

## Waste Management Service Issues – FAQ

### 1. Debris in street after carts are serviced

Waste Management is required to remove debris from street if it is generated during servicing of carts. Reporting the issue is the best way to help ensure this issue gets resolved promptly (see item #5).

### 2. Placement of materials in carts

To help minimize the amount of material that may fall out of carts during servicing (carts are tipped upside down for servicing), please bag small items or light weight items as much as possible.

### 3. Placement and replacement of carts after servicing

Waste Management is required to replace carts to the location the carts were set out for servicing. It should also be noted that at times, the carts may have been moved by others including passers-by, weather, people parking vehicles, etc. If it is occurring at the time of servicing by Waste Management, reporting the issue is the best way to help ensure this issue gets resolved promptly (see item #5).

### 4. Missed pickups

Waste Management is required to service missed pickups within 24 hours of when the complaint was received by Waste Management. Missed pickups must be reported to Waste Management as soon as possible (see item #5), and cart should be left out for servicing.

### 5. Reporting service issues

It is recommended that service issues be reported to Waste Management as soon as possible by calling (510)613-8710. This ensures that the service issue is documented in their system, and helps facilitate service credits/etc. as needed.

It is also recommended that ongoing issues are reported to the City of Albany, preferably via email: [nalmaguer@albanyca.org](mailto:nalmaguer@albanyca.org), or by phone: (510)528-5754. This will help the City follow up on service issues to ensure prompt resolution.

When possible, please take note of particular commodity of issue (trash/recycling/organics), truck number, and/or document with photos.

This page will be updated as additional FAQs arise. Please email us at [nalmaguer@albanyca.org](mailto:nalmaguer@albanyca.org) with any additional service questions.