

# Nevada County

## Contamination and Overage Monitoring Program

Did you know when you recycle right and avoid overfilling your containers, you are helping your community stay clean and green while also creating a sustainable future for the next generation?

### How It Works

1

#### Your Materials

With the help of mounted cameras, WM Smart Truck™ technology captures footage of containers as they are collected during service.

2

#### Your Service

A dedicated team of technicians reviews the footage associated with your address to make sure your materials were thrown into the correct container, carts are not overflowing, and were collected successfully.

3

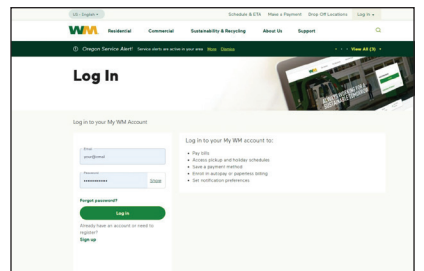
#### Your Notifications

If a container associated with your address is overloaded or non-acceptable material is found, we'll send you a notification with a photograph explaining what we found along with tips to avoid overage or contamination in the future. Log in to My WM to set your communication preferences.

4

#### Your Account

After two notifications, your account may be charged when you overfill containers or when you contaminate your trash, recycling, or yard waste carts. For the most current charges, refer to the rate sheet for contamination and overages at [home.wm.com/nevada-county](http://home.wm.com/nevada-county). Additional incidents may result in carts being removed. If there is an error in the notification, we will correct it. Call (530) 274-3090 to dispute a charge.



#### Do More with My WM

Register or login to set your communication preferences, view service images, track curbside ETA, view service dates and holidays or report missed pickups.

Visit [wm.com](http://wm.com) or scan the QR code to sign up for an account.



Nevada County July 2024

# WM SMART TRUCK<sup>SM</sup> TECHNOLOGY

## Frequently Asked Questions



### IS THIS THE FIRST TIME CAMERAS HAVE BEEN USED ON A WM COLLECTION TRUCK?

**No, WM has used cameras on trucks for many years.** We use mounted cameras to improve safety by assisting our drivers with rear and side-view perspectives, and documenting driving incidents and detecting overfilled commercial containers.



### HOW CAN YOU TELL IF A CONTAINER IS CONTAMINATED OR IS OVERFILLED?

**Mounted cameras record the containers serviced.**

The pictures (right) show the contaminated contents of a recycling container that was just collected from a service address and placed in our truck. The cameras will also detect overfilled containers at the time of collection.

#### CONTAMINATED RECYCLING



Plastic Bag

Electric Lamp



### WHAT HAPPENS WHEN WM SMART TRUCK<sup>SM</sup> TECHNOLOGY DETECTS A SERVICE ISSUE?

**A dedicated team of service consultants reviews the images from each route daily.** They look for overfilled and contaminated containers and a customer notification is generated and/or a charge is applied to a service account if contamination or overages are found.

#### SAMPLE OVERAGE PHOTO



Overfilled Cart



### WHAT ABOUT PRIVACY?

**WM will not share the images or customer information with third parties for marketing or data mining.** The photographs or videos are used to educate and inform customers and the district to improve collection service, recycling, and divert materials away from the landfills.



### WHAT QUALITY CONTROL IS IN PLACE TO ENSURE ACCURACY?

**Our service consultants are trained to carefully identify overages and contamination.** We have standard protocols for assessing every situation with built-in checks and balances to ensure accuracy.



### CAN A CUSTOMER DISPUTE A CHARGE?

**Yes, customers can contact customer service.** The customer service phone number is provided in the email or letter notifying a customer of an overage or contamination incident. Trained staff will review the incident images with the customer. If we made a mistake, the charge will be removed and our records will be updated to avoid the error in the future.