

Refer a Friend - Get One Month of Service - FREE!

You can receive free residential service just by referring friends or neighbors to Waste Management!

When your friends call our office for service and mention your name, you'll be credited for one month of service for each referral on your next Waste Management bill.

So start spreading the word! You'll save money, and your friends will enjoy the best waste services in town!

Your Local Customer Service Center



Please Call!

Our Customer Service Center is here to help you.

With one call, you can have all of your waste needs handled by a single source. We are here to answer any of your questions. Ask us about Waste Management's

- ezPay On-Line
- Payment by Phone or Credit Card Options
- eCycling & Appliance Pick Up
- Unlimited and On-call Yard Waste Removal
- Construction and Remodeling Waste Containers

952-890-1100

Mon-Fri 7:30 am - 5 pm / Sat 8 am - 12 noon

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

www.wmtnincities.com

For more information please visit our website:



RESIDENTIAL COLLECTION SERVICES

About Your Waste Management Collection Service

Your Waste Management residential collection service has been designed for maximum convenience and value. Your rate is determined by the level of service you have chosen to receive.



Highlights of your service include:

- Weekly waste collection
- Trash carts in 32-, 64- and 96-gallon sizes
- Over-filled cart and bulky item collection for an additional charge

(Please do not place items that are not intended for disposal next to your cart.)

You may call your local Waste Management Customer Service center to:

- Schedule the collection of over-filled carts or bulky items (Call at least 24 hours in advance)
- Increase or decrease your service level to meet your household's needs
- Receive prompt, courteous answers to any of your service-related questions

Your local Customer Service Center can be reached at 952-890-1100.



Waste Management Holiday Schedule

Waste Management staff works all holidays except New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day and Christmas Day. If the holiday falls on or before your pick up day, your service will be delayed by one day. Holidays that fall on Sunday are not observed on Monday, and do not affect the regular pick up schedule.

2005 - 2006 Holiday Schedule:

Thanksgiving Day – Thursday, November 24, 2005
Thursday & Friday service day will be delayed by one day.

Christmas Day – Sunday, December 25, 2005
Service will NOT be delayed.

New Year's Day – Sunday, January 1, 2006
Service will NOT be delayed.

Memorial Day – Monday, May 29, 2006
Service will be delayed by one day all week.

Independence Day – Tuesday, July 4, 2006
Only Tuesday through Friday customers will be one day delayed.

Labor Day – Monday, September 4, 2006
Service will be delayed by one day all week.

Thanksgiving Day – Thursday, November 23, 2006
Thursday & Friday service day will be delayed by one day.

Christmas Day – Monday, December 25, 2006
Service will be delayed by one day all week.

Christmas tree pick-up

If you currently have Unlimited Yard Waste Service, your Christmas tree may be picked up during your designated collection week at no additional cost. If you do not have yard waste service, please call your Waste Management Customer Service Center to have your tree picked up for just \$5.00.

Christmas tree pickup schedule for 2006:

County	Service is Provided
Anoka	The week of January 2 and January 9
Carver	The week of January 9 and January 23
Dakota	The week of January 9 and January 23
Hennepin	The week of January 2 and January 16
Ramsey	The week of January 2 and January 9
Scott	The week of January 2 and January 16
Washington	The week of January 2 and January 9

Christmas trees must be free of all ornaments, bags, and tinsel and must be six feet or less in length.

Waste Management offers Yard Waste Services for Individual Homes

Waste Management offers yard waste programs in most communities for a small monthly fee. Yard waste includes grass clippings, weeds, twigs and branches less than three inches in diameter. If you have excess yard waste, you may put it in plastic bags and leave them curbside along with your cart on collection day. (Dakota County residents must use compostable paper bags.) Collections occur from mid-April until mid-November, weather permitting.

For current rates and to get signed up for the yard waste program, call your local Customer Service Center at 952-890-1100.



Waste Management Cannot Accept the Following Items for Disposal

Bulky Appliances – Items such as washers, dryers, refrigerators, freezers, air conditioners, water heaters, dehumidifiers, stoves, furnaces, microwave ovens and trash compactors. You may contact your Waste Management Customer Service Center to schedule such items picked up for a small fee.

Combustible/Hazardous Materials – Items such as:

- Aerosols
- Antifreeze
- Auto batteries
- Fire extinguishers
- Fluorescent lights
- Gasoline
- Household batteries
- Household cleaners
- Latex/oil paint
- Lawn and garden products
- Oils and oil varnish
- Products labeled dangerous, flammable, combustible, poisonous or corrosive

To dispose of such Household Hazardous Waste, contact your county's HHW Department for further information:

Anoka County: 763-323-5730

Carver County: 952-361-1800

Dakota County: 952-891-7020

Hennepin County: 612-348-3777

Ramsey County: 651-773-4488

Scott County: 952-496-8652

Washington County: 651-430-6770

Pay Your Waste Management Bill the Easy Way With ezPay

You can now pay your Waste Management bill quickly, easily and securely online with ezPay. Using ezPay, you can pay using a checking account, savings account, Visa, MasterCard or American Express credit cards.

All you need to get started is a copy of your Waste Management invoice. Then log onto www.wm.com and select "WM ezPay – Pay Your Bill Online" and follow the instructions.

Frequently Asked Questions

Q: What if my payment is late?

A: Delinquent payments may cause an interruption in service and the account may incur late fees. To keep your account current, payment is due upon receipt of the invoice.

Q. Do I need to call the Waste Management Customer Service Center if I move or want to make service changes?

A: Yes. Notification of address changes, changes in service or termination of service is the obligation of the customer. Charges on your account will continue until we are notified of any changes.