

Waste Management call center placing customers on long holds or disconnecting

For those residents frustrated with the excessively long wait times when calling Waste Management for service issues, we share your concerns. Please try calling this alternative number 866-773-5649, press option #1, then option #2.

City staff has contacted Waste Management repeatedly about this problem and this alternate number should work better until they resolve their problem. Alternatively, try contacting them through their website instead using the email function with your complete contact info and the issue or concern, rather than waiting on hold. You can access their customer service support form by scrolling to the bottom of the Waste Management website and click on “Customer Support”, then “Email and FAQ”, and then “Other” to get to the support form where you can enter your contact information; or use this link:

<https://www.wm.com/us/en/support/customer-support/contact-us-form>

They have indicated they will get back to you via email or phone or note your concern and address it accordingly.

In the meantime, Waste Management has informed us that they are working diligently toward a better end result for the city and the residents by migrating the calls to their second call center location in Germantown. In addition, they are graduating additional Customer Service Representatives to the phones in several weeks to reduce wait times.

If you continue to have problems with their call center, please contact the City and we can forward your concern on directly to the General Manager. We will continue to push Waste Management towards a better customer service experience with their call center. We appreciate your patience as they make these improvements.