



Thank you for your business. We are honored to serve your environmental solutions needs and we are proud of our sustainability performance; outscoring all other companies in our industry on Newsweek's Green Ranking list year after year. As you know, we take our work seriously and are committed to providing you safe, reliable and environmentally sound waste and recycling services that meet your highest expectations.

As with any business, Waste Management is not immune to rising costs. Our company incurs millions of dollars in expenses such as host community fees and waste disposal taxes every year. To help us continue to provide our customers with the highest quality of service, a Regulatory Cost Recovery Charge will be applied to your account beginning with your current or next invoice. This charge allows us to cover a portion of our overall Company-wide costs associated with host community fees, waste disposal taxes and similar charges that we pay to municipal or other governmental authorities or agencies to engage in the waste collection, transfer, processing, disposal, incineration, treatment and/or recycling business, and to achieve an acceptable operating margin. The Regulatory Cost Recovery Charge is our charge; it is not tied to any fees, taxes or charges applicable to your local service area that we are required to collect and remit to any governmental agency. The Regulatory Cost Recovery Charge is 2.1% of all other invoice charges, excluding taxes. To the extent required by your service terms, your consent to the assessment of the Regulatory Cost Recovery Charge is effective upon your payment.

We are proud to be your environmental services provider and look forward to expertly supporting your environmental services needs for many years to come. If you have additional questions, please call the customer service number listed on your invoice. Again, thank you for your ongoing business.

Make the world a better place?

We already are.

When you choose Waste Management, you enable us to “Think Green” in all kinds of ways:



RENEWABLE ENERGY

... we produce enough to power more than one million homes with a goal of two million by 2020.



LANDFILLS

... these areas can become wildlife habitats. In fact, we provide over 26,000 acres of protected habitats, with over 100 landfills and facilities certified by the Wildlife Habitat Council.



RECYCLING

... at homes and businesses like yours. Right now, we manage more than 13 million tons of recycled or reused materials annually.



DRIVING ZERO WASTE

... at this year’s Waste Management Phoenix Open we delivered a PGA TOUR event that diverted 100% of waste to recycling and compost facilities. And we’re working to do the same thing for businesses, campuses and municipalities across the country.



THINK GREEN.®