


From: board@silvershekel.org 
Subject: Overcharging by Waste Management Inc. for Pay-As-You-Throw in Silver Shekel
Date: December 22, 2024 at 7:29 AM
To:

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Overcharging by Waste Management Inc. for Pay-As-You-Throw in Silver Shekel

Dear Silver Shekel Residents,

Beginning January 1, 2024, Waste Management wrongfully placed customers in Silver Shekel in the Pay-As-You-Throw (PAYT) program. If you noticed a large rate increase from 2023 to 2024 you are owed a refund from WM because the fees associated with the PAYT program do not yet apply to us as residents of unincorporated Summit County. For 2024, the program and its associated fees are only mandated for incorporated Breckenridge and Frisco.

The overcharge is significant. The basic fee of \$135 per quarter jumped to \$312 per quarter under the PAYT program.

One of our Board members contacted Waste Management to make them aware of the error and they are refunding him the difference. If you would like to do the same, contact WM at 877-832-0414. You will need to escalate the request from the initial Customer Service representative to a manager (ask for Mark if you can). If you run into issues with Customer Service and need the service address associated with the initial discovery case, please email Jeffertm@gmail.com and assistance can be provided.

We will be affected next year as Summit County approved PAYT in September. this year. It will be implemented before next August for the unincorporated portion of the county.

Sincerely,

Silver Shekel Board of Directors
www.silvershekel.org
board@silvershekel.org