



We're Your Partner, Not Just a Provider

The Woodlands Township

2022 Overview

Shanna Lopez
Senior Account Executive, Public Sector

Keith Reynolds
District Manager



WM is proud to be The Woodlands' preferred Environmental Services Partner

In 2022, WM provided curbside waste, recycling, bulk and green waste collection to **35,661** homes each week. Our various residential services performed by our collection team delivers 5,563,116 personal touches in 2022 to The Woodlands Township residents.

WM delivered 25,001 extra service tags.



Residential Collection Service

Trash, Recycling, Bulky and Yard Waste



30,860

• Solid Waste Tons

The Woodlands Township Recycling

- In 2022, 93% of Residents Recycled from their home.
- Aggregated Contamination Rate dropped to 16.4%
- 27% Diversion Rate
- WM Westside MRF retrofitted with a State-of-the-Art, automated sorting system.



New Extra Bag Stickers

- With suggestion from The Woodlands Township Staff, redesigned extra bag tags to stickers.
- Improved distribution to local Grocery Stores
- Ease of use for Homeowners

Waste Management

Extra Household Trash Service Tag

One tag on each bag of trash

Not over 40 pounds

Tag must be placed on the side
of the bag facing the street
and visible

NOT FOR:

Recycling

Bulky Trash

1-800-800-5804

cssatex@wm.com

WM Smart TruckSM Technology

Residential Collection Made Smarter

Service Verification

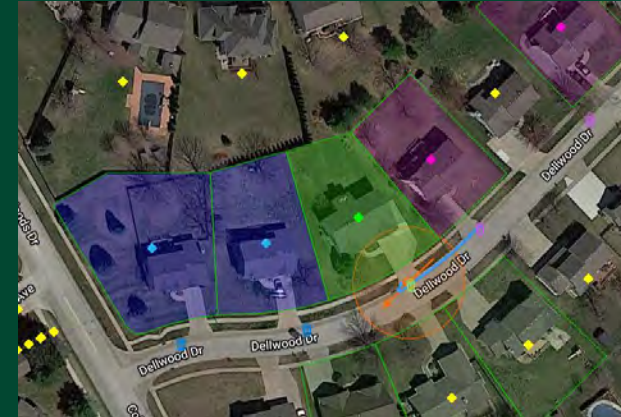
Every Cart lift and its contents captured on camera

Confirmation

Images reviewed for overages and contamination

Drive the Right Behavior

Notification & Education



Customer Self-Service Optimization

wm.com/us/en/home/bulk-trash-pickup

US - English View Schedule Pay My Bill Drop Off Locations Log In

WM For Home For Business Recycle Right® Inside WM Support

Bulk Waste Pickup

WM offers safe and efficient solutions to help our customers dispose of those bulk (multiple) or bulky (large) items.

Service availability, price and accepted items vary by location.

Enter your service address to see if bulk pickup is available in your area.

Your Service Address (Required)
127 East Jagged Ridge Circle, Spring, TX, USA Apartment/unit number Search

Use the search button above to check for bulk service availability at your address. If you've checked your address and bulk pickup is unavailable, don't worry. We can still assist you [here](#).

What's Considered a Bulky Item?

We're here to help you dispose of bulk or bulky items not suitable for your normal pickup service, whether it's... Comprehensive lists of acceptable/unacceptable materials may vary, but some common household bulky or b...

Hi, I'm the WM Virtual Assistant chatbot. If you need assistance with anything, I'm here to help!

New voice-driven conversational IVR phone system – *LISA*

Upcoming Features:

- The Woodlands Customers can quickly resolve any issues with Missed Pickup (MPU) or Bulk orders **online** — without having to contact a Rep or Agent
- Request a replacement or repair for cart

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INFORMATION OF WM



Thank you.

Questions?

