



FREQUENTLY ASKED QUESTIONS

March 25, 2020 – Prepared for city staff

Operations and Collections

Are there any impacts to our collection service?

At this time, there is no impact to scheduled residential or commercial collection.

Our recycling and yard waste collection and disposal facilities will continue to deliver critical health and safety services as scheduled. We know this is important to our communities and customers and that everyone is relying on us. Much like first responders, our drivers and all employees help maintain a sense of normalcy while safely delivering an essential service during this period of uncertainty. That is our top priority. With social distancing and other health guidelines issued by federal, state, and local health officials, more people are staying home, and we are already seeing an increase in volumes collected at the curb.

Customer Service Call Center

Why did WM close the residential call center?

We have temporarily closed our residential call centers to ensure social distancing among our employees. This was to ensure the health and safety of our employees and communities. We are making investments in technology and moving to a remote call center model for our residential customer service representatives. This will take time, but we are working with a sense of urgency to make this transition happen as quickly as possible.

Is the call center taking commercial calls and emails from customers?

Our commercial customer service calls remain open and we have successfully transitioned those teams to remote work. Although there are some sporadic issues with connectivity, our representatives are handling the increased call volume and responding to with minimal delay.

What tools can WM provide to help us inform residents that your residential call centers are temporarily closed?

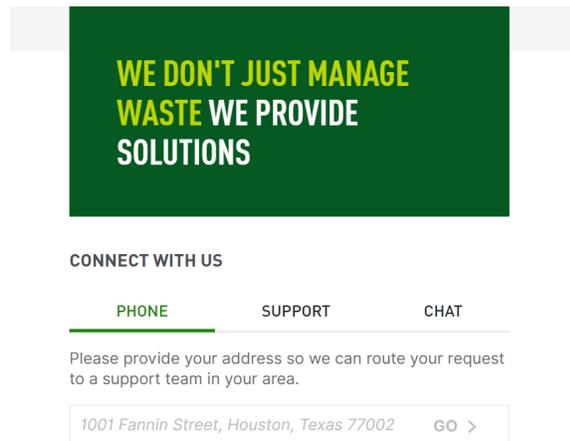
We post Service Alerts online at wmnorthwest.com, which is the best resource when conditions prompt questions about service. Our policy is to post Service Alerts on wmnorthwest.com by 9 am and may vary when conditions unexpectedly change during the day.

We've updated our website, wmnorthwest.com, with information about the call center closure and will keep this page updated with information as it becomes available.



What are other ways residential customers can get questions answered during the temporary closure of the residential call centers?

For other service requests beyond reporting a missed collection, our digital care team is available to field requests via email. From the homepage on wm.com please scroll down to bottom of page. In the righthand corner you will see a Contact Us box. During the temporary residential call center closure, phone is not an option, but currently, there is email communication.



What is the status of City Services?

Our City Services is dedicated, up and running and working from home. The best way to contact them is through email at pnwmunicipalaffairs@wm.com.

Who should city staff contact if we have elevated customer issues?

Our highly skilled professional City Services team is still available exclusively to city staff via phone and email. During this period, the best way to reach them is via email. They are skilled to support city staff with the following:

- Swiftly address inquiries about billing
- Find service information for specific addresses
- Address customer concerns via city staff
- Provide historical data
- Set permanent and temporary city containers

For escalated customer concerns that require follow up directly to the customer, please work with your contract manager so they can work through the issues internally and follow up as appropriate.



What are the impacts to WM Dispatch?

Our Dispatch team is working remotely just as they do during inclement weather events. They are an integral team to ensure business continuity and there should be no impacts to the work functions they perform.

How will you keep residential customers informed if there are service changes?

If the COVID-19 virus impacts our collection services and we are not able to collect on regular schedules, we will communicate as quickly as possible, so customers know what to expect. We will follow our inclement weather guidelines:

1. **WM WEBSITE:** We post Service Alerts online at wmnorthwest.com, which is the best resource when conditions prompt questions about service. Our policy is to post Service Alerts on wmnorthwest.com by 9 am. For the most up-to-date information as conditions change, the #1 resource is wmnorthwest.com. The website has the most updated information available and it's accessible 24/7!
2. **LOCAL MEDIA:** We alert major media in the area, so information can be shared via TV, radio and social media channels. Many of our partner cities/counties also post to their web pages and social media.
3. **WM CUSTOMER EXPERIENCE CENTER:** When our customer service center is up and running remotely, they will respond to customer calls, Monday – Saturday at 1-800-592-9995. (Check your city/county specific website page on wmnorthwest.com for additional customer service information).
4. **CALLS TO CUSTOMERS:** We notify customers by phone. We use an automated call system to send a voice message directly to the telephone number associated with the customers' account. (Yes! We can now call a cell phone if that's the number on the account.) The message includes information on the Service Alert and recovery plan for your service area. We will begin automated calls as soon as possible that day.



What are some helpful tips we can share with our residents on managing their waste in the event of a service delay?

Extra recycling:

Please place extra recycling in a Kraft paper bag, cardboard box, or personal container. Make sure to label these extras as "Recycling." Thirty-gallon paper yard waste bags are great for storing extra recyclables. Store in a dry place until regular collection resumes.

See tips for setting out extras at the bottom of your Service Alerts page on wmnorthwest.com.

Extra food/yard waste:

Please place extra yard waste in a Kraft paper bag or personal container. Make sure to label these extras as "Yard Waste."

Consider using your food/yard waste cart for your food scraps and store extra yard waste in separate containers, as described above. You may also put food scraps in freezer to help minimize odor if your cart becomes too full.

See tips for setting out extras at the bottom of your Service Alerts page on wmnorthwest.com.

WM's Business Continuity Approach

What precautions is WM taking regarding COVID-19? What are you doing to make sure my city's service is not interrupted?

- COVID-19 action plans are being developed and deployed to Waste Management's employees and facilities across the U.S. and Canada. Through these plans, employee pay, leave and benefits are being expanded, supply chain and customer support redundancies are being established, and driver and asset relocation strategies are being implemented.
- Taking care of our employees is crucial to providing the vital services our communities need. In addition to ensuring that our employees are following standard procedures in the use of Personal Protective Equipment (PPE), Waste Management has ramped up employee communications on virus protection, educated employees on health awareness, and increased cleaning and sanitizing of high-touch areas.
- Based on available information to date, Waste Management is maintaining our standard collection operations and not experiencing service interruptions at this time. We have temporarily closed our residential call centers and are moving to a remote call center model (see above response.) The COVID-19 situation is evolving daily, and if circumstances change that impact our ability to provide collection services as scheduled, we will provide prompt updates to our customers and communities.



What precautions is WM taking regarding COVID-19 to keep your operations teams safe?

We have instituted new procedures at our facilities to ensure adequate social distancing and the elimination of group gatherings. Specific steps we have taken include:

- Moved driver huddles outside or to larger rooms to allow for safe social distancing.
- Drivers are using antibacterial spray to wipe down trucks at the end of shifts and taking boots home, so they don't need to access lockers.
- We are maximizing the spacing of our sorters inside our MRFs and providing them with masks and additional PPE.
- We are installing plexiglass at transfer station scale houses.
- For dispatchers, customer service teams and office employees, we are using technologies to enable employees to work from home
- We are relocating residential call center representatives to remote locations, effective immediately.
- For customer outreach and internal communications, we are transitioning from in-person meetings to Skype, phone, text and email.
- We are asking customers to take care to keep a safe distance from their drivers, specifically 6 feet, to adhere to social distancing recommendations put forth by the CDC.

How does the Governor's order to have residents shelter in place impact collection services?

Garbage collection is deemed to be an essential service and is exempt from shelter in place orders. Effective 3/23, Governor Inslee did enact a shelter in place and as of now, service resumes as normal. However, WM is constantly assessing safety and resources and may make changes to collection services to prioritize essential needs such as garbage collection. Your contract manager will continue to inform you of any impacts to your services