

# Smart Truck

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# Why Smart Truck?

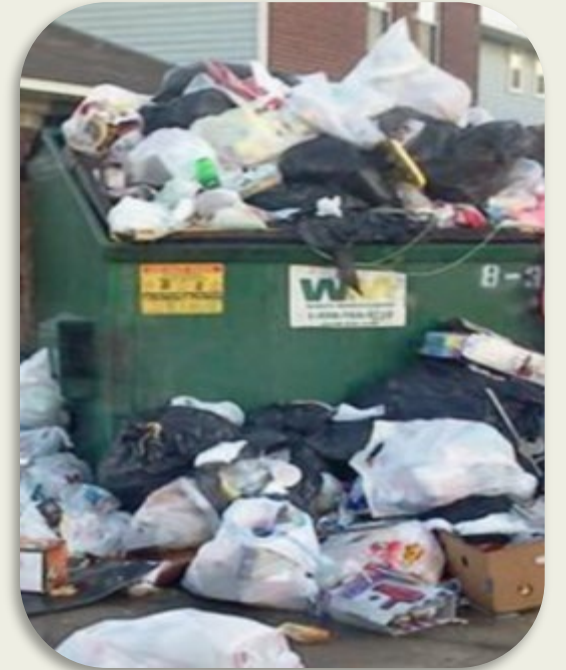
## 1. Enhance the Customer Experience

- Service verification

## 2. Reduce Contamination and Overages

- Decrease wind-blown litter
- Improve quality of recycling

## 3. Improve Safety



# How Smart Truck Works



## Smart Truck Captures Image and Video

Image of cart is taken and then a 12 second video is recorded of contents being dumped in the hopper.



## Images are Reviewed

Contamination and Overage images are reviewed by AI and our auditors



## Customer Notification

Educate customers about overages, proper disposal and right sizing containers



# Customer Notice (samples)

## WM Smart Truck™ Program

More power in each pickup. Less materials in landfills. Cleaner, greener, safer neighborhoods. It starts with learning more about what you toss into your carts. The new WM Smart Truck™ program gives you the notifications and insights you need to make it all possible.



### How It Works

- Your Materials**  
With the help of mounted cameras, WM Smart Truck™ technology captures footage of your carts as they are dropped into the truck during service.
- Your Service**  
A dedicated team of technicians review the footage associated with your address to make sure your materials were thrown into the correct cart and were collected successfully.
- Your Notifications**  
If a cart associated with your address is overloaded or non-acceptable material is found, we'll send you a notification with details.  
Following the 60-day educational period (beginning October 1, 2024), when you overfill a trash or recycling cart or contaminate your recycling, you will be charged a fee based on the size of your individual cart.



## Always Working for a Sustainable Tomorrow

Less materials in landfills and litter on your street. More information in your inbox. The new WM Smart Truck™ program is designed to create cleaner, safer communities while giving you more visibility into your service than ever before.



### Stay Clear of Charges

As of December 1, 2024, you will be charged a fee when you overfill a trash or recycling cart or contaminate your recycling.

Here's how to pave the way for this change:

- Take care of your waste and recycling the right way – waste less by reusing, donating and recycling right to prevent contamination.
- Be sure all waste fits in carts with lids closed. Keep contamination out of recycling. For a list of acceptable recyclables, visit [wm.com/recycleright](http://wm.com/recycleright).
- Need to add a cart? Contact the HOA to request another cart.

### Tips for Smart Tossing

**Keep a lid on overages**  
All materials must fit in your cart, and the lid must be fully closed.

**Recycle right**  
Put materials in the right carts – never mix trash and recyclables. Follow these three simple rules:

- Recycle empty and dry bottles, cans, papers and cardboard.
- Keep food and liquid out of recycling.
- No loose plastic bags and no bagged recyclables.



## Always Working For A Sustainable Tomorrow®

Less materials in landfills and litter on your street. More information in your inbox. The WM Smart Truck™ Program is designed to create cleaner, safer communities while giving you more visibility into your service than ever before.

For more information, visit [wm.com/recycleright](http://wm.com/recycleright)

### Tips For Smart Tossing

**Keep A Lid On Overages**  
All materials must fit in your cart, and the lid must be fully closed.

**Recycle Right**  
Put materials in the right carts – never mix trash and recyclables.

Follow these three simple rules:

- Recycle empty and dry bottles, cans, papers and cardboard.
- Keep food and liquid out.
- No loose plastic bags and no bagged recyclables.



### Stay Clear Of Charges

After a brief educational period, you'll be charged **\$X** when you overfill a trash cart or **\$X** when you contaminate your recycling.

Here's how to pave the way for this change:

- Visit [wm.com/review](http://wm.com/review) to create an account and opt in to notifications. All further notifications will be sent digitally.
- Take care of your waste and recycling the right way – waste less by reusing, donating and recycling right to prevent contamination.
- Need to add a cart? Let's find a better fit together – visit [wm.com/MyWM](http://wm.com/MyWM) or call call **800.wm8888** to explore your options.



# Overage Examples



# Contamination Examples

(inside hopper)



# Benefits

1. **Provides reliable data at point of collection**
  - Static images of container
  - Video of disposal into truck (hopper)
2. **Confirms pickup at customer location**
  - Proof of service
3. **Provides customer education about overages and contamination**

## Tips For Smart Tossing

### Keep A Lid On Overages

All materials must fit in your cart, and the lid must be fully closed.

### Recycle Right

Put materials in the right carts – never mix trash and recyclables.

Follow these three simple rules:



Recycle empty and dry bottles, cans, papers and cardboard.



Keep food and liquid out.



No loose plastic bags and no bagged recyclables.

# Thank you.