



TEXAS HURRICANE GUIDE



THE ATLANTIC HURRICANE SEASON IS JUNE 1 - NOVEMBER 30

As a valued WM customer, we wanted to take the time to inform you of our operational procedures in the event there is a hurricane or severe weather issue. In addition, we would like to provide you with valuable information to help prepare you and your family prior to a storm as well as what expect from WM.

CONTACT INFORMATION

Phone: 800-800-5804
Web: www.wm.com



BE PREPARED!

The most important thing you can do during hurricane season is prepare. Below are tips to help you and your family prepare.

- » Gather three days worth of non-perishable food and water for every member of your family. You will need at least one gallon of water per person per day.
- » Make a copy of important documents and back up electronic devices.
- » Provide family and friends with contact information in case you have to evacuate.
- » Keep a list of medications and doctor contact information.
- » If you have special needs, check with your local city or county about registration for assistance.
- » Prepare an emergency kit for you pets and make plans for their care in case of evacuation.
- » If you live in an area threatened by storm surge, discuss evacuation plans with your family. Search for a zip code evacuation map on the internet or contact city/ county officials to find out if your home is in an evacuation zone. If you need help evacuating, call the state at 2-1-1 or 1-877-541-7905.
- » Finally, stay informed by monitoring the news media. Local officials will provide information about current conditions, evacuations and re-entry.

HELPFUL SITES:

Red Cross: www.redcross.org
Homeland Security: www.ready.gov
FEMA: www.fema.gov, 1-800-621-FEMA [3362]
Claims assistance: www.disasterassistance.gov
Government Loans: <https://disasterloan.sba.gov/ela/>

BEFORE & AFTER THE HURRICANE

WM has worked with leaders in your community to establish a hurricane emergency action in order to ensure the safety of our customer and employees. It is important to listen carefully to local emergency management officials and media advisories regarding potential service shut down or suspension of services such as garbage and recycling collection.

Should our area be subject to imminent impact (within 48 hours) garbage/ recycling collection services and landfill operation will be suspended to secure our facilities and allow for our employees to be with their families. It is important for customers to:

- » Not place any garbage/ recycling out for collection
- » Secure any remaining loose materials on the property including garbage and/ or recycling containers.

Following a storm, WM will restart collection as soon as it is deemed safe in communities and on streets that are passable according to the regular, scheduled collection days. WM will only collect household garbage. This includes food waste and diapers. Storm Contractors will pick up all storm debris as contracted by your local counties and/or municipalities. Please keep the following items in separate piles:

- » Household garbage food waste and diapers
- » Bagged lawn waste such as pine-needles, leaves and small branches
- » Broken tree limbs, fence board, carpet and furniture
- » Appliances and other electronics



POST HURRICANE TASKS

- » If you suffered loss as a result of the storm, document your loss by photographing your property, and model numbers on large appliances and items.
- » Gather invoices for large expenses that support loss.
- » Keep all receipts for expenses associated with being displaced including hotel, food, clothing, gas, rental vehicles, etc.
- » Contact FEMA and Red Cross. These agencies may help in all aspects of a disaster, including some clean-up, moving and storage, essential household items, medical support, etc.
- » Contact your insurance agent and report the loss (homeowners, flood, auto, recreational vehicles, etc.). This should be done regardless of whether or not flood insurance was purchased. Other insurance benefits may exist.
- » Review your insurance policy and ask your insurance agent what type of coverage you have, what deductibles apply and whether or not there are any limitations on benefits that exist on your policy.
- » Contact mortgage and banks holding car loans to alert them of your status and determine if any relief is available. We also recommend you consider contacting your credit card companies and utility providers.