

Contamination and Overage Monitoring Program

New Program Rules Starting January 1, 2025.



WM is changing the way we are notifying customers regarding contaminated and overfilled containers. In this new program, WM will no longer charge for contamination and overages. Beginning April 1, 2025, the program will consist of three warnings per material type, and on the fourth and subsequent incident in a 12 month period, your container will be recommended for an upsize to manage your waste volume. Beginning January 1, 2025, WM will send educational letters only to help customers get ready for the new program.

WM SMART TRUCK® TECHNOLOGY Frequently Asked Questions



IS THIS THE FIRST TIME CAMERAS HAVE BEEN USED ON A WM COLLECTION TRUCK?

No, WM has used cameras on trucks for many years. We use mounted cameras to improve safety by assisting our drivers with rear and side-view perspectives, and documenting driving incidents and detecting overfilled and contaminated containers.



HOW CAN YOU TELL IF A CONTAINER IS CONTAMINATED OR IS OVERFILLED?

Mounted cameras record the containers serviced.

The pictures (right) show the contaminated contents of a recycling container that was just collected from a service address and placed in our truck. The cameras will also detect overfilled containers at the time of collection.

CONTAMINATED RECYCLING



Plastic Bag

Electric Lamp



WHAT HAPPENS WHEN WM SMART TRUCK® TECHNOLOGY DETECTS A SERVICE ISSUE?

A dedicated team of service consultants reviews the images from each route daily. They look for overfilled and contaminated containers and a customer notification is generated. Customer containers may be upsized after three warnings in a 12 month period.

SAMPLE OVERAGE PHOTO



Overfilled Cart



WHAT ABOUT PRIVACY?

WM will not share the images or customer information with third parties for marketing or data mining. The photographs or videos are used to educate and inform customers and the district to improve collection service, recycling, and divert materials away from the landfills.



WHAT QUALITY CONTROL IS IN PLACE TO ENSURE ACCURACY?

Our service consultants are trained to carefully identify overages and contamination. We have standard protocols for assessing every situation with built-in checks and balances.



CAN A CUSTOMER DISPUTE A NOTIFICATION?

Yes, customers can contact customer service at (800) 321-8226. Trained staff will review the incident images with the customer. If we made a mistake, the violation will be removed and our records will be updated to avoid the error in the future.