



## Mobile App

WM Mobile makes it easy for you to manage your Waste Management accounts while on the go.

### GET STARTED.

Simply enter the same user and password you currently use on WM.com.

When you log in to WM Mobile, you can:

- Pay Your Bill
- Request and Manage Roll Off
- Manage Payments
- View Pickup Schedule
- Enroll in Automatic Payments
- View Estimated Pickup Time
- Signup for Paperless Billing
- View Holiday Schedule

**Please note that WM Mobile only works for customers who have registered an account.**

**Register your account through WM Mobile today.**

## Observed Holidays

If a holiday falls on a weekday, your collection day will be moved to the next day.

- New Years Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

**THINK GREEN.®**



100 ECOLOGY ROW,  
NEWARK OH 43055

**IMPORTANT INFORMATION INSIDE**  
NEW SERVICE PROGRAM  
STARTS NOV 13

## Starting November 13

**New Waste Collection Service**, brought to you by Waste Management of Ohio and the Village of Frazeesburg. As your waste service provider, the Waste Management Team looks forward to bringing you courteous and dependable curbside collection. In this guide, you will find instructions and information about your waste services. If you have a question not covered in this guide, please call the Waste Management Customer Service Center at 1-866-797-9018. You may also email your inquiries or requests to CustomerService\_MIOHIN@wm.com.

**We are happy to assist you!**

## Automated Trash Collection Program for the Village of Frazeesburg

Trash will now be collected throughout the entire Village with an automated truck. To collect your trash it must be in the cart provided by Waste Management **no additional trash bags or cans to be placed outside of cart.** If you need a second cart you can call WM to add to your service level.

## Questions?

Should you have questions regarding your service, cart or payment please contact Customer Service Monday thru Friday 7:30 AM to 5:30 PM at

**1-866-797-9018** or  
**customerservice\_miohin@wm.com**



## Waste Collection Guidelines

### The entire Village will be serviced on Wednesday

As residents of the Village of Frazeyburg, you will receive residential waste collection once per week on Wednesday. Please observe the following guidelines to keep your collection service running smoothly.

- Place your cart at the curb by 6:00 A.M.
- Bag and tie your trash inside the 96-gallon cart.
- **No extra cans or bags may be placed outside the cart.**
- Place your trash cart within three feet of the curb the night before
- Place the front lid opening towards the street and the wheels toward your home.
- Please keep a minimum of 3 feet of space between cart and other items.
- Do not place your cart in the street.
- Always keep the lid closed to keep animals, rain, snow, ice out, and keep the refuse in
- Do not place your cart close to obstructions such as mailboxes, utility poles, fire hydrants or parked cars



## Remove Your Cart After Collection

In order to help maintain the appearance of your neighborhood, please remove your cart promptly after having been serviced. Be careful not to store your cart close to a furnace, fireplace, grill or other source of excessive heat.

## Caring for Your Carts

The trash cart is designed for ease of maintenance. To clean, simply rinse with water from time to time and let it dry in sunlight with the lid open. Do not place paints, solvents, acids, gasoline, oil, hot ashes, medical, exposed needles, sand, soil, rocks or concrete in your cart.

## ONE ITEM A MONTH FOR FREE

### Bulk Item Collection Service

Once a Month Waste Management will also collect one bulk item for FREE during your scheduled day. All you need to do is call in and schedule the item for pick up in advance. If the truck picking up your regular waste leaves the bulk item, we will dispatch a second truck to retrieve these larger items.

Bulk items typically include the following:

- Carpet – Please cut, roll and tie the carpet in lengths no greater than four feet.
- Appliances – Please remove appliance doors and freon.
- Large Screen TVs (42 inches and up)
- Furniture
- Mattresses, box springs and cloth furniture wrapped in plastic with duct tape to ensure the safety of our people due to bed bug outbreaks.
- Lumber Products – Please bundle and tie wood products in lengths no longer than three feet and weight of 40 lbs.
- Items more than 100 lbs. must be called in by the resident to schedule a separate pickup.

## Unacceptable Waste

- Anti-freeze
- Car parts
- Tires
- Batteries
- Propane tanks
- Dirt, gravel, rock & sod
- Riding mowers
- Concrete and cement (in any form)
- Gasoline
- Insecticides
- Paint cans with wet paint residue
- Oil-based Paint
- Bricks and roofing shingles
- Stones
- Cleaners and Solvents

(Unacceptable waste will be tagged/rejected and left at the curb)



## Service Levels

**Standard Service**- Weekly trash collection with 96-gallon cart provided \$16.35 per month

**Senior Service for those 65 and older**- Weekly trash collection with 96-gallon cart provided \$14.71 per month

**Second cart service** for large volume producers \$11.45 per month for the second cart.

## Paying For Your Service

Waste Management will bill you quarterly in advance for your waste collection. You have several options when it comes to paying for your residential collection from Waste Management. Choose the most convenient for you and your household:

1. **Online Payments** – Log on to [www.wm.com](http://www.wm.com), go to Pay My Bill link and follow the prompts. There is no additional cost. To register you will need a copy of your invoice. The options are:
  - One-time payment
  - View invoices online
  - Pre-payments (great for when you are on a vacation)
  - Recurring options
  - View payment history
  - Sign up online for e-mail notifications of your pick up week
2. **Mail-in Payments** – PO Box 4647, Carol Stream, IL 60197-4647. Please remember to include the remittance stub.
3. **Phone Payments** – For payments over the phone, call our Customer Service Center at 1-866-797-9018. Please note there is a small administrative fee for assisting with payments over the phone.

### Payment Methods

- Checking
- Credit Card (VISA, MasterCard, American Express, Discover)
- Savings
- Debit

**Payment Terms** – Payment is due upon receipt. Waste Management's typical billing period is quarterly billed in advance

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