



## How to Enroll in WM ezPay (Create a User ID and Password):

1. From [wm.com](http://wm.com), click **Pay Your Bill**.
2. Click **Enroll in WM ezPay**. The New Account Sign Up screen appears (at Step 1).
  - a. Type your WM ezPay ID into the **WM ezPay Account ID** field (Your ID is located at the top-right of your invoice.)
  - b. Enter zip code associated with your account into the **Zip Code** field
3. Accept the **Terms and Conditions**.
  - a. Select **I agree to no longer receive a paper invoice** check box. The **Waste Management Electronic Bill Payment Service Terms and Conditions** pop-up box appears.
  - b. Read the information presented and click the **I Agree** button. The Step 3 information fields auto-populate with the data from Waste Management's billing system.
4. Verify your information. Correct or add any of the below information, as required.

**Note:** Changes made here are not reflected on your billing account. Call your Waste Management representative to have the internal system updated.

  - a. **Name**
  - b. **Address**
  - c. **Email address**

**Important:** The Email address is critical. After you enroll in WM ezPay, you will receive your invoices and account communications via email.
  - d. **Contact phone number**
5. Create a **User ID**. (Must consist of at least 8 characters.)
6. Create and confirm **Password**. (Must consist of at least 8 characters and include at least 1 number and 1 letter. The password is case sensitive.)
7. Select a **Hint Question**.
8. Provide a **Hint Answer**.
9. Click **Sign Up**. A Confirmation screen appears.

At this point, you are enrolled in WM ezPay. You are encouraged to take a few minutes to link any additional accounts you might have and to set up an automatic payment.