



A Century of Progress with Pride

March 18, 2020

Re: Temporary Closing of Waste Management Call Centers

Dear Residents,

Based on the latest information from the Centers for Disease Control and Prevention (CDC), Waste Management is taking necessary steps in response to social distancing recommendations, potential mitigation activity, and declared local states of emergency.

This has led to the temporary closing of residential call centers to help prevent the spread of the coronavirus (COVID-19) as of March 18, 2020.

Waste Management is actively coordinating remote operations to serve our customers during this situation with the goal of resuming residential call handling as soon as possible. For the most up-to-date service information, please visit wm.com/alerts.

Berwyn residents may use the local Berwyn website <http://home.wm.com/berwyn> for general service information. If you are having any service issues, please call Berwyn City Hall (708) 749-6491 and leave a message including your name, address, phone number and service issue. In turn, the City will convey the service issue to a Waste Management representative.