

COVID-19 UPDATE



March 27, 2020

Good Afternoon,

During this challenging time, our top priority remains the health and safety of our employees and communities we serve. Given the pace and magnitude of the changes we are experiencing as a business and as a society, we understand it is important for Waste Management (WM) to keep you informed of the status of the essential services we provide. Included below is our operational update for today, as changes occur WM will keep you informed.

WM's Operational Update:

We are excited to share that our residential service department is fully functional with all agents working from their homes, using company provided laptops and software. Thank you for your flexibility while we worked to ensure the health and safety of our call center agents.

As reported last week, Waste Management is seeing a continued trend in the amount of trash being placed out by residents. As of yesterday, the number of pounds of trash being placed out per household has increased by 12.8%.

The good news is that all our drivers and helpers are healthy and working to provide outstanding collection and disposal service to the communities we serve.

Our customer service agents are ready to provide solutions and support for residents who may need assistance or have questions. Thank you for entrusting our WM team to serve your community.

Customer Service Contact:

Phone: 1-800-800-5804

Email: cssatex@wm.com

Virtual chat: www.wm.com

Sincerely,

Tiana Smith
Public Sector Solutions Manager
Waste Management of Texas, Inc.