




**Having issues with the Waste Management Customer Service Call Center?  
Tired of being placed on hold?**

***We heard you!***

For our residents irritated with the excessively long wait times when calling Waste Management for service requests, your frustrations were felt and this unacceptable situation was brought to the attention of Waste Management.

 As a result, Waste Management has developed a “[Contact Us Form](#)” to be found on their website. If you encounter a long wait time on the phone (262-369-3080) or just prefer another option, please contact Waste Management through their website using this “[Contact Us Form](#)”. This form can also be accessed on their website ([www.wm.com](http://www.wm.com)) by clicking on “Support” at the top, scrolling down to “Email & FAQ” and selecting “other” from the drop down menu and clicking on “See Results”. Waste Management will get back to you via email, phone or will 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 our 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, please never hesitate to contact the City of New Berlin directly at 262-797-2441. We will continue to push Waste Management towards a better customer service experience.

We sincerely appreciate your patience as these improvements are made.

**And we'll *always* keep listening to your concerns.....**

