

# THANK YOU, LAUREL RIDGE FOR CHOOSING



## AS YOUR PREFERRED HAULER!

Waste Management has collaborated with your Homeowners Association to offer your community a special group rate while providing services with one of the highest safety standards in this industry!

### PRICING AND ESTABLISHING YOUR SERVICE

**Weekly trash/yard waste service - \$15.12/month\***

**Weekly recycling (optional)- \$3.24/month\***

*\* Total monthly cost, \$18.36, billed quarterly. Rate will be firm 12 months with only an 8% price increase in years 2 and 3.*

**New customers**, please call our customer service center at **(404) 794-6707** to establish your service. Please reference you live in **Laurel Ridge** to receive special pricing.

**Existing WM customers will be automatically adjusted to the new rate effective 1/1/2024.**

### SERVICE GUIDELINES EFFECTIVE JANUARY 1<sup>ST</sup>



#### TRASH/YARD WASTE

- To ensure collection, please place your carts at the curb by 6 a.m. on your service day.
- Trash/yard waste must be bagged and fit inside of your trash carts with the lid closed.
- Carts should be placed at least 3 feet away from all objects including other carts, mailbox, car or tree.
- The automatic arms on our trucks lift and empty your carts; therefore, **no extra containers or bags may be accepted outside the cart for collection**. Customers may order extra carts if needed. The cost is \$10.80 monthly per cart. Please contact our customer service center to order.
- Personal containers/carts cannot be accepted.
- If you miss the truck or your driveway is blocked, your service will resume on your next scheduled collection day. If you need to be recovered before the next collection day, there will be a \$115 charge for the truck to return.
- **NOT ACCEPTABLE:** Includes but not limited to tires, batteries, paints, oils, construction debris, chemicals of any kind, Freon, rocks, sand, gravel, dirt, logs, carpet, televisions, hazardous and medical waste. You may dispose of latex paint in small amounts if it is

completely dried, not liquid form. We suggest using cat litter to absorb the paint and allow plenty of time for the paint to dry. Place the dried paint containers outside of your trash cart, so drivers can confirm that containers can be accepted. **Liquid paint is strictly prohibited.**



## RECYCLE WASTE MANAGEMENT

- Customers still using the small, 18-gallon carry bins will need to exchange them for a recycle cart as our automated trucks cannot service the small containers. Please contact our customer service center, **(404) 794-6707** to schedule an exchange for a recycle cart at no extra cost.
- For those customers with a 65-gallon recycle cart, you may exchange it for a 96-gallon cart at no additional cost. Please contact our customer service center to order.
- Customers may order extra recycling carts. The cost is \$8.75 monthly per cart. Please contact our customer service center to order.
- All recyclables must fit inside the cart with lid closed. Do not bag recyclables.
- Personal containers/carts cannot be accepted.
- ACCEPTABLE: Aluminum cans, tin, and steel cans (i.e., soup and vegetable cans), newspapers and all inserts, corrugated cardboard (i.e., moving and pizza boxes), paper grocery bags, paper shopping bags, junk mail, writing and printing paper, and other

paper products (paper that tears). Phonebooks and paperback books (no hard cover), magazines, frozen food packages (please remove all contents), carton board (i.e., cereal/food boxes, shoeboxes, and beverage boxes), plastic containers with the recycle codes 1 through 7 (typically on the bottom of the container).

- SPECIAL INSTRUCTIONS: Please be sure to thoroughly rinse all food and beverage containers prior to recycling. Please remove all contents and flatten all boxes prior to recycling.
- NOT ACCEPTABLE: Includes but not limited to glass, food container paper and wrapping, tissue paper, hand towels, toilet paper, plastic bags, Styrofoam, window glass, mirrors, ceramics (i.e., plates, bowls, and cups), light bulbs, hoses, aluminum foil and trays.

## INCLEMENT WEATHER

We will do everything possible to ensure that you receive reliable service. In the event of severe, inclement weather or natural disaster, we may be required to re-route services to an alternate day. Please leave your cart curbside as we will make every effort to pick you up as close to your original day as possible; do not remove cart unless it has been serviced.

You may call our customer service department for service information or visit our website, [www.wm.com](http://www.wm.com). Simply click on our “Weather Service Alert” banner at the top of the web page. Checking our weather banner is the best way to obtain up-to-date information.

## OBSERVED HOLIDAYS

Please go to [www.wm.com](http://www.wm.com) for observed holidays. Holiday schedules will be posted approximately a week prior.

Please note: If your regularly scheduled collection day falls on or after the observed holiday, your service will be delayed by one day to ensure everyone is serviced. We will run Saturdays to accommodate this schedule.

*For example: Thursday customers will be serviced on Friday, and Friday customers will be serviced on Saturday. Only Thursday and Friday customers will be affected for Thanksgiving.*

**Customer Service Center (404) 794-6707**

**Hours: 7:30 AM to 5:00 PM, Monday-Friday**

**Please visit our website [www.wm.com](http://www.wm.com).**