



# Congratulations!

Priority will be your new service provider.

*Effective July 1, 2024*

## FAQs

## FREQUENTLY ASKED QUESTIONS



### How can I contact Priority?

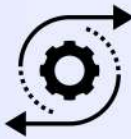
Phone: (586) 228-1200

Live Chat: [Prioritywaste.com](https://www.prioritywaste.com)



### Will my service day stay the same? YES

Yes, your service day will remain the same. Please have your trash, recycling, and compost out by 7 am the day of your service. Remember, you have a collection day, not a collection time.



### Will any of my services change? NO

No, Priority will perform the same services according to the contract specifications of your municipality.



### Will my current carts be serviced? YES

Yes, Priority will service the existing carts that you are using. If you are in need of a cart repair, Contact us by phone or website.



### What are the holidays Priority observes?

Priority observes six major holidays including Christmas, New Year's Day, Independence Day, Thanksgiving, Memorial Day, and Labor Day.

# (586) 228-1200



**PRIORITY**waste.com





# COMPANY PROFILE

## About Us

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Priority is an technology-focused environmental service provider that services Michigan, Indiana and Ohio.

## What We Do

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Disrupting the industry with new technologies.

## The Priority Difference

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- Logistic Driver Coordinators
- Live 360 Camera on every truck
- GPS Routing Technology



## Our Service

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- Residential
- Commercial
- Industrial
- Environmental Services

## Why Us

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Excellent Customer Service  
Human-to-Human Interaction

- 20s Average Hold Time 
- 1:17s Average Call Duration 

Successful  
Pick Up Rate

Transparent  
and Reliable

