

# Waste Management Customer Service

## Customer Service 24/7

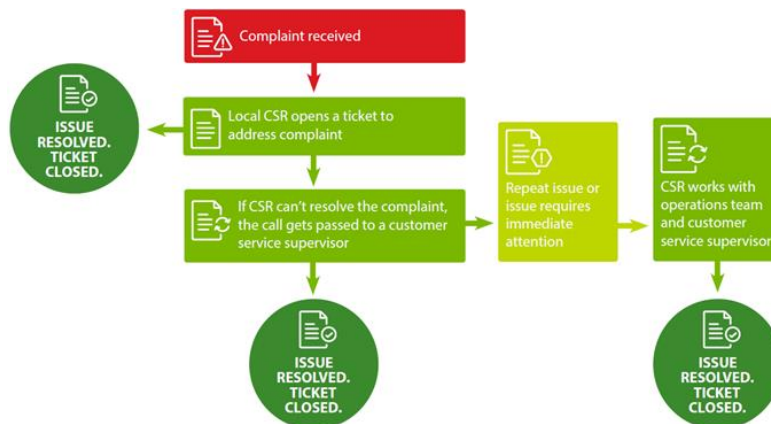
Batavia residents have many options for how and when they interact with Waste Management. Whether via by phone, Live Chat, online at [wm.com](http://wm.com) or through our mobile app, customers want an interaction that is fast, friendly, and convenient. Waste Management's dedicated Customer Service Team supports the City customers by managing our phone, email, and online customer service functions and are ready to serve Batavia residents on day one of the new contract extension.

### Call Center 800/964-8988

Waste Management maintains a call center with trained agents in the services provided to the City of Batavia. Agents are available Monday through Friday 7:00AM to 5:00PM to answer any service calls from Batavia residents. All calls will be given prompt and courteous attention. In the case of a missed scheduled pickup, Waste Management will arrange for a pickup within 24 hours of being notified of the missed pickup. Waste Management will maintain a log of complaints, which shall be made available to Batavia Staff for inspection upon request. The Call Center is closed on New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, and Christmas Day.

Service issues are managed through a ticket system. Each ticket is created in an open status and requires closure upon completion of requested action and/or resolution. Local management and their teams are responsible for providing requested service and/or issue resolution and to monitor the status of all tickets for timely service completion.

- If an issue requires immediate attention and/or escalation, an email is also sent to the attention of the operations management team.
- If a repeat issue occurs within two months, a ticket is also opened to alert the operations management team that a recurring problem exists. Waste Management has developed a quality control program that includes performance standards for ticket creation, closure, tracking, and service recovery. Local management is responsible and accountable for these performance standards.



In the event of an outage at our regional customer service center, Waste Management maintains other customer service centers throughout the United States that can support Batavia calls if needed. Our technology infrastructure allows calls to be rerouted among Waste Management call centers in other regions in the event of an emergency (e.g., power outage, natural disaster, etc.). All agents have access to our

Knowledgebase Management Tool, “Green Pages,” and can assist Batavia residents at all times with community-specific information.

### Live (Digital) Chat

A team of customer service professionals is dedicated to this service channel. Chat sessions are initiated through our website [wm.com](http://wm.com), in real time, Monday through Friday, 7:00AM to 5:00PM.

### “After Hours” by Phone

Introduced in November 2016, our customer service number now features an Interactive Voice Response (IVR) system. Through IVR customers can find out basic account information and make account payments through an automated system during non-business hours.

### Email

Batavia staff and residents may email their request to Waste Management Customer Service through the following email [wmilmv@wm.com](mailto:wmilmv@wm.com) . Information required: name, address, phone number, issue.

## WM Customer Service Digitalization

**NEW! Customer Service Digitalization.** Understanding that customers want to manage their waste like all other online purchases, Waste Management made a commitment to creating a comprehensive, easy-to-use digital service option. This groundbreaking tool will give WM direct-billed customers the ability to manage their entire waste portfolio without ever having to pick up the phone. They can set up service, request an extra pickup, add a waste stream, view their service and order history, report and view resolution status of service concerns, view their collection schedule, and more. In the age of the “new normal,” our customer service digitalization efforts will make it easier and safer than ever for the City’s residents and businesses to manage their waste.

WM is committed to finding ways to make it easy for our customers to manage their services conveniently and efficiently. Our new technologies provide our customers with the ability to better manage their accounts, improve communications and enhance their customer experience. We are excited to share the features available on our new My WM mobile app and [wm.com](http://wm.com) along with the services now available to our commercial and municipal customers.

## My WM Mobile App

Waste Management has launched the all-new My WM mobile app, empowering customers to enjoy a customizable experience through every stage of their service journey. The mobile app utilizes a modern design and a variety of self-service capabilities that allow customers to conveniently manage their accounts in one place.

With the My WM mobile app, customers can:

- Easily view service schedules and request services
- Stay informed of service dates, service issues and services rescheduled
- Edit notification preferences for real time service status
- Follow roll off hauling trucks in real time, allowing adequate time to prepare for service
- Ensure account security with facial recognition and fingerprint login technologies



For a video tour of the new My WM mobile app, visit [www.wm.com/us/en/my-wm-mobile-app](http://www.wm.com/us/en/my-wm-mobile-app). The My WM mobile app is available for iOS (iTunes App Store) and Android (Google Play).

## WM.com

We provide a highly effective and easy-to-use website that allows customers to easily manage their accounts online. The site includes an assortment of 24/7 self-service features. Through [wm.com](http://wm.com), customers can:

- Request changes to existing service or add new services
- Access collection calendars, notifications, recycling information, holiday schedules, and estimated time of pickup
- Manage billing (e.g., balances, statements, payments)
- Interact with a CSR via live chat or email
- Learn about local promotions and events such as a spring cleanup event

## Local Website [home.wm.com/batavia](http://home.wm.com/batavia)

Waste Management has developed a customized webpage, tailored to the City of Batavia that includes meaningful service information and resources that reflect the interests of your residents. Using Waste Management's local website, residents can easily find City-specific service information, disposal resources, rates, and recycling education. Residents can also:

- View pickup and holiday schedule
- Request a cart repair
- Report a missed pickup
- Sign up for autopay or make an online payment
- Enroll in paperless billing
- Edit account contact information