



**Operations & Maintenance Department**  
**Solid Waste Program**  
2400 Broadway SE, Bldg. N, Albuquerque, New Mexico 87102

**Bernalillo County Solid Waste Program**  
**NOTICE OF NEW SOLID WASTE ACCOUNT**

Dear Owner:

We are contacting you today because our office has determined you are the owner of a residence in the unincorporated area of Bernalillo County. We have opened a solid waste account in your name and you will be billed for the curbside service beginning on the date of the conveyance. The County provides solid waste curbside services for the unincorporated area of Bernalillo County through its contractor, Waste Management. The County Solid Waste Ordinance (Bernalillo Code §§ 70-31 through 47) mandates that owners of a residence in the County are required to utilize the Solid Waste Program curbside services.

**ALTERNATIVE CONTACTS**

Choosing how and who to contact regarding a Bernalillo County solid waste issue depends upon the issue you need resolved. The following descriptions will help you identify the most efficient way to contact us:

Waste Management. Waste Management of New Mexico (WM) provides the following customer service:

- curbside pickup service
- mail bills to customers
- account payment processing (choices described on the bill)
- missed or delay service issues
- bulky item removal
- yard waste removal (WM will bill for additional service)
- Spring and Fall yard waste removal events (no charge)

Bernalillo County Solid Waste Program (SWP). The SWP administrative staff administers all other account related matters, including:

- opening and closing accounts
- confirming accounts are billed correctly
- adding, replacing, or removing carts (trash and recycle)
- delinquent account collection
- account adjustments for low income or vacancy program
- payment window for walk-in customers

City of Albuquerque. Bernalillo County does NOT provide solid waste service to residences within the City limits of Albuquerque. County residents may receive billing from the City for water and sewer services; however, the billing for County solid waste services is sent separately by Waste Management. If your property is within the City limits, please call (505) 761-8100.

## SOLID WASTE PROGRAM CONTACT INFORMATION

The following contact information is provided for your convenience:

Waste Management: (505) 892-1200; or online portal - [www.wm.com](http://www.wm.com)

Bernalillo County Solid Waste Program: (505) 848-1500. Please ask to be transferred to a Solid Waste Account Representative. A representative is available Monday through Friday - 8:00 a.m. to 5:00 p.m. (holidays excluded).

### YOUR NEW ACCOUNT

Waste Management statements were previously delivered to a billing address and name which we will modify because of the conveyance. After this review an account will be opened in your name because of the conveyance and billed appropriately from the date of your transaction with the previous owner. Bernalillo County ordinances direct that each owner is personally responsible for the solid waste service charges.

### PAYMENT SCHEDULE

Waste Management will mail a bill for solid waste services on the first day of each quarter month (January, April, July, and October) in advance of the service. If full payment is not received within 30 days after the billing is sent, you will also receive a monthly late notice reminder. If full payment is not received within 45 days after billing is sent, the balance will accrue an additional interest penalty of six percent (6% - prorated monthly) of the outstanding delinquent account balance.

Waste Management offers several convenient methods for you to make a payment. Please review the payment options disclosed on the Waste Management bill or contact them directly to decide which payment option is best for you. You may also make payments at the offices of the Bernalillo County Solid Waste Program (2400 Broadway SE, Bldg. N, Albuquerque, New Mexico 87102). If you are paying by cash at the Solid Waste Program office payment window, please bring exact change.

### AUTOMATIC DELAYED SERVICE ALERTS

Waste Management provides service alerts by phone, text, and email at no additional charge. You **MUST** however “opt in” to receive this service by providing your account information and preferences ([www.wm.com/us/mypreferences](http://www.wm.com/us/mypreferences)). You will be prompted to use your “Customer ID” which you will not have until your first billing. If you wish to set up this service before the billing is sent, please contact Waste Management directly for that information.

### CONTACT OUR OFFICE ASAP

Please contact us as soon as possible if any of the following issues apply:

- Your residential property is within the City limits of Albuquerque (not in our service area)
- Your property is not zoned as a “residential property”
- The occupied residential dwelling being billed is not located on property you own
- Waste Management did not provide a trash cart as you requested
- You require additional trash or recycle carts
- You have a handicap that prevents normal access to the curbside services
- You own the residence but it is unoccupied
- There has been a change in ownership that is not reflected on the billing

*Note: **Your account may be eligible for adjustments.** Your bill may qualify for vacancy adjustments if the residence has been vacant for at least 60 consecutive days. Adjustments are also available for those customers that provide documentation of low income.*