

WASTE MANAGEMENT of TEXAS, INC.

RESIDENTIAL SERVICE PARAMETERS

- A. You must contact **RESIDENTIAL CUSTOMER SERVICE at 713-686-6666** to set-up your initial service. Payment for the first full quarterly service period must be made at this time. WM will bill you directly thereafter. The WM Customer Service Representative can provide you with several payments options at the time of setup.
- B. Collection days are: **Monday and Thursday**
- C. Your trash and garbage must be out, ready for pickup **by 7:00 a.m.** on the scheduled collection days.
- D. Garbage may be contained in garbage cans or plastic garbage bags, but not to exceed forty (40) pounds in weight when full. **All household garbage and rubbish will be collected from the curb.**
- E. Bagged yard waste material such as grass and leaves must not exceed forty (40) pounds when full. Branches and tree trimmings of less than three (3) inches in diameter must be **bundled and securely tied**, as not to exceed four (4) feet in length, a total circumference of the bundle shall be less than 24 inches, nor exceed forty (40) pounds in total weight. Limbs larger than three (3) inches in diameter are not collected. Bundles will be collected from the curb along with your trash and garbage. Please break down and bundle large volumes of moving boxes. **The maximum number of fifteen (15) items; cans, bags or bundles will be removed each scheduled collection day.**
- F. Bulky or heavy trash such as old furniture, appliances, garage cleanups, Christmas trees and similar items are to be **collected on the second scheduled pick-up day of each week, with a limit of two bulky items.** Please contact our **Residential Customer Service Department at 713-686-6666**, if you have a question or unusual item for collection. Our office hours are 8 A.M. to 5 P.M., Monday through Friday and 8 A.M. until NOON on Saturday.
- G. Waste Management will not knowingly pickup hazardous waste such as motor oil, gasoline, paint, batteries, garden chemicals, smoke detectors, etc. Additionally; automobile tires, tree trunks, auto body parts and similar items will not be handled by our personnel. Material generated from remodeling, carpeting, or roofing materials are not considered as typical household garbage and rubbish. Consequently, they will not be collected. Note: Refrigerators must have the compressor removed, refrigerant drained and lines sealed by a licensed technician with appropriate recycled content tag affixed to the unit.
- H. If a major holiday falls on your garbage collection day, your pickup will resume on the next scheduled collection day. Scheduled holidays are:

New Year's Day
Labor Day

Memorial Day
Thanksgiving Day

July 4th
Christmas Day