



## **Cache Waste Consortium – WM of Utah Waste Services FAQs**

August 9, 2023

### **Who is included in the Cache Waste Consortium (CWC) service agreement?**

Residents and businesses in the following cities/towns are included in the CWC service agreement: Amalga, Clarkston, Hyde Park, Hyrum, Mendon, Millville, Newton, Nibley, North Logan, Paradise, River Heights, Trenton, Wellsville, and Unincorporated Cache County: Benson, College Young Ward, Cove, Mt Sterling, Petersboro, Young Ward.

CWC does not include cities of Smithfield, Lewiston, Richmond, Cornish, Providence, or Logan Cities but does include unincorporated county areas that fall within or near the boundaries of these cities.

### **When is Commercial service starting?**

Commercial waste service is starting in a phased approach. The first customers were notified of service starting July 31. All commercial customers in the CWC service area will transition to WM service by October 1, 2023. WM will send a postcard to the company billing address to notify the business of the start date for WM service.

### **Who will bill Commercial customers for service?**

WM will begin billing commercial customers at the start of their service.

Once notified that WM will start their service, commercial customers can set up an account on [wm.com](http://wm.com). With a WM.com account commercial customers will be able to schedule service, go paperless, access invoices, check account balances, make electronic payments and set up reoccurring automatic payments. Customers will need their WM account number (from the first invoice) to set up their online accounts.

### **When is Residential service starting?**

Residential waste collection service will begin October 1, 2023.

### **Will my schedule change?**

WM is evaluating the current routes and will update residents of their collection dates via a mailer in mid-September.

- Trash will be collected once per week.
- Recyclables will be collected once every two weeks. WM will collect clean bottles, cans, paper, cardboard.
- Residential green waste, where applicable, will be collected every other week through October 31, 2023.

### **Will I get a new cart?**

Current containers will be purchased from Logan City or your current provider and owned by WM. As WM starts service, you will continue to use the same containers.



**Who will bill Residential customers for service?**

For residential service, individual cities will bill their residents (as currently occurs). WM will bill the individual cities.

**Who can I contact for more information?**

Commercial customers can contact WM at 800-796-9696 with questions about their service. Please be sure to indicate you are in Cache County (or indicate your specific city). Residential customers should call their cities/towns.