

WM has partnered with Paymentus, a leading third-party billing and payment solutions provider! This partnership aims to enhance the efficiency and transparency of our online payment process, ultimately benefiting all our customers with greater self-service capabilities, including expanded payment options, anytime-anywhere payments, and automated payments.

What This Means for Your Residents and Businesses

- **The enhanced online bill pay platform features expanded payment options and greater self-service capabilities. Customers can pay their WM bills by electronic debit from a bank account (using the Automated Clearing House, or ACH, network in the U.S. or Pre-Authorized Debit, or PAD, in Canada) or by credit card, debit card, and digital wallet providers such as Venmo, PayPal, Apple Pay, and Google Wallet.**
- **For payments made using credit cards, debit cards, and digital wallets, Paymentus will charge a \$1.99 USD / \$2.75 CAD convenience fee per transaction for residential service and a \$9.99 USD / \$13.75 CAD convenience fee for commercial service. These fees are subject to change over time.**
- **Customers who pay their invoice using direct debit (ACH/PAD) from a bank account will not pay any convenience fee.**
- **The convenience fee amount will be disclosed to customers during the online or automated phone system bill payment process. Customers will have the opportunity to consent to the fee or choose to pay by direct debit (ACH/PAD) from a bank account based on preference.**
- **Online payments made via card or digital wallet options will be limited to \$50,000 per transaction.**

Who This Impacts

- **All customers who pay their WM bill through wm.com or automated phone system using credit cards, debit cards, digital wallet providers such as Venmo, PayPal, Apple Pay, and Google Wallet, or by direct debit (ACH/PAD) from a bank account. Note that digital wallet provider payments are not available when paying via the automated phone system. Convenience fee exclusions may apply where prohibited by contract or applicable state or provincial law.**
- **One-Time Payments – Our new online payment platform powered by Paymentus is scheduled to “go live” on August 23, 2024.**
- **New AutoPay – Customers who enroll in WM’s AutoPay program on or after August 23, 2024, will be given the choice to make their automatic payments by direct debit**

(ACH/PAD) from a bank account and thereby avoid paying any convenience fees, or to make their automatic payments by credit card, debit card, or digital wallet providers which will include a convenience fee with each automatic payment.

- Existing AutoPay – **By November 1, WM will contact customers already enrolled in AutoPay and ask them to choose their new preferred payment method for automatic payments: direct debit (ACH/PAD) from a bank account, which will not include any convenience fee; or credit card, debit card, or digital wallet option, which will include the Paymentus convenience fee charge with each automatic payment.**

Preparing Our Customers

As with any change, your community may have questions. In anticipation of this, we've created a comprehensive communication plan, which includes but is not limited to:

- **Dunning message on the front of WM invoices (see Attachment A for sample)**
- **Email communication targeted to customers who are on AutoPay paying via credit card or have paid using a credit card in the last 12 months (see Attachment B for sample)**
- **Landing Page with FAQs: www.wm.com/payments**
- **Support articles, WM Chatbot Update, banner alerts and other updates to wm.com**

We appreciate your business and look forward to continuing to provide you with superior service. If you have any questions about this update, please visit www.wm.com/payments or contact me at 412-812-7249 or tfische1@wm.com