



At Waste Management, we are committed to putting people first. The health and safety of our employees, customers and communities is our highest priority.

- Based on the latest information from the Centers for Disease Control and Prevention (CDC), the Public Health Agency of Canada (PHAC), and federal, state and local agencies, Waste Management is taking necessary steps in response to social distancing recommendations, potential mitigation activity, and declared local states of emergency.
- Effective March 18, 2020, we are temporarily closing residential call centers to help prevent the spread of the coronavirus (COVID-19).
- We are actively coordinating remote operations to serve our customers during this situation with the goal of resuming residential call handling as soon as possible.
- **At this time, there is no impact to your scheduled residential collection service.**
- For the most up-to-date service information, please encourage residents to visit wm.com/alerts.
- The COVID-19 situation is evolving daily. As circumstances change that may impact our ability to provide services as scheduled, we will provide updates to our customers and communities.

We appreciate your partnership and patience as we navigate this fluid situation together.

Residential customers can still access WM customer service via WM.com, WM app, cssacramento@wm.com, and WM Chat. Commercial customers will not be impacted and can still call in. Below is the voice mail that customers will hear if they call into the residential call center.

IVR message - residential queues only

Your call is important to us. With the recent public health concerns related to COVID-19, our contact centers are closed as we actively coordinate remote operations for our employees. We want to assure you the health and safety of our employees, customers and communities is our highest priority. This has no impact to your collection service; there are currently no COVID-19-related service interruptions. Please check wm.com for the latest updates, to register for text

and email alerts, and to chat with our virtual assistant. We apologize for any inconvenience and appreciate your patience.

wm.com banner is updated



COVID-19 UPDATE With the recent public health concerns related to COVID-19, our residential contact centers are temporarily closed as we coordinate remote operations for our employees. Business contact centers remain operational. We are currently maintaining our standard collection service. Any developing service information will be posted to wm.com/alerts. [View Service X Alerts](#)

Service Alert Update

the wm.com/alert page will be updated tonight with the residential call center closure information.

<https://www.wm.com/weather-alert/index.jsp>

Will Waste Management respond to chat and emails? What are the alternatives?

Yes, chat and email at wm.com are still available for customer questions. We are working through the details regarding our Virtual Assistant and online FAQs to ensure these are viable options. We are concerned about the increased volume so we need to monitor and manage expectations, there will likely be delays.

Alternatives:

Direct-billed:

We encourage you to use WM's online tools to stay updated about your services. If you haven't already, use the details below to set up your [My WM online account](#), where you can:

- Update your **contact information and communication preferences**, so you receive updates about temporary service interruptions
- Ask our online **Virtual Assistant** any service-related question, in the event our call centers have higher than usual wait times
- Enroll in **AutoPay and Paperless Billing**, so you can be assured you'll receive important billing information regardless of external circumstances

To monitor the status of your WM services at any time, you can also visit [My WM](#).