

FOR MORE INFORMATION

Paul T. Rosynsky
(510) 613-2857 (o), (510) 362-2408 (c)
prosynsk@wm.com



Waste Management Activates Inclement Weather Hotline

Customers can stay informed during winter weather events with toll-free hotline

SONORA, Calif. - November 3, 2016 - Recent storms reminds us that winter weather is around the corner and with it dangerous snow and ice that can hinder Waste Management's ability to safely collect trash and recycling.

We've made it easy for customers to find out if their service will be impacted. We developed a toll-free inclement weather hotline for customers in the Tuolumne County area to call and check on the status of their waste collection service.

Customers can call the Cal Sierra Disposal-Waste Management Weather Hotline at **888-558-0616** at any time to find out if their service will be affected and what options are available should there be a collection delay.

"We understand the frustration our customers experience when inclement weather prevents our experienced drivers from being able to safely provide collection service," said Julie Cabral, District Manager, of Cal Sierra Disposal-Waste Management. "Waste Management's number one priority is the safety of our customers, and our employees. During the winter months, our drivers have additional safety procedures they must follow and these safety procedures take additional time, which can lead to a delay in service collection."

Additional inclement weather delays include:

- Adding and removing truck tire snow chains.
- Increased frequency of trips to transfer station. The weight of the garbage is heavier due to moisture and rain, and Department of Transportation (DOT) regulations limit the amount of garbage weight our trucks can hold.
- Snowplows often bury containers making it difficult for our driver to service. (While we will make every effort to service these containers, we ask our customers to place containers in a snow free serviceable area.)

We do everything we can to maintain service through the winter, including asking drivers to work overtime. But safety is our top priority.

“We will work hard to ensure service continues as scheduled, while maintaining our safety procedures,” Cabral said. “If we are unable to service our customers as scheduled, we make sure to offer additional disposal solutions, and provide collection service within a reasonable amount of time so there is minimal to customers.”

In addition to the inclement weather hotline, Waste Management will often proactively call customers to inform them that their regular scheduled waste collection will be delayed due to weather or hours of service constraints. These services keep the customer up-to-date, which allows them to plan accordingly.

CAL SIERRA DISPOSAL- WASTE MANAGEMENT

Cal Sierra Disposal - Waste Management is a community-based provider of environmental solutions. As the leading provider for commercial and residential curbside collection for recycling and disposal, Cal Sierra Disposal-Waste Management delivers local solutions with the knowledge and resources of the nation's largest recycler, Waste Management. For over 18 years, Cal Sierra Disposal - Waste Management has employed over 40 employees. To learn more about Cal Sierra Disposal -Waste Management and its services visit calsierra.wm.com.

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