

New WM Trash Cart Collection for Derry Borough Residents



Customer ID: <<MAS Unique ID>>

Dear <<First Name>>,

The week of October 6th, every resident will receive a new trash collection cart. Please begin using your new WM cart as soon as it arrives and place it out on your next collection day. If all bags cannot fit inside the cart provided, please see the contact options below to request a second cart at no additional charge.

WM will soon be implementing enhanced cart collection service with standardized carts to create a safer and more efficient collection system for area residents and our drivers. WM is in the process of transitioning our fleet of service vehicles to automated trucks. Operated by a single driver from inside the truck, a mechanical arm collects the cart from the curb.

Please find information regarding WM collection services:

- 1. Trash collection service day will not change.** Please continue to place carts at the curb the night prior.
- 2. All trash materials must be bagged and placed in cart(s) for collection.** Make sure all materials fit in the cart with the lid closed. WM will soon no longer be able to service materials outside of cart(s). For a second cart, contact WM.
- 3. WM carts are preferred.** WM carts are made of quality grade plastics that are sturdier for our hydraulic arm to pick up and empty collection carts.

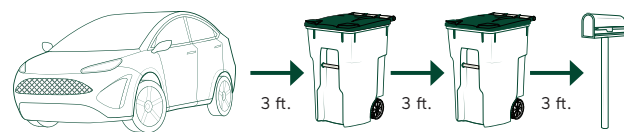


Trash Cart - All bags must be tied and placed inside of the cart. WM will soon no longer be able to service materials outside of cart(s). For a second cart, contact WM.



Carts Out - Have your carts at the curb the night before your collection day. Please remove all carts from the curb as soon as possible after collection.

Cart Placement - With automated collection, service will be provided curbside on the main street in front of your home. Remember to place your cart at least 3 feet away from any obstacles (trees, cars, mailboxes, overhanging wires, etc.) to allow the automatic arm to lift and empty the carts. Place the wheels of the cart on a flat surface and facing toward the house.



For an additional cart, contact WM:

- Live Chat:** Visit wm.com/support to access our virtual assistant or live chat using the chat icon at the bottom right corner of the page. Just click and tell us what you need help with.
- Phone:** Call (800) 866-4460 from 7:30 a.m. to 5:00 p.m., Monday - Friday.
- QR code:** Scan below > Change, Add, Pause or Cancel Services > Add a New Service to Existing Account > Request Help?



wm.com/support

