



Village of Germantown – Contact Instructions for Residents

VIA Phone: 262-251-4000

- The Automated system “Lisa” will ask you to state the reason for your call. You can respond with that reason “bulk pickup, cart repair, missed pick-up, etc.”
- You will then be asked for your “Customer account ID or Address”
 - o Respond “Address”
 - o State your address
 - The automated system will confirm the address you gave and ask you to confirm that it is correct
 - If so, respond “Yes”
 - o The system will inform you of your day of service, i.e. “You are scheduled to be serviced on _____”
 - o You will then be asked “Do you have more questions about this account?”
 - o Respond “Yes”
 - o You will be directed to one of the agents
 - **If the automated system does not understand your address, after two tries, it will ask you “What type of service are you calling about”.**
 - o **Respond “Residential”**
 - o **You will be directed to one of the agents**
- **When you are connected to one of the agents**
 - o **State you are a resident of the “Village of Germantown, Wisconsin”.**
 - o **The agent will then be able to pull all the information for the trash, recycling, and bulk item services WM provides for the Village of Germantown and assist you.**

VIA chat at www.wm.com

- Click on the “Support” tab at the top, right of the page.
- Scroll down to find FAQ section and click on “Top Customer Requests.”
- Scroll down to where it states, “Still need Assistance” and click “Get Started.”
- Enter your FULL address then Go, and then click on Live Chat option.
- In the chat state you are a resident of the “Village of Germantown, WI”.
- The agent will then be able to assist you via the information WM has for the Village.

VIA email at wmeservice@wm.com

- Subject Line: “Village of Germantown, WI – (insert subject of inquiry – i.e., Cart repair, Bulk Item Collection, etc.)
- Include your name, full address, and phone number in your email.