

SUSTAINABLE AUBURN

Your home for garbage, recycle and yard+food services



Good news! Auburn is simplifying environmental services and increasing efficiencies by providing all residential and business services through one provider, Waste Management. The city's decision to unify Auburn's environmental services creates an opportunity to realign collection routes for reduced environmental impact and greater efficiency.

Among other benefits, your new WM services include new carts and a new color scheme for all customers, unlimited recycling and a new green fleet of collection trucks that runs on renewable natural gas (RNG) for cleaner air.



WM's new fleet of Auburn collection trucks runs on renewable natural gas (RNG) for cleaner air. RNG is not a fossil fuel; it's generated at WM landfills. It's gas from garbage!



NEW CARTS FOR EVERYONE!



All customers received new easy-roll carts to improve safety and efficiency.

Garbage carts will now be GREY

Recycling carts will remain BLUE

Yard + food carts will now be GREEN

No more 10-gallon cans



Your 10-gallon can will be replaced with a 20-gallon insert in a 35-gallon cart. The 20-gallon and 35-gallon carts appear to be the same size, but the 20-gallon cart has an insert. This makes it a good choice for households that generate less waste, and yet it's stable and easy to roll – just like the larger capacity carts. (The old 10-gallon cans will no longer be used because they are not compatible with the automated collection equipment on the new trucks.)

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Need a different cart size? No problem! New size options will be available after Oct. 1.

Need multiple carts? No problem! Additional garbage, recycling and yard+food waste carts will all be available, effective Oct. 1. Pricing will be available in the fall.

FAQs **Carts**

COMMERCIAL & MULTIFAMILY



Commercial and multifamily customers with 1-yard to 8-yard garbage and recycle containers will receive new containers – blue for recycling and gray for garbage.

Your new container(s) are the same size as your old container (s). Plastic carts used at some locations may change.

- Plastic carts must be placed 10 feet away from combustible materials including wood enclosures, buildings, building overhangs, trees, cars, etc.
- Plastic carts that do not meet this requirement will be swapped for steel containers.

FAQs **Commercial & Multifamily**

SERVICE DAY CHANGES

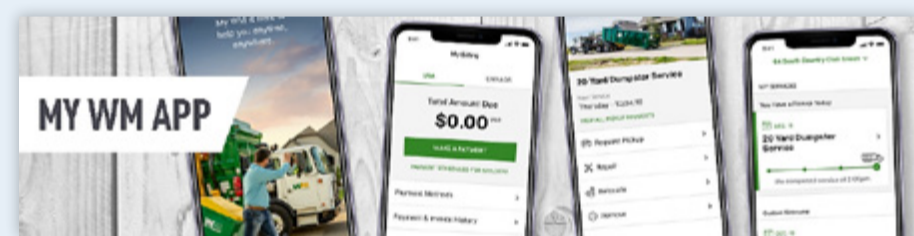
Your service day may change as part of the city's new service package. If your day changes, it's because we are adjusting collection routes for maximum efficiency. Fewer miles traveled translates into less fuel consumption and cleaner air.

Since 2017, WM has reduced fleet miles driven by 2%, which equates to approximately 8.9 million fewer miles per year. Optimizing routes not only reduces our environmental impact, it also results in more reliable service!



LET'S CONNECT!

It's easier than ever to communicate with WM. Auburn's new enhanced services include a dedicated Auburn customer phone number and an Auburn ambassador who is specially trained on the new Auburn services and unique characteristics of the Auburn area.



- **Web** – wmnorthwest.com/auburn is the go-to site for information about all WM services
- **New App! MyWM:** View service schedules and request services, all from the palm of your hand
 - Live Chat (M–F, 8 am – 5 pm)
 - Get a heads-up on when you can expect service
 - Choose new billing options: Apple Pay, automatic payments, and paperless billing
 - Guaranteed security – The app uses the latest technology, complete with facial recognition and fingerprint login
- **Email** – pnwrsservices@wm.com
- **Phone** – 253-939-9792 (new dedicated Auburn phone number)
- **Extended Customer Service hours** – Saturday, 8 am – 5 pm for our Auburn customers
- **On Facebook** – [Think Green Auburn](#)

FAQs **Connecting with WM**

EXPANDED SERVICES

- **New and free!** On Call Bulky Item Collection – Just call to schedule a free collection of up to four bulky items – once per year – to be picked up within one week of your request.
- **Unlimited recycling** – [Check FAQs](#) for what's accepted and put extra recycling next to your recycle cart in a box or paper bag. Do not use plastic bags. Put extra recycling out the morning of collection so it stays dry. Wet items can degrade paper and cardboard, making them non-recyclable.
- **More green services!** New WM customers will now get yard+food waste service weekly instead of every other week.
- WM is partnering with the City of Auburn to help customers go green and help those in need at the same time. For every customer who signs up for paperless billing, automatic payment or contact preferences, WM will donate \$1 to the **Auburn Foodbank** up to \$5,000. Paperless billing also reduces waste, and it's convenient!



THE AUBURN
FOOD BANK

FAQs **Services**

CONNECTING WITH WASTE MANAGEMENT IS EASIER THAN EVER!

Contact WM Auburn Support
253-939-9792

Chat with us via **WM Mobile App**,
M–F, 8 am–5 pm

Email Us

Follow us at
Think Green Auburn