

We are pleased to announce that Waste Management(WM) and Deffenbaugh Industries, Inc. (DII) have merged.

Frequently Asked Questions (FAQs)

We are pleased to announce that Deffenbaugh Industries, Inc. (DII) has merged with Waste Management (WM). This merger includes the superb operating and support staff that has managed your waste needs over the years and the Waste Management team will continue to build on this foundation.

Who is Waste Management?

Waste Management is the largest environmental solutions provider in North America, serving more than 20 million customers in the U.S. and Canada. With the largest network of recycling facilities, transfer stations and landfills in the industry, our entire business can adapt to meet the needs of every distinct customer group. In 2012, we worked with over 100 Fortune 500 companies and helped over 150 different communities become greener. WM previously had operations in Kansas City, but exited in the early 2000's as part of a business transaction.

How does this affect me as a Deffenbaugh customer?

Your business is very important to us and we promise to make the transition as seamless as possible for you. Over the next few months, you may see some minor changes put into place to align with WM's overall operations. Any changes that impact your service will be fully communicated in advance. The strengths that made DII your provider of choice will remain key to our plans at Waste Management. Your contract terms and pricing are still valid and in full effect and you will continue to receive the excellent service you have today.



THINK GREEN:

Will my invoice change?

As communicated in your last Deffenbaugh invoice, your billing will transition to Waste Management. However, your contract terms and conditions remain valid as well as your rates.

How will this affect my service?

We do not anticipate many changes to your service, however if any changes do occur, we will notify you directly prior to implementing any changes.

Will my container change?

Over the next few months you may notice your container change as we rebrand to Waste Management, however the great service you have come to expect will remain the same.

Who do I call with any issues or concerns?

If you have any questions or need any additional information, please reach out to the same Deffenbaugh Industries expert representatives you have relied on in the past. You may also contact our call center at 1(800) 989-2783.

Where can I find more information?

For those of you interested in learning more about Waste Management, visit our website <http://wm.com/>. For those of you interested in learning about Deffenbaugh, visit their website <http://deffenbaughinc.com/>.



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