed.

To avoid contamination and overage charges, follow your sorting guide and only place approved items in each bin. Keep lids fully closed by not overfilling your containers. Proper sorting ensures your materials can be recycled or composted into new products, keeps your service running smoothly, and helps you avoid potential charges.

- ✓ Never bag your recyclables—always keep them loose.
- ✓ Break down boxes to avoid overfilling.
- ✓ Batteries, paint, cleaners, electronics and other hazardous waste never go in the trash. Visit the reverse side of this brochure to discover how to dispose of hazardous waste.

Visit business.wm.com/chico for information and resources.



Place your bins at least 3 feet apart and 3 feet away from obstacles to allow the automatic arm to lift and empty the bin. **Please do not park in front of your bins on service day.** Ensure bins are not overfilled and lids are fully closed to avoid potential overage charges.

ADDITIONAL SERVICES

Bulky Collection

Property owners/managers of multi-family complexes can schedule one bulky pickup per year. Bulky service is limited to 0.5 cubic yards of loose items or a single individual large item. Tires, construction debris, medical and hazardous waste are not acceptable. Call **(530) 893-4777** at least 48 hours in advance to schedule service.

Vegetative Waste Disposal

Typically from early November to early January depending on leaf drop; the City of Chico runs their leaf collection program. Green Waste can also be disposed of at the City of Chico Compost Yard and Neal Road Landfill for a fee. For more information visit: www.chico.ca.us. If your business needs curbside green waste service call **(530) 893-4777** to find out your options with your WM account.

Organics Collection Exemption

If your business or multi-family complex generates low quantities of organic waste, you may qualify for a service exemption. Visit business.wm.com/chico to review eligibility criteria and download the application.

Free Service Assessment

Get more from your services. Schedule a complimentary assessment with a WM Recycling Coordinator for personalized service recommendations, sorting education, and staff training. Contact your local Recycling Education Representative (ohenders@wm.com) to get started.