



150 W. Jefferson Street, Joliet IL 60432

**Media Release**

**Contact: City of Joliet, 815-724-4000**

March 19, 2020

## **Waste Management Has Temporarily Suspended Call Center Operations and Bulk Item Collection**

At present, Waste Management is maintaining a standard collection schedule for trash and recycle, and they are not experiencing any collection interruptions. If circumstances change that may impact their ability to provide services as scheduled, they will provide prompt updates to our customers and communities.

- Effective immediately, Bulky item collection -including scheduled events or extra call in service for bulky items, such as large items outside the cart, is suspended until further notice. Waste Management apologizes for any inconvenience this may cause but it is necessary at this time.
- Effective immediately, Waste Management is temporarily suspending the handling of incoming residential calls into their contact center as they adopt social distancing, to help prevent the spread of the COVID-19. Their goal is to resume the residential call handling as soon as possible through a work from home program of their residential agents. Until this work from home program is up and running for Waste Management, please contact (815) 724-4000 for any problems you may be experiencing.

**Steve Jones**  
**Interim City Manager**

The City of Joliet is the third largest city in the state of Illinois and home to over 149,000 residents. Joliet sits 35 miles southwest of Chicago and is easily accessible by auto, train and bus; making it the perfect place to live, work and play. Joliet is constantly striving to promote growth and diversity. For more information on Joliet visit [www.cityofjoliet.info](http://www.cityofjoliet.info) or call 815-724-4000. The City of Joliet's Media Releases are always available on our website.