



(800) 796-9696

Sunrise Points Vistas

Dear Sunrise Points Vistas Residents:

Hello and Welcome to WM!

Congratulations! As a majority of your neighborhood are Waste Management customers, you qualify to have a Preferred Provider rate starting July 1st, 2026. This rate would be for one day a week trash and recycling collection. Waste Management will no longer be providing two day a week service in your neighborhood. If you are an existing customer with one day a week's service, no action is needed. For new customers, please contact WM's Customer Service Department on 800-796-9696 or chat with a "Live" Representative online to set up service. If you had a two day a week service and need more than one cart to accommodate your home, please contact WM's Customer Service Department to request an additional cart.

Your collection days are MONDAY for Trash and Recycle.

Containers:

All residents may have one (1) trash and one (1) recycle tote. Additional totes beyond the first trash or recycle tote are available at \$5.00 per tote per month. **Recycle Material Offset (RMO) surcharge applies to additional recycle totes. Energy Surcharge is applied to additional trash totes. Recycling is not mandatory; homeowners may have trash only service.*

Regular Trash Collection – Every Monday:

Your service includes the use of one 96-gallon trash container. Please have your trash out by 6:00 am on collection day. We recommend that you bag and tie all trash. Bagging your trash will help prolong the life of your trash containers and reduce odors. Bagging also helps to keep your neighborhood clean on windy days. Please note that all trash must be inside the containers provided. No other cans, bags or landscape debris will be picked up. Lids must be closed on collection. A \$5.00 overfill charge may be applied if extra trash is collected.

Missed Pickup? While we have a 99.9% success rate for collection, on rare occasions we may miss a home. If your cart is not serviced on your regular collection day, please call **800-796-9696 or utilize the chat function on **WM.com** to report the missed pickup. In the event we are unable to service the community on the regular service day example Holiday delay or a weather delay, we typically return the next day so be sure to put your cart out the next morning for service.*

***Please note that no trash hauler can accept hazardous waste material or liquids. Examples of common household hazardous waste are paint, tires, motor oil, ammunition, pesticides, hot coals, propane tanks or caustic materials. New laws also prevent us from picking up electronic items, which include computers and TVs.*

Regular Recycle Collection – Every Monday:

Your service includes the use of one 96-gallon recycling container. Please have your recycling out by 6:00 am on collection day. Please make sure that all items you intend to recycle are inside the recycle container and not contaminated. Contaminating your recyclables may result in a \$5.00 contamination charge. A \$5.00 overfill charge may be applied if extra recyclables are collected.

Missed Pickup? While we have a 99.9% success rate for collection, on rare occasions we may miss a home. If your cart is not serviced on your regular collection day, please call **800-796-9696 or utilize the chat function on **WM.com** to report the missed pickup. In the event we are unable to service the community on the regular service day, for example a weather delay, we typically return the next day so be sure to put your cart out the next morning for service. <https://recycleoftenrecycleright.com/>*

Holidays:

During a holiday week, service will be delayed by one day for all service that falls on or after the holiday. Normal schedule will resume the following week. Please make sure to have carts out by 6:00am.

Additional charges:

All container exchanges are included in the service. If your container is cracked, broken, missing a wheel, etc. please contact customer service for a replacement container. If your container is damaged and you are found at fault, there is a \$70.00 delivery charge to bring out a new container.

An administrative charge of \$8.50 will be applied on all invoices. To avoid the administrative charge, you must sign up on autopay and paperless billing. Invoices are mailed or emailed once per quarter.

Customer Service

We value your business as a WM customer and strive to provide the highest levels of service. To set up service, please call our customer service team or chat with us online at www.wm.com! Let the customer service team know you live in the Sunrise Points Vistas HOA.

By Phone: Give us a call at **800-796-9696** to reach a representative waiting to help you.

Online: Visit www.WM.com and click the Customer Service tab at the top of the page and let us know what you need. By registering your account online, you can easily access detailed information like service schedules, online bill pays and requests for additional service.

Live Chat: Want help immediately, but don't want to make a call? Use our live chat option on WM.com or go directly to: <https://wmchat.wm.com>

Already a WM customer? Already a WM customer? Your Property Manager has provided WM with a list of addresses in your neighborhood that should have allowed us to update your account to the new Preferred Hauler rate. Please verify by checking your account online or calling customer service after 7/01/2026 if your account is not updated, our customer service team will update when you make contact.

Pricing:

Base rate per month - \$15.09

Energy Surcharge is a variable surcharge currently at 22.05% and is applied to the base rate ONLY and applied to all extra cart rates at \$5.00 per cart plus Energy.

Recycle surcharge (RMO) is a variable surcharge and is currently at \$3.64 per month.

Pima County fee is \$0.08 per month.

(Invoiced quarterly, annual price increase is applied to the base rate and extra cart rate only)

1x/week trash and 1x/week recycle - Base rate + Energy Surcharge + Recycle Surcharge + Pima County fee

1x/week trash only – Base rate + Energy Surcharge + Pima County fee

1x/week trash plus one (1) extra trash and 1x/week recycle – Base rate + Energy Surcharge + Extra cart fee + Energy Surcharge + Recycle Surcharge + Pima County fee

1x/week trash plus one (1) extra trash and 1x/week recycle plus one (1) extra recycle – Base rate + Energy Surcharge + Extra cart fee + Energy Surcharge + Recycle Surcharge + Extra cart fee + Recycle Surcharge + Pima County fee

Sincerely,
WM of Four Corners
800-796-9696

