



Customer Service Call Center  
800-675-1171  
Payment Information Phone No.  
800-675-7511  
WM Business Hours – M-F 8-5

## Bell Canyon Customer Service Information Fact Sheet 2017

Waste Management always strives to offer excellent solid waste and recycling alternatives at competitive prices. Providing Bell Canyon Association with quality service is our number one priority. Below please see the service information to help assist you with frequently asked questions:

### Collection Day

Curbside residential collection service day is Tuesday for trash, recycle and green waste. Only authorized Waste Management carts will be serviced. Residents should place carts at curbside no later than 7:00 am on your scheduled service day. Place carts at curbside with the lid opening towards the street and side-by-side at least 12” to 18” apart. All trash, recycle, and green waste materials should fit inside the carts. Do not place any materials outside the cart or it will not be removed. If you have additional material to be removed you can call and set up an extra pick up, bulky item pick up or order an additional cart by calling toll free to **(800) 675-1171**.

### Cart Information

**Blue** cart is for household trash only.

**Gray** cart is for recycling, all aluminum & steel cans, glass bottles and jars, cardboard, newspaper, pizza & cereal boxes and juice cartons etc.

**Green** cart is for yard trimmings - do not use plastic bags, no dirt or rocks.

Instructions for each cart are hot-stamped on the lids for further information.

### Customer Service Information

Call the WM Call Center, Monday-Friday, 8:00AM-5:00PM AT (800) 675-1171 to:

- inquire about additional or missing equipment,
- schedule an additional pick up or bulky item pick up,
- make a payment or update your billing information,
- file a complaint,
- schedule Walk Up Valet Service. Valet Service is an extra convenience provided by WM to residents at an extra charge to pick up carts from the backyard to the curb and return them after they are emptied. The fee is \$27.55 per month.

If you encounter any issues with the WM Call Center, please contact the Waste Management/GI Industries office in Simi Valley at (805) 955-4339 and speak with Kathleen Sherman, or (805) 955-4342 Marilyn Gallagher.

**Payment Methods:**

**Phone:** (800) 675-7511 24 hours (transaction fee will be applied)

**Website:** [www.wm.com](http://www.wm.com) - click on the *Pay my Bill*

**Walk In:** 195 W. Los Angeles Ave, Simi Valley, CA 93065

**Mail:** Waste Management, P.O. Box 541008, Los Angeles CA 90054-1008

Check, Visa, MasterCard, American Express or cash accepted.

**Holiday Schedule:**

WM observes six holidays that may affect trash, recycle and green waste services: New Year's Day / Memorial Day / Independence Day / Labor Day / Thanksgiving Day / Christmas Day. If the holiday falls on a weekday, services will be delayed by one day for that week. For example: If the holiday falls on Thursday, then Thursday services will be provided on Friday and Friday services will be provided on Saturday, etc.

WM staff is always ready to assist and help customers design service levels to fit their specific needs. WM owns and operates the Simi Valley Landfill & Recycle Center; tours are always available to the residents of Bell Canyon year round and you would be surprised how interesting it is to see where all your materials are deposited. WM is committed to providing the highest level of customer service and helping keep the Bell Canyon Association clean and green.