

SNOQUALMIE'S SUSTAINABLE TOMORROW



Everything you need to know about your services from WM

Exciting news, Snoqualmie residents! As the City of Snoqualmie renews its collaboration with WM, new services and enhancements are coming your way beginning June 1, 2025. The new contract will include a new collection fleet, expanded cart size selection and a free yard waste unit collection.

NEW! WM SMART TRUCKSSM



We're with you!

WM's next generation fleet for the City of Snoqualmie will have new and improved technology. WM Smart TruckTM refers to our collection vehicles, which will be equipped with exclusive technology designed to improve customer service.

The technology validates service to every customer by using GPS mapping and dedicated cameras to photograph or video every cart serviced.

These new features will allow our drivers to have a singular responsibility: collection service excellence. Drivers will no longer have to leave their trucks to photograph container overages or contamination. WM and the City of Snoqualmie will use this data to develop programs to increase diversion and improve recycling participation. Our technology also adds another layer of service quality for customers by automatically recording issues such as a damaged container, missed service or blocked container.

NEW SERVICES

NEW! Expanded cart and container sizes

Introducing more sizes for your convenience:

- 45-gallon garbage carts
- 1.5-yard garbage containers
- 15, 25 and 35-yard roll-off garbage containers

NEW! Free extra yard waste collection for single-family homes

Residents in single-family homes can now enjoy one free extra yard waste collection per year!

Submit a priority request on wmnorthwest.com to request your extra collection.

NEW! Bulky waste collections

Available to all customers at an additional fee, schedule a bulky waste collection to dispose of large items.

NEW! Unlimited recycling for apartment, condominium and commercial customers

Unlimited recycling is now available at no extra cost with multifamily and commercial garbage service. Properly prepared recyclables will be collected as part of regular service.

NEW! Cart cleaning service

Carts from previous city contracts with WM will be cleaned free upon request. Please make requests within 120 days of the new service date.

BEGINNING
JUNE 1



Expanded cart sizes



New bulky item collection



Unlimited recycling for multifamily and commercial customers

CONNECTING WITH WM HAS NEVER BEEN EASIER



PHONE

Weekdays 7 am - 7 pm
Saturdays 9 am - 1 pm

1-800-592-9995



AUTOMATED VIRTUAL ASSISTANT



LIVE CHAT

Weekdays 7 am - 7 pm
Saturdays 8 am - 12 pm



EMAIL

Email with questions
pnwrsservices@wm.com



PRIORITY REQUEST

wmnorthwest.com/snoqualmie/guidelines/emailmessage



For FAQs and information on rates, please visit wmnorthwest.com/snoqualmie.

CONNECTING WITH WM IS EASIER THAN EVER!



Contact WM Customer Service
1-800-592-9995
Weekdays, 7 am - 7 pm
Saturdays, 9 am - 1 pm



Chat with Us
Weekdays, 7 am - 7 pm
Saturdays, 8 am - 12 pm



Use our Automated Virtual Assistant



Email Us
pnwrsservices@wm.com