



Waste Management, North America's leading environmental solutions provider, announces that it has acquired Advanced Disposal.

Will my service days and collection time change?

As we combine our two companies' routes, service days and times may be adjusted to ensure efficiency and punctuality and decrease our environmental impact. If route adjustments are implemented, you will receive prior notice via email or your invoice.

Will my container change?

All Advanced Disposal assets, including containers, trucks, signage and more, will be updated to reflect the Waste Management brand. However, with over 3 million Advanced Disposal customers, this will take time.

We always strive to handle container swaps in the most efficient and convenient way for our customers. You will receive communication outlining the details of when and how any container swaps will occur. Until you hear otherwise, continue to use your previously supplied Advanced Disposal container (and expect to see either a Waste Management or Advanced Disposal truck for the foreseeable future).

Will my invoicing change?

Over time, Advanced Disposal customers will be integrated into Waste Management systems. You will receive a notification via email or mailer outlining the exact details of when and how your particular account will be migrated. Once integrated into the WM system, you will have access to additional self-service options, including My WM via WM.com and the WM mobile app, so you can easily manage your services, set up automatic payments, view holiday schedules and much more.

How will my automatic online payments work?

If you currently have automatic payments set up through Advanced Disposal AutoPay, your payments will continue to post as before. You will receive instructions on how to set up AutoPay with Waste Management when your account is migrated to the WM billing system.

Will I obtain a new Customer ID/Account number?

Aside from the overall benefits mentioned as we integrate Advanced Disposal into the WM family, nothing changes for you at this time — your services remain the same, your invoicing and support contacts remain unchanged, and we will continue to manage your account as we have done in the past.

What number do I call to talk about my account?

Advanced Disposal customers may continue to call their current Customer team at 866-221-3323. You may also email WMTransfer@advanceddisposal.com.

How often should I expected to hear from Waste Management about the migration from Advanced Disposal to Waste Management systems?

As systems and infrastructures begin to integrate in the coming months – including account numbers – you will be provided ample advance communication in the event of any planned changes that could impact you.

You can still log into your Advanced Disposal customer account and verify your contact information.

What can I do to ensure my business is ready for the day my account is officially moved to Waste Management systems?

We will provide ample advance communication in the event of any planned changes that could impact you.

In the meantime, sit tight and we'll be in touch soon via email or mail.