



Waste Management Winter Weather Reminder

Waste Management is committed to the safety of our drivers, our community, and your business. To ensure we are able to safely and effectively service your container on days with snow and ice accumulations, please have the area and pathway around your container salted and cleared of snow and ice.

Please remember that if your container is in a gated enclosure, you will need to ensure that the area is cleared of snow/ice and salted when the gates are fully opened. Keep lids closed to avoid snow inside the container which adds excessive weight and takes up valuable room. Salt the pins at the bottom of your gates to avoid freezing and the inability to open your enclosure. ***This is a good time to alert your snow plowing company of the steps they can take to help us service your container.***

At Waste Management, we take pride in providing superior service to our customers. The following weather-related conditions may affect your collection:

- Cannot open gates or access container due to deep or plowed in by snow
- Snow/ice too deep to push container to truck
- Steep hill or winding road that may be difficult to navigate during snow or ice conditions
- No place to turn around due to areas not being plowed
- Road closures
- Wind chill factor which impacts the safety of our drivers and proper vehicle operation
- Reduced visibility such as blizzard conditions, sleet, fog and hail

We will make every effort to notify you of weather-related service impacts via phone. **Please ensure we have your updated contact information** including your business phone number.

You may contact us via email at MIOHINCustomerServiceCM@WM.com, utilize our chat feature on **www.wm.com** or call us at 866-797-9018 Monday through Friday from 7:30am to 5:30pm EST.

Thank you for being a Waste Management customer; we value your business.



WASTE MANAGEMENT OF MICHIGAN/OHIO/INDIANA

MIOHINCustomerServiceCM@wm.com

866-797-9018
