



WASTE MANAGEMENT  
5500 S. Quebec Street, Suite  
Greenwood Village, CO. 80111  
(303) 797-1600

## Highline Crossing Metropolitan District

**Dear Highline Crossing Resident:**

**Hello and Welcome to Waste Management**

Congratulations! Your Metropolitan District has contracted with Waste Management to serve your community as the designated trash service provider. There are many advantages to using one provider such as, reduced truck traffic on streets, less pollution, trash collection occurs consistently on just one day of the week, and reduced costs to individual homeowners.

**To start your trash and recycle service, and have your trash and recycle containers delivered, Please email [FCOA@WM.COM](mailto:FCOA@WM.COM) with the following information:**

**Email Subject: New Start - Highline Crossing Metropolitan District**

HOA/MD Name: **Highline Crossing Metropolitan District**

Your First and Last Name:

Service Address:

Billing Address:

Phone:

Email:

Cost of service will be \$13.50 per month, which includes both trash and recycle service, as well as use of trash and recycle containers. Additional trash and/or recycle containers are available for \$5.00 per month. The trash and recycle service is billed quarterly in advance and will include an admin fee of \$5.00 per invoice. The admin fee can be waived by signing up for electronic statements and automatic payments by calling customer service at 303-797-1600 or by enrolling online at [www.wm.com](http://www.wm.com)

**Your trash day is Thursday.**

**Your service includes the use of one 96-gallon trash container. Please have your trash out by 7:00 am on collection day.** We recommend that you bag and tie all trash. Bagging your trash will help prolong the life of your trash containers and reduce odors. Bagging also helps to keep your neighborhood clean on windy days. Please note that all trash and recycling must be inside the containers provided. Additional trash and/or recycle containers are available for \$5.00 per month.

Please note that no trash hauler is able to accept hazardous waste material or liquids. Examples of common household hazardous wastes are; paint, tires, motor oil, ammunition, pesticides, hot coals, propane tanks or caustic materials. New Colorado laws also prevent us from picking up electronic items, which includes computers and TV's.

## Recycling – Every Other Thursday

**Your service includes the use of one 96-gallon recycling container. Please have your recycling out by 7:00 am on collection day.** Please make sure that all items you intend to recycle are inside the recycle container. Recycling is collected every other week on the same day as trash. Please use the recycle calendar provided. **Your recycling will be collected on GREEN Weeks.** Please note that all trash and recycling must be inside the containers provided. Additional trash and/or recycle containers are available for \$5.00 per month.

## Holidays

Waste Management observes six holidays per year: New Year's Day, Memorial Day, 4<sup>th</sup> of July, Labor Day, Thanksgiving Day, Christmas Day. Your service will be delayed one day on holiday weeks, and be collected on Wednesday, instead of Thursday.

## Large Items

If you have large items like furniture, appliances or construction debris please call our office at **(303) 797-1600** and arrange for a special pick-up. Customers will be billed separately for special pick-ups. Please call us 24-hours in advance of your collection day. Average cost for a large item pickup is \$35 but may differ based on the item. Mattresses will require special handling by the homeowner – mattresses must be bagged and tagged as bed-bug free. **Appliances** - There are many area appliance recyclers who will pick-up used appliances for little or no charge. Check your phone book yellow pages under "Appliances-Major-Used". (Refrigerators do require certified removal of freon.)

## Customer Service

We value your business as a Waste Management customer and strive to provide the highest levels of service. When you have a question or concern, we want to address it in a timely manner. That's why we offer our Customer Service Team as your first point of contact.

We have made significant investments in technology and training to help agents provide you with knowledgeable and reliable service. If you have a question or issue, we offer convenient options to meet your needs:

**By Phone:** Give us a call at **(303) 797-1600** to reach a representative waiting to help you.

**Online:** Visit **www.WM.com** and click the Customer Service tab at the top of the page and let us know what you need. By registering your account online, you can easily access detailed information like service schedules, online bill pay and requests for additional service.

**Live Chat:** Want help immediately, but don't want to make a call? Use our live chat option on WM.com or go directly to: **https://wmchat.wm.com**

Sincerely,  
Waste Management of Colorado