

# Billing and Customer Service for Your Waste, Recycling, and Manure Services is Transitioning to WM

## Dear City of Norco Resident,

Starting July 1, 2024, the City of Norco will implement a new franchise agreement with WM. Under this agreement, residents, multi-family, and businesses will be billed directly by WM for waste, recycling, and manure services.

This new agreement comes with several improvements, including reduced residential rates, free manure scout service, and other enhancements to provide better service to the community.

Residents will soon receive a Waste Management Residential Service Guide by mail to their service address. For questions or more information, please contact WM Customer Care Center at (800) 423-9986 or use the live chat feature online at [wm.com](http://wm.com).


## Here's What to Expect

Currently, the City of Norco handles billing for residential and commercial waste, recycling, and manure services, bundling them with water and sewer charges on the City's monthly utility bill. From July 1, 2024, however, Norco utility customers will be billed directly by WM. This means you'll have a single point of contact for both customer service and billing, making things simpler and more convenient for you.

As part of the transition, Norco customers will receive their final bill from the City of Norco for services through June 2024 by August 8, 2024, which will include waste, recycling, and manure fees. In July, you'll receive your first bill from WM. Going forward, you can expect to receive a waste, recycling, and manure bill from WM at the start of each month. It's important to note that the City will no longer have access to your residential billing statements for these services, so you'll need to contact WM directly for any queries or changes.

## Save the Date: Upcoming Community Meeting

WM, in collaboration with the City of Norco, will host a workshop for Norco residents on Monday, May 6, 2024 at 6:30 p.m. at The Hall at Ingalls Event Center (90 Sixth Street in Norco). Residents are encouraged to attend to learn about the new franchise agreement and the billing and customer service transition.



**CITY OF NORCO**  
ROSBOROUGH, VT

John Doe  
1234 Sample Way  
Anytown, CA 11111

**UTILITY BILLING DIVISION**  
2570 Clark Avenue  
Norco, CA 92090  
(801) 228-0084  
[utility@cityofnorco.com](mailto:utility@cityofnorco.com)  
Monday-Thursday: 9 a.m.-6 p.m.

**Utility Account Statement**

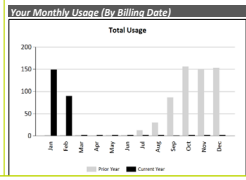
**ACCOUNT INFORMATION**

Account Number: 123456-789  
Service Address: 1234 Sample Way  
Service Period: 10/24/2023 - 11/23/2023  
Billing / Due Date: 12/7/2023  
Penalty Date: 1/9/2024

**METER READINGS**

Read Dates	Previous	Current	Usage	Fee
12/31/2023	1,000	1,200	200	31

**Your Monthly Usage (By Billing Date)**



**CURRENT CHARGES**

Description	Amount
Water Consumption	5.40
Fixed Mo Wtr Chrg	213.47
Sewer	51.00
SMS Fee	4.00
<b>TOTAL CURRENT CHARGES</b>	<b>\$273.87</b>

**MOUNT DUE**

Previous Balance	273.87
Penalties	0.00
Adjustments	0.00
Payments	(273.87)
<b>TOTAL PAST DUE CHARGES</b>	<b>0.00</b>
<b>TOTAL AMOUNT DUE ON ACCOUNT</b>	<b>\$273.87</b>


**MOUNT DUE**

total Amount Due	\$273.87
total Due if Paid After 1/9/2024	\$301.26

**MOUNT ENCLOSED**

REMIT PAYMENT TO:

**CITY OF NORCO**  
**UTILITY BILLING DIVISION**  
2570 Clark Avenue  
Norco, CA 92090



**INVOICE** Page 1 of 2

Customer ID: 21-51809-22222  
Customer Name: JOHN SEYMOUR  
Service Period: 10/01/22 - 12/31/24  
Invoice Date: 10/05/2024  
Invoice Number: 0068252-4166-1

**How to Contact Us**

Visit [wm.com/MyWM](http://wm.com/MyWM)

Create a My WM profile for easy access to your service schedule, service alerts and online tools for billing and more. Have a question? Check our support center or call us.

Customer Service: (888) 960-0000

**Your Payment is Due**

**10/25/2024**

If full payment of the invoice amount is not received within your contractual terms, please the invoice monthly late charge of 2.20% of the unpaid amount, with a maximum monthly charge of \$5, or such late charge allowed under applicable law, regulation or contract.

**Your Total Due**

**\$106.79**

Previous Balance	Payments	Adjustments	Current Invoice Charges	Total Account Balance Due
106.79	(106.79)	0.00	106.79	106.79

**DETAILS OF SERVICE** Customer ID: 21-51809-22222

Description	Date	Ticket	Quantity	Amount
NO CREDIT FEE				77.32
MT STATE SOLID WASTE TAX @ 7.5%	10/01/24		1.00	7.96
COUNTY ENVIRONMENTAL CHARGE				1.51
<b>Total Current Charges</b>				<b>106.79</b>

Please detach and send the lower portion with payment --- (no cash or staples) ---

Invoice Date	Invoice Number	Customer ID
10/05/2024	0068252-4166-1	21-51809-22222
Payment Terms	Total Due	Amount
Due by 10/25/2024	\$106.79	

**\*\*\* DO NOT PAY-AUTOMATIC PAYMENT WILL BE PROCESSED \*\*\***  
Your credit card will be charged \$106.79.

436600021536094237400682520000001067900000010679 ?

0500055

JOHN SEYMOUR  
10305 TOWN AND COUNTRY WAY  
SAINT PAUL MN 55106-2627

Remit To: WM CORPORATE SERVICES, INC.  
AS PAYMENT AGENT  
PO BOX 4647  
CAROL STREAM, IL 60197-4647

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**CITY OF NORCO**  
HORSETOWN USA

# Excited to bring WM Billing to our Norco Customers



## 3 Easy Ways to Pay Starting in July

My WM makes it easy for you to pay your bill and view your service schedule. Visit [wm.com](http://wm.com) and click on "Make a Payment" at the top of the page to create a WM account using your new customer ID located on your WM bill.

The My WM App makes it easy to manage your WM account while on the go. Download the My WM app from the Google Play Store (Android) or the Apple App Store (iOS/iPhone) to get started.

Finally, you can still pay for services through the mail with a check.

## Once you receive your first bill in July, you'll be able to use WM's website and mobile app to do all of the following:

**24/7 Access** - Access billing, account information and self-service applications like scheduling a large item donation or landfill item, e-waste collection or extra pickup.

**Missed Pickup & On-Call Services** - Residents can notify WM of a missed pickup and businesses can schedule bin cleaning or roll-off service.

**Pickup Schedule/ETA** - View your pickup schedule, next pickup date and estimated time to arrive.

**Holiday Schedule** - Holiday schedules are at your fingertips, including potential holiday service delays.

**Paperless Billing** - Sign up to receive invoices online and be notified by email when your bill is available.

**Contact Us** - Get timely email responses when you submit your questions or report service-related issues.



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