

Welcome To Your Bill

City Of Carlyle Residents

Beginning 2/1/2025, you will no longer be billed by the City for your Residential Waste Collection Services.

You will be invoiced by WM for weekly trash and bi-weekly recycling services.

Payments must be made to WM directly as the City will no longer process payments.



WM Billing and My WM

Welcome to WM billing and My WM. Your initial WM bills will be mailed to you. Once you have set up your My WM account you can request paperless billing.

We are excited to share ways to help you manage your account and view and pay your invoices with our convenient and secure account management platform, My WM.

You can set up your My WM account and access all your service information in just a few steps. You can also manage your billing options, request services, view your pickup and holiday schedule, set notification preferences, and much more from your My WM dashboard.

We look forward to helping you with the billing transition.

Next Steps



Create a My WM Profile

Set up a profile online in just a few clicks.



Enroll in AutoPay & Paperless Billing

No more late fees or missed payments.



Manage Services & View Pickup Schedule

Adjust your service online or through the My WM app.

Get More with My WM

Create your My WM Profile

- ✓ Scan the QR Code or visit www.wm.com/mywm
- ✓ Enter your email
- ✓ Create a password
- ✓ Enter your first and last name
- ✓ Click Sign Up
- ✓ Check your email for an email verification email from WM
- ✓ Confirm your email to set up your account

It takes 48 to 72 hours for your WM account to display online.

After logging in, if you don't see your service account, you can locate it by providing your Customer ID (at the top of this letter) and billing postal code.



Scan the QR code to get started today.



Get To Know Your New Invoice

A

Your Account Information

Details about your WM service.

B

Payments & Adjustments

How your bill is calculated.

C

Amount Due

Look here to find your current balance.

WM INVOICE Page 1 of 2

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

How to Contact Us
 Visit wm.com/MyWM
 Create a My WM profile for easy access to your pickup schedule, service alerts and online tools for billing and more. Have a question? Check our support center or start a chat.

Your Payments Due
 10/25/2024

Total Due
 \$106.79

If full payment of the invoiced amount is not received within your contractual terms, you may be charged a monthly late charge of 2.5% of the unpaid amount, with a minimum monthly charge of \$5, or such late charge allowed under applicable law, regulation or contract.

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

Details for Service Location:
 Seymour, John, Town and Country Way, Saint Paul MN 55106-2627

Description	Date	Ticket	Quantity	Amount
96 Gallon Toter	10/01/24		1.00	77.52
MN STATE SOLID WASTE TAX 9.75%				7.56
COUNTY ENVIRONMENTAL CHARGE				21.71
Total Current Charges				106.79

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

ADVANCED DISPOS SVCS SOLID WSTM
 PO BOX 42390
 PHOENIX, AZ 85080
 (888) 960-0008
 WMESERVICE@WM.COM

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

41660002151809423740006825200000106790000010679 ?

10500R55

JOHN SEYMOUR
 10505 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

Printed on recycled paper
 G410007719-4166-3

Questions about the billing transition?
 Visit wm.com/us/en/



Automated Trash and Recycling Collection

Trash Pickup – Monday's

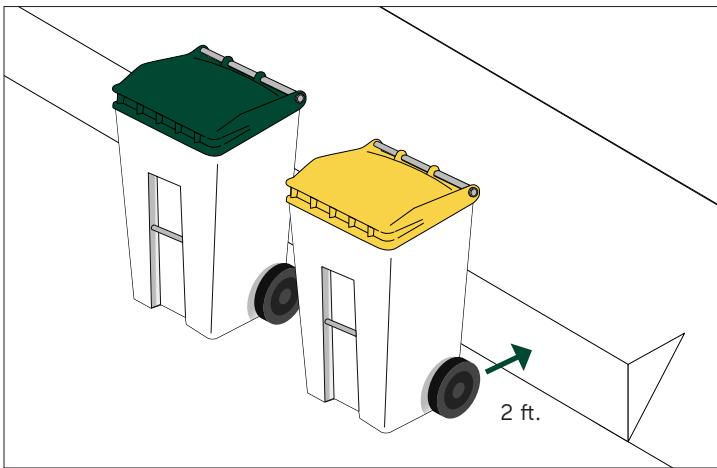
- All trash must be placed inside the cart. Loose trash on the ground outside and around the cart is not permitted.
- Should your cart become damaged at any time, please contact WM for a free replacement.
- Each resident is allowed up to two trash carts as part of the primary service. Additional trash carts are available for rental for \$10 per month.



Recycling Collection – Bi-Weekly On Friday's

All recyclables should be placed inside the recycling cart. Loose recyclables on the ground are not permitted.

- Should your cart become damaged at any time, please contact WM for a free replacement.
- Additional recycling carts are available for rental for \$10 per month.



Important Update About Your Cart Placement

Carts must be placed on the street at least 2 feet from the curb or road's edge. The cart should face the street with the wheels and handle of the cart facing your house. Carts must be removed from the street within 24 hours of being serviced.

Bulky Item Guidelines

- Carlyle residents receive two free bulk pickup services of 1-bulk item within any calendar year.
- Pickup must be pre-scheduled in advance of your regular trash service day of Monday.
- There is a \$50.00 service fee for any additional bulk pickup requests.



Connect With WM

- **Customer Service Line** - (800) 796-9696
 - Press 1 for Billing/Payment assistance
 - Press 2 to report a Missed Pickup (pickup times are from 6 a.m. - 6 p.m.)
 - Press 3 to schedule a Bulk Item pickup
 - Press 4 for any changes to your account
 - Press 5 to request a replacement for a damaged cart
 - Press 6 to hear your Holiday Pickup Schedule
- **My WM Account:** wm.com/mywm
- **Support Center and online Chat:** wm.com/support