

Understanding Your Invoice...

INVOICE DETAILS

1 Your Account Details
Includes your Account Number, Invoice Number, Due Date/Payment Terms. Also includes your WM ezPay ID which is required when making payments online or via telephone using our automated system.


2 Your Waste Management Office
Includes the address and telephone number of your Waste Management office. Use this number when making payments via phone or if you have any questions about your services or your invoice.

3 Your Account Summary
Includes your balances, payments and adjustments.

4 Service Details
Includes the service time period, the locations and services being billed for this time period, and your PO or Reference number, if used, to track service order origin.

5 Important Messages from Waste Management
From time to time Waste Management will include special customer notification on your invoice such as new payment options available, holiday service notifications and other important global customer messages.

6 Payment Coupon
Includes the total amount due and the payment address if paying via mail. Make sure to include the payment coupon when paying by mail.



WASTE MANAGEMENT
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HALLING
1580 E ELWOOD ST
PHOENIX AZ 85040
(505) 892-1200
(505) 892-0962 FAX

INVOICE

Customer: PEGGY SUE SMITH
Account Number: 650-0001234-0573-1
Invoice Date: 5/1/10
Invoice Number: 12345678-0573-3
Terms: DUE UPON RECEIPT
WM EZ Pay Account ID: 00001-54321-12345


Account Summary	
Description	Amount
Previous Balance	54.18
Total Credits and Adjustments	0.00
Total Payments Received	25.00
Total Current Charges	77.87
Total Amount Due	107.05
Total Amount Past Due	29.18

Service Period			
05/01/10-07/31/10			
Service Location: 650-0001234: SMITH, PEGGY SUE: 5432 10TH ST NW			
Date	Description	Qty	Amount
	1.00 96 Gal Toter s/l add'l	1	17.97
	1.00 96 Gal Toter s/l	1	36.21
	1.00 Fuel/Environmental Charge	1	10.24
	1.00 Administrative Fee	1	3.00
	1.00 Franchise Fee	1	2.71
	1.00 Gross Receipts Tax	1	4.74
	Late fee rs (30)	1	3.00
Total Current Charges			77.87

If full payment of the invoiced amount is not received within 30 days of the invoice date, you will be charged a monthly late fee of 1.5% of the unpaid amount, with a minimum monthly charge of \$3.00, or such lesser late fee allowed under applicable law, regulation or contract. For each returned check, a fee will be assessed on your next billing equal to the maximum amount permitted by applicable state law.

All payments will be posted to your oldest outstanding invoice.

Want to pay this bill on-line? Go to www.wm.com to learn more about WM ezPay and make a Convenient, secure payment.



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Learn how we Think Green at www.wm.com/thinkgreen

PEGGY SUE SMITH
5432 10TH ST NW
RIO RANCHO NM 87124-0213

Payment Coupon
Please detach and enclose this portion with your payment - do not send cash.

Your Account Number		650-0001234-0573-1	
Invoice Date		05/01/10	
Your Invoice Number		012345678-0573-3	
Due Date	Total Due	Amount Paid	
Upon Receipt	107.05		

Waste Management introduces WM ezPay! Pay your WM bill on-line at www.wm.com. To pay your invoice by phone, call 855-366-2769 or 855-864-1229.

Please make Check Payable To: **WASTE MANAGEMENT HALLING PO BOX 78251 PHOENIX, AZ 85062-8251**

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THINK GREEN.

Printed on recycled paper.

Frequently Asked Questions...

PAYMENT OPTIONS

1. Online Bill Payment

Save time and money by paying your bill online at wm.com. WM ezPay is a quick and easy online option to make one-time online payments or sign up for automatic, reoccurring payment using your credit card or bank account debit and save \$4.00 per invoice by eliminating the administrative fee if currently assessed.

2. Remit Check via Mail

Use the payment coupon from your invoice to submit payment via check. Make sure to mail at least 5 days prior to your due date to avoid past due charges.

3. Pay by Telephone

Make one-time payments over the telephone by calling the number listed on the front of your invoice during regular business hours (Monday-Friday 7:00 a.m. to 5:00 p.m. and Saturday 8:00 a.m. to Noon) or by calling our automated system at 866-WMI-2PAY (866-964-2729). The system is available 24 hours a day, 7 days per week. (*Payment handling fee of \$8.00 may apply—subject to change.*)

GENERAL QUESTIONS

What number do I call to pay my bill?

To pay your bill via telephone, please call our automated system at 866-WMI-2PAY (866-964-2729). The system is available 24 hours a day, 7 days per week. Alternatively, you may also call the customer service telephone number located at the top of your invoice or payment coupon to speak to a local representative. (*Payment handling fee of \$8.00 may apply — subject to change.*)

Need help understanding the descriptions of the services on your bill?

Because of the nature of our business there are a number of different service codes we use to accurately charge our customers. Many reflect the type and service of the container that is being used. To discuss your services in detail, please call our customer service telephone number listed on your invoice.

What are the other charges listed on my bill?

We handle a lot more than waste. Some customers have other services, like recycling or additional containers, that may be billed as a separate line item. There may also be local taxes, franchise or municipal fees, administrative fees, fuel/environmental charges and sales tax attached to your bill. To discuss your charges in detail, please call our customer service telephone number listed on your invoice.

Can I pay with a credit card?

Yes, major credit cards are accepted via phone or online. Call our automated system at 866-WMI-2PAY (866-964-2729) to pay by phone. (*Payment handling fee of \$8.00 may apply—subject to change.*) For online payments, go to www.wm.com and click on "Pay My Bill" to access WM ezPay online. You will need your WM ezPay ID found at the top of your invoice to pay via phone or WM ezPay systems.

Where can I find additional support?

For additional information, please call the customer service telephone number located at the top of your invoice or payment coupon for help.

