



## Town of Cedarburg – Contacting WM for Residents

If you need to contact Waste Management for any of the following common reasons, please follow the directions below:

- Missed collection
- Broken/damaged refuse cart
- Ordering an additional cart (maximum of two)
- Note: the Town sends eNotify messages regarding delays and schedule alterations due to holidays. To sign up to receive these messages, [click here](#).

### **Contact WM via Phone 262-251-4000**

- You will be asked for your account number, which individual residents do not have. Wait a couple seconds and you will be given the option to verbally state or key in the following to get you to the correct service agent
  - Zip Code
  - Property Address
  - Press 1 for Residential Service
- When you are connected to one of the agents
  - State you are a resident of the “**Town** of Cedarburg in Wisconsin”
  - The agent will then be able to pull all the information for the refuse and recycling services WM provides for the Town of Cedarburg and assist you

### **Contact WM via chat by [Clicking Here](#)**

- This page is primarily to report a missed pickup, but the chat box can be used for other topics
- In the chat state you are a resident of the “**Town** of Cedarburg, WI”
- The agent will then be able to assist you via the information WM has for the Town

### **Contact WM via email at [wmeservice@wm.com](mailto:wmeservice@wm.com)**

- Subject Line: “**Town** of Cedarburg, WI – (insert subject of inquiry – i.e. Broken cart or Acceptable Recycling Material)
- Include your name, address and phone number in your email.