

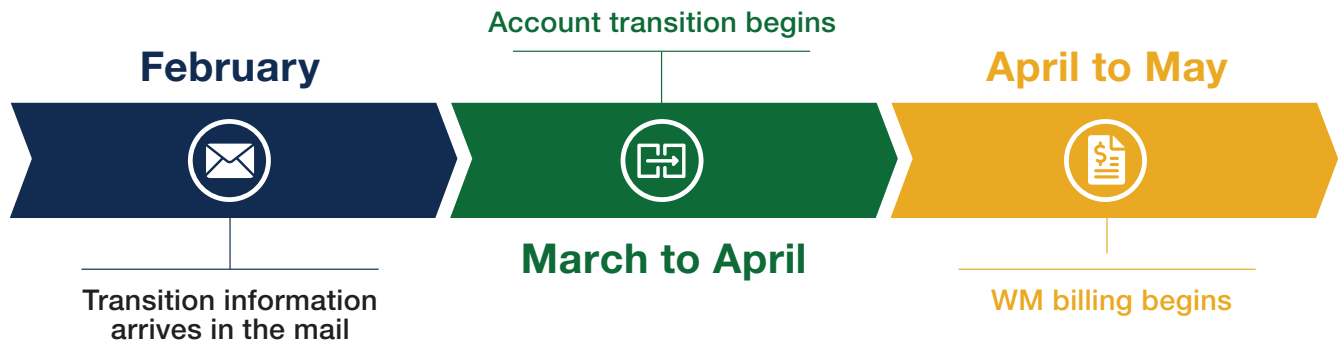
Billing for your waste and recycling services is transitioning to **WM**



Dear Valued Customer,

Beginning around April/May 2023, waste and recycling services for residents, multi-family and businesses will be billed by WM directly. This change will offer one point of contact for both customer service and billing.

Your first bill from WM will arrive around the first of May. After that, you will receive your bill monthly for services one month in advance.



3 Easy Ways to Pay Starting in **MAY**



The WM Oceanside website makes it easy for you to pay your bill and schedule services. Visit **WM.com** and click the **"Pay My Bill"** button on the top of the page to create a WM account using your new customer ID located on your WM bill.



The WM mobile app makes it easy for you to manage your WM account and set up auto pay while on the go. To get started, simply download the app and enter the same username and password you set up on **WM.com**.



Pay by check: You can still pay for waste services through the mail with a check.








Phone: (760) 439-2824
Email: cssandiego@wm.com • Web: home.wm.com/oceanside



EXCITED to bring **WM Billing** to our Oceanside Customers!



Once you receive your first bill in May, you'll be able to use WM's website and mobile app to do all of the following:

-  **24/7 Access** – Access billing, account information and self-service applications like scheduling a large item donation or landfill item, e-waste collection or extra pickup.
-  **Missed Pickup & On-Call Services** – Residents can notify WM of a missed pickup and businesses can schedule bin cleaning or roll-off service.
-  **Pickup Schedule/ETA** – View your pickup schedule, next pickup date and estimated time to arrive.
-  **Holiday Schedule** – Holiday schedules are at your fingertips to provide information, including potential holiday service delays.
-  **Paperless Billing** – Sign up to receive invoices online and be notified by email when your bill is available.
-  **Contact Us** – Get timely email responses when you submit your questions or report service-related issues.

There is nothing to do now! To access these services simply log in using your new WM customer ID, which can be found on your bill when it arrives in May. Please note water and sewer billing will continue from the City. If you think WM is not up-to-date with your contact information, please email cssandiego@wm.com or call **(760) 439-2824**.

QUESTIONS?

Further information can be found on our website:

Residents visit home.wm.com/oceanside
Businesses visit business.wm.com/oceanside

Or contact us at:

Email: cssandiego@wm.com
Call: **(760) 439-2824**



Want to live more sustainably and **protect** Oceanside's resources?



Visit www.GreenOceanside.org for more information about City of Oceanside environmental programs.