

NEWSLETTER

RIO RANCHO

TRASH & RECYCLING

SUMMER 2021 ISSUE



DEAR RESIDENTS OF RIO RANCHO:

Twice a year at WM, we send you this newsletter to make sure you're aware of all the services available to you and to equip you with everything you need to know to take advantage of them. From At Your DoorSM to yardwaste cleanup events to free monthly landfill access, there are many great services included in your monthly rate.

To have the best experience as a WM customer, I'd like to encourage you to sign up for MY WM. Through MY WM, you can manage your account, get service alerts and more. The steps for creating a profile are below.

Every day, your WM team strives to leave the world a better place than we found it. It is our pleasure to offer safe, reliable services to our Rio Rancho neighbors and to be a part of your community. Thank you for being a valued WM customer.



Sincerely,
Jarred McDonald
and your Rio Rancho WM team

GET MORE WITH MY WM

Create your **My WM** online profile to get:

- **24/7 access** to all of your account settings
- Up-to-date information about your **upcoming schedule**
- **Service notifications** so you never miss a pickup

It's **easy** to stay up to date with **My WM**.

EASY AS 1-2-3

1

Visit wm.com/mywm and create a My WM online profile.

2

Visit the Communications Preferences section to customize your notifications.

3

If necessary, link your Customer ID (found on your WM invoice) and billing zip code to your new My WM profile.

Need help signing up for an account?
Call (800) 796-9696





AT YOUR DOOR SPECIAL COLLECTION®

FREE. Safe. Convenient.

We'll pick up these items and more from your doorstep or driveway.

- Sharps - Needles, Lancets, and Syringes (in hard plastic container)
- Automotive Products
- Garden Chemicals
- Paint Products
- Household Chemicals
- Electronics
- Household Items

SCHEDULE YOUR FREE PICKUP TODAY!

Call us: (800) 449-7587

Monday – Friday, 6am – 6pm MST

Visit us online: WMAYourDoor.com

FREE YARD WASTE COLLECTION



Have your tree trimmings and other yard waste collected for **free** this October.

To schedule your collection, call **(505) 892-1200** by **October 7**.

Acceptable items include grass clippings, leaves and branches. Larger yard waste must be cut, bundled and tied at a maximum of 4 ft. length and 50 lbs. No limbs larger than 3 inches in diameter. NO dirt, stone, concrete or rocks.

DATE: OCTOBER 11 - 15

MUST schedule by October 7 - (505) 892-1200

EXTRA BULK AND YARD WASTE COLLECTION

For a fee, WM will collect residential oversized items and yard trimmings (green waste). Collection occurs monthly. To learn more and/or schedule your collection, call (505) 892-1200.

QUARTERLY SERVICE RATE



Residential service per quarter: \$51.90 + franchise fee + tax

Each extra trash or recycling cart per quarter available upon request): \$21.99 + franchise fee + tax

WAYS TO PAY

Look for your quarterly bill in March, June, September, and December. You can pay using one of the methods listed below. For the easiest experience, have your your customer ID in hand, found at the top of your WM bill.

Example Customer ID: 00001-01234-56789.

ONLINE: WM.com/myaccount

PHONE: (505) 892-1200

IN PERSON:

402 Industrial Park Loop NE,
Rio Rancho, NM 87124

OPEN: Monday to Friday
8:30 a.m. to 4:30 p.m.

Closed for lunch 12:30–1:30 p.m.
Credit card or check only.

VIA APP: Use the My WM mobile app on your phone to pay your bill. The app also allows you to manage your account, view service alerts, and much more.

DELINQUENT PAYMENTS

Please remember to pay your bill in a timely fashion. If you reach 90 days past due, your service will be discontinued until you make a satisfactory payment. Your cart(s) will be removed. There will be an additional \$50 fee for redelivery upon resuming service.

If you need help paying your bill, contact Storehouse West at (505) 892-2077 or email StoreHouseWestNM@gmail.com.



FREE: TAKE YOUR EXTRA WASTE TO THE LANDFILL

Once per month, residents may dispose of **up to 1,000 lbs.** at the WM Rio Rancho Landfill at no additional charge. Restrictions apply.*

RIO RANCHO LANDFILL

1132 Carpenter Street NE
(Northern Blvd & 33rd St)

(505) 433-6052

Monday - Friday from 7 a.m. to 5 p.m.
Saturday from 7:30 a.m. to noon

***LANDFILL ACCESS RESTRICTIONS:** Bring a valid photo ID and a current WM bill for proof of residency/service access. Address or name on bill must match photo ID. Loads over 1,000 lbs. will be charged the gate rate for any excess amount. Unused disposal does not roll over or accrue to future months. Only approved residential wastes will be accepted. Prohibited items include household hazardous waste (paint, automotive chemicals, pesticides, batteries, etc.), appliances with Freon, bulk liquids, and commercial/business waste. A maximum of four tires per load accepted. Unlimited, free disposal of clean dirt. Clean dirt will not count against your monthly free disposal limit. Payments by cash or check only.

SAFETY REMINDER: Our landfill may close during high wind events or severe weather. If the weather is poor, please call ahead: (505) 433-6052.



GLASS RECYCLING DROP OFF AT LANDFILL

Rio Rancho Landfill offers a **free** drop-off site for glass bottles during normal business hours. **DO NOT** put glass in your recycling cart.

2021 COMMUNITY EVENTS

(Brought to you by Keep Rio Rancho Beautiful)

2021 Rally in the Desert - Toss No Mas Community Cleanup:

Please join Keep Rio Rancho Beautiful and New Mexico Clean and Beautiful for a local cleanup on **Saturday, September 18, 2021, from 8 a.m. – 12 p.m.** Volunteers will remove litter and illegally dumped waste from the City's mesas and open spaces. You will be provided with trash bags, gloves, and goody bags. For more, visit <https://www.rnm.gov/69/Keep-Rio-Rancho-Beautiful>.

2021 America Recycles Day:

Celebrate recycling with Keep Rio Rancho Beautiful and New Mexico Clean and Beautiful on **Saturday, November 13th**. We'll gather to recognize the importance of recycling on our municipal solid waste stream and in protecting our local and global environment.

Together, we will learn to reduce, reuse, and "recycle right" for the planet and our community! For event times and location, please visit <https://www.rnm.gov/69/Keep-Rio-Rancho-Beautiful>.

Holiday Tree-Cycling:

From **January 1 through January 15, 2022**, residents of Rio Rancho and Sandoval County can recycle cut Christmas trees for free. Remove all decorations, tinsel, tree spikes, and stands. Bring cut trees to either location below.

- Rio Rancho Sports Complex at 3501 High Resort Blvd. (Drop off at any time)
- Sandoval County Landfill at 2708 Iris Road (Drop off between 8 a.m. to 4 p.m., Monday through Saturday)

Commercial quantities of Christmas trees will not be accepted. Residents are responsible for unloading their trees.





Rio Rancho

2021 Recycling Calendar



January

S	M	T	W	Th	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

February

S	M	T	W	Th	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28						

March

S	M	T	W	Th	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

April

S	M	T	W	Th	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

May

S	M	T	W	Th	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

June

S	M	T	W	Th	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

July

S	M	T	W	Th	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

August

S	M	T	W	Th	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

September

S	M	T	W	Th	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

October

S	M	T	W	Th	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

November

S	M	T	W	Th	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

December

S	M	T	W	Th	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Recycle (Clean & Dry):



Aluminum & Steel Cans



Paper



Plastic Bottles, Jugs & Jars



Cardboard & Boxboard

Do NOT Recycle:*

- Plastic bags, wrap, film (return bags to store)
- Glass
- Food, liquids
- Yard waste, wood
- Shredded paper
- Electronics
- Clothes, bedding, carpet
- Medical/hazardous waste
- Foam cups, take-out containers, packing material

* Items are not limited to those above.

Service Holidays

- New Year's Day Friday, Jan. 1
- Thanksgiving Day Thursday, Nov. 25
- Christmas Day Saturday, Dec. 25

If your service day falls on or after a holiday, your service will be delayed by one (1) day. Regular service will resume the following week.

Service Day Guidelines

- On your service day, place your recycling and trash carts at the curb by 6 a.m. with the wheels facing the curb.
- Please ensure recyclables fit in your recycling cart with the lid closed.
- Do not bag your recyclables.

Green Waste Cleanup

- Oct. 11-15 (schedule by Oct. 7)

Call (505) 892-1200 to schedule your pickup.

At Your DoorSM Collection

For disposal of Household Hazardous or Electronic Waste, please call (800) 449-7587.

QUESTIONS?

Call WM Customer Service at (505) 892-1200.