

# KIRKLAND'S SUSTAINABLE TOMORROW

Everything you need to know about your new services from WM



**Exciting news, Kirkland residents!** As the City of Kirkland renews its partnership with WM, new services and enhancements are coming your way beginning July 1, 2022. The new contract will include a new collection fleet, one annual free bulky item pickup, five free yard waste extras each week during the month of November, Think Green Reuse and Recycling events, a new local customer service number for Kirkland, and expanded WM customer service hours.

## NEW! WM SMART TRUCKS<sup>SM</sup>

### New Collection Fleet

We are excited to introduce tomorrow's truck, today. Kirkland will be even safer with our new fleet, which includes seven safety features to give drivers a 360-degree view to see pedestrians, bikers, and obstacles. The advanced engines in our new fleet of collection trucks reduce emissions to nearly zero and will be powered by renewable natural gas (RNG) manufactured from naturally occurring gas captured in WM landfills. That's gas from garbage!

### WM Smart Truck<sup>SM</sup> Technology

Always working for Kirkland's sustainable tomorrow



### New Smart Truck<sup>SM</sup> Technology

WM's next generation fleet for the City of Kirkland has new and improved technology. WM collection vehicles are equipped with exclusive Smart Truck<sup>SM</sup> technology designed to improve customer service. The new features record all collections to identify blocked containers, missed collections and contaminated recycling. This helps our drivers focus on their top priority of providing safe, efficient customer service.



We're with you!

WM has been Kirkland's service provider for over 40 years. We are uniquely qualified to continue serving the community we call home. Our Pacific Northwest market area office is in Kirkland. We are more than a service provider: we're a local business and contributing member of the community. You'll find our WM teams providing support and waste reduction outreach at community events and festivals.

**NEW!** **WM4Kirkland annual community investment.** WM will donate \$40,000 annually to support Kirkland's community events.

**NEW!** **Think Green Reuse and Recycling events.** Convenient community events where residents can dispose of hard-to-recycle items safely and sustainably.



Think Green Reuse and Recycling events



## CONNECTING WITH WM HAS NEVER BEEN EASIER



### PHONE

Weekdays 7 am - 7 pm  
Saturdays 8 am - 5 pm

425-587-0040



### AUTOMATED VIRTUAL ASSISTANT



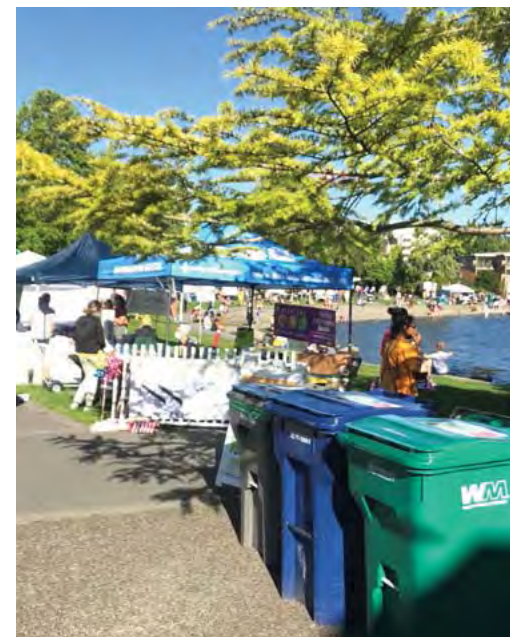
### LIVE CHAT

7 am - 5 pm  
Weekdays



### EMAIL

Email for assistance  
pnwrsservices@wm.com



## NEW SERVICES

BEGINNING JULY 1

**NEW!** **Annual residential bulky item pick-up at no additional cost.** Starting July 1, residential customers may contact the WM customer service center to schedule the collection of one bulky item such as a large appliance, mattress, sofa, furniture, barbecue, or exercise equipment.

**NEW!** **New model Bigbelly solar-powered compactors for Kirkland public spaces.** They save energy and reduce collection mileage, overflow and litter.

**NEW!** **Weekly yard waste extras during November at no additional cost.** WM will collect up to five extra units of yard waste curbside each week at no additional cost during the month of November. A unit is considered 32 gallons and may be contained in paper bags, compostable bags, or in clearly labeled customer-owned cans.

**NEW!** **New local customer service number for Kirkland: 425-587-0040**

**NEW!** **Expanded WM customer service hours:**  
Weekdays, 7 am - 7 pm  
Saturdays, 8 am - 5 pm



Bigbelly solar-powered compactors



Charlie the recycler is a friend to our WM drivers. He even collects recycling in his own Kirkland neighborhood.

Our drivers are wearing new uniforms made from recycled materials—24 plastic bottles to be exact!



WM Kirkland father and son drivers, Mario and Mario Jr. Bachez

For FAQs and information on rates, please [visit Kirkland's website](#)

## CONNECTING WITH WM IS EASIER THAN EVER!



Contact WM Customer Service  
425-587-0040  
Weekdays, 7 am - 7 pm  
Saturdays, 8 am - 5 pm



Chat with Us  
8 am - 5 pm Weekdays



Use our Automated Virtual Assistant



Email Us  
pnwrsservices@wm.com