

# SIMPLE GUIDE TO YOUR INVOICE (FRONT)

1

## Customer ID

Unique identifier for your account.

2

## Billing Period

Shows the billing cycle dates for this invoice.

3

## Contact Information

We're always here to help, either online or by phone.

4

## What Do I Owe and When

Quickly see the total and when it is due.

5

## Account Overview

A quick summary of your monthly charges. A full breakdown is in the details section below.

6

## Detailed Account Activity

Information by service location, including all services, credits, and additional charges.

7

## Payment Coupon

If paying by mail, this is the portion of your paper invoice you return with payment.



# INVOICE

1

## Customer ID:

Customer Name:  
Service Period:  
Invoice Date:  
Invoice Number:

2-82290-00885

WM CUSTOMER  
JUNE  
1/17  
9363589-1156-4

2

<p>How To Contact Us</p> <p>Visit <b>wm.com</b></p> <p>To set up your online profile, sign up for paperless billing, manage your account, view holidays schedule, or pay your bill or schedule pickup.</p> <p>Customer Service: <b>(866) 900-4458</b></p>	<p>Your Payment is Due</p> <p><b>August 19, 2017</b></p> <p>If full payment of the invoiced amount is not received within your contractual terms, you may be charged a monthly late charge of 2.5% of the unpaid amount, with a minimum monthly charge of \$5.00, or such late charge allowed under applicable law, regulation or contract.</p>	<p>Your Total Due</p> <p><b>\$124.73</b></p> <p>If payment is received after 08/19/2017, you will be charged <b>\$26.60</b>.</p> <p>See reverse for important messages.</p>
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3

4

Previous Balance	+	Payments	+	Adjustments	5	Current Charges	=	Total Due
97.12		(97.12)		0.00		124.73		<b>124.73</b>

Details for Service Location: 311 Jackson Street, Stockton CA 95205  
Customer ID: 2-82290-0085  
PO Numbers: 45693

Description	Date	Ticket	Quantity	Amount
96 Gallon Toter	07/01/17		1.00	90.00
96 Gallon Toter Recycle	07/01/17		1.00	0.00
Extra Pickup Service	07/01/17	5934	1.00	15.00
Fuel/Environmental Charge				19.73
<b>Total Current Charges</b>				<b>124.73</b>

6

✂ ----- Please detach and send the lower portion with payment ---- (no cash or staples) -----



7

Invoice Date	Invoice Number	Customer ID (include with your payment)
07/21/17	9363589-1156-4	<b>2-82290-00885</b>
Payment Terms	Total Due	Amount Paid
Total Due by 08/19/17	\$124.73	
If Received after 08/19/17	\$126.60	

0082737547199384712939475919228494712864461137444

I0523R44ES

WM CUSTOMER  
311 JACKSON STREET  
STOCKTON CA 95205

WASTE MANAGEMENT  
PO BOX 43530  
PHOENIX, AZ 85127

THINK GREEN.®



# SIMPLE GUIDE TO YOUR INVOICE

## (BACK)

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### What Do I Need to Know

Here you'll find messages, updates and special offers just for you.

9

### How Do I Pay

Five easy ways to make a payment.

10

### Change Your Contact Information

It's easy. Complete this section to make sure you receive your invoice and stay connected.

11

### Set Up Automatic Payments

Sign up for our automatic payment service for a convenient way to establish recurring payments on your account.

## IMPORTANT MESSAGES

This invoice constitutes an offer by WM to provide service to you for a specified period. By paying this, you agree to continue service during the specified service periods, with no refund (whole or partial) for early cancellation, unless such refund is required by law, regulation or contract.

Use your iPhone or Android mobile device to manage your account, pay your bill, and schedule a roll-off pickup, similar to wm.com. More at wm.com/GoMobile.

Please note your service rate has increased for services covered in this invoice. If you have questions about this increase, please contact your Customer Service Center online under Billing Inquiry at www.wm.com or by calling the number listed on this invoice.

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9

10

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### 5 EASY WAYS TO PAY



**Automatic Payment**  
Set up recurring payments with us at [wm.com/myaccount](http://wm.com/myaccount).



**Pay Through Your Financial Institution**  
Make a payment from your financial institution using your customer ID. Send it to the P.O. Box on the remittance stub.



**One-Time Payment**  
At your desk or online use [wm.com](http://wm.com) or our WM mobile app for a quick and easy payment.



**Pay by Phone**  
Payable 24/7 by calling 866-964-2729.



**Mail it**  
Write it, stuff it, stamp it, mail it. Envelope provided.

### HOW TO READ YOUR INVOICE

**How to Contact Us**

Visit [wm.com](http://wm.com)

Transfer your online profile, sign up for paperless statements, manage your account, view today's schedule, pay your invoice or schedule pickup

Customer Service  
(209) 846-5721

**Your Payment is Due**

**August 19, 2017**

If payment is received after 08/19/17: **\$ 126.60**

If payment of the original amount is not received within your contractual terms, you may be charged a monthly late charge of 2.5% of the original amount, with an enforcement charge of \$5.00, or such late charge allowed under applicable law, regulation or contract.

**Your Total Due**

**\$ 124.73**

This invoice constitutes an offer by WM to provide service for as manifested by accepting this you agree to continue service during the specified time. Cancellation must be in the form of an agreement unless prohibited by law, regulation or contract.

Previous Balance	97.12	+	Payments	(97.12)	+	Adjustments	0.00	+	Current Charges	124.73	=	Total Due	124.73
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Description	Date	Ticket	Quantity	Amount
3 Fuel Surcharge	07/01/17		1.00	90.00
3 Fuel Surcharge	07/01/17	5934	1.00	30.00
3 Environmental Charge	07/01/17		1.00	19.23
<b>Total Current Charges</b>				<b>124.73</b>

1

States the date payment is due to Waste Management. Anything beyond that date may incur additional charges. Your **Total Due** is the total amount of current charges and any previous unpaid balances combined.

2

Previous balance is the total due from your previous invoice. We subtract any **Payments Received/Adjustments** and add your **Current Charges** from this billing cycle to get a **Total Due** on this invoice. If you have not paid all or a portion of your previous balance, please pay the entire **Total Due** to avoid a late charge or service interruption.

3

Service location details the total current charges of this invoice.

### EXPLANATION OF COMMON CHARGES

Administrative Charge	The administrative charge is applicable to all collection customers. The administrative charge covers the cost of generating paper invoices and processing payments. Manual invoice and payment charges are consistent with best practices across this and other industries as a method of driving down costs through automated payments and paperless billing. Customers can eliminate this charge by signing up for automatic/pre-authorized payment and paperless billing through My Account on WM.com. Customers benefit from automated/pre-authorized payment and paperless billing by saving time and money returning paper remittances and postage and by ensuring on time, hassle-free processing of their payment.
Fuel/Environmental Charge	The Fuel/Environmental charge applies to all customers in all lines of business. The Fuel/Environmental charge is typically one line item containing two components: (1) Fuel Surcharge and (2) Environmental charge. The Fuel Surcharge is a recurring charge and is typically a fluctuating percentage based on the Department of Energy weekly diesel index. Fuel charges are common in this and other transportation industries, airlines, service companies and utilities and this charge helps Waste Management stay current with the fluctuating costs of diesel and other hydrocarbon based fuels and products which is an important component for the viability of our company. The Environmental charge is a recurring charge and is typically a fixed percentage of all invoice charges, including the Fuel Surcharge, but excluding taxes. The Environmental charge covers increases in our over all company-wide costs to operate our business in a safe and environmentally responsible manner and to achieve an acceptable operating margin.
Regulatory Cost Recovery Charge	The Regulatory Cost Recovery (RCR) charge applies to all customers in all lines of business. The RCR charge is a fixed percentage of all other invoice charges, including the fuel/environmental charge, but excluding taxes. The charge allows Waste Management to cover a portion of our company-wide costs associated with host community fees, waste disposal taxes and similar charges that we pay to municipal or other governmental authorities or agencies to engage in the waste collection, transfer, processing, disposal, incineration, treatment and/or recycling business. Regulatory costs are a necessary cost of our business, and in order to remain a viable company, Waste Management must assess service rates and charges to cover all our costs as well as achieve an acceptable operating margin.
Prorated Services	Prorated services can occur for all customers in all lines of business. Typically, service start dates fall outside standard invoicing or billing periods. When this occurs, customers receive service charges adjusted (or prorated) for the month or billing period when services start. Generally, most customers are billed in advance for service. Therefore, the customer's first invoice will contain prorated service charges and advanced billing. For example, if a customer requests services to start on the 20th of the June, the customer's first invoice will show 10 days of prorated services for June as well the full month charges July. Some residential customers are invoiced on a quarterly billing cycle. These customers would receive a first invoice with prorated quarterly charge as well as advance charges for the subsequent quarter.

If your service is suspended for non-payment, you may be charged a resume charge to restart your service. For each returned check, a charge will be assessed on your next billing equal to the maximum amount permitted by applicable state law.

CHECK HERE TO CHANGE CONTACT INFO

List your new billing information below. For a change of service address, please contact Waste Management.

Address 1	
Address 2	
City	
State	
Zip	
Email	
Date Valid	

CHECK HERE TO SIGN UP FOR AUTOMATIC PAYMENT ENROLLMENT

If I enroll in Automatic Payment services, I authorize Waste Management to pay my invoice by electronically deducting money from my bank account. I can cancel authorization by notifying Waste Management at [wm.com](http://wm.com) or by calling the customer service number listed on my invoice. Your enrollment could take 1-2 billing cycles for Automatic Payments to take effect. Continue to submit payment until page one of your invoice reflects that your payment will be deducted.

Email Address	
Date	
Bank Account Holder Signature	

**NOTICE:** By sending your check, you are authorizing the Company to use information on your check to make a one-time electronic debit to your account at the financial institution indicated on your check. The electronic debit will be for the amount of your check and may occur as soon as the same day we receive your check.

In order for us to service your account or to collect any amounts you may owe (for non-marketing or solicitation purposes), we may contact you by telephone at any telephone number that you provided in connection with your account, including wireless telephone numbers, which could result in charges to you. Methods of contact may include text messages and using pre-recorded/artificial voice messages and/or use of an automatic dialing device, as applicable. We may also contact you by e-mail or other methods as provided in our contract.

Please send all bankruptcy correspondence to 2625 W. GrandviewRd., Phoenix, AZ 85023 (this language is in compliance with 11 USC 342(c)(2) of the Bankruptcy Code)