

COVID-19 MODIFIED SCHEDULE TALKING POINTS (12.28.20)

I got a message that Waste Management is not picking up my green waste cart this week (or my green waste cart was not picked up this week) what happened?

Unfortunately, due to Covid-19 staffing shortages, Waste Management will be temporarily picking up recycling and green waste on a bi-weekly schedule. The schedule is as follows:

Week of Dec. 28	Trash and Recycling Only
Week of Jan. 4	Trash and Green Waste Only
Week of Jan. 11	Trash and Recycling Only
Week of Jan. 18	Trash and Green Waste Only
Week of Jan. 25	Trash and Recycling Only

Why didn't I get a message? I heard it from the neighbor.

WM contacted each individual customer in the following manner: 1) text 2) email 3) phone call. If you did not receive a message, your WM contact information may need to be updated. Please confirm WM has your most current information. Every week that this modified schedule is in effect, you will receive a message from WM.

Since my green waste will be picked up every other week temporarily, what if I have extra green waste that doesn't fit into my cart?

You may place any extra green waste that does not fit into your green waste cart and it will be picked up on the week your green waste cart is serviced. You do not need to schedule this with WM, the drivers will be on the look out for extra bags to pick up.

What should I do if I have extra recyclables?

Please break down cardboard boxes to make room for extra recyclables or hold the recyclable items over for the next pickup. Unfortunately, if recyclables are placed in a plastic bag outside the cart, they will be picked up as trash.

Will I be getting a credit for this?

Since your green waste and recycling will still be picked up on a modified schedule, there will not be any credits issued for this temporary situation.

How long do you think this modified schedule will last?

We are hoping to get back to normal schedule in February. This depends on how many staff members remain in quarantine.

What about my Christmas tree?

We will pick up Christmas trees on the week we pick up green waste: Jan. 4 and 18.

What about bulky item pick ups?

At this time, bulky items will continue to be picked up as normal. Please schedule a pick up as normal.

How do I reach customer service?

Mobile app: MyWM
Email: cslosangeles@wm.com
Phone: 1-800-266-7551