

# Congratulations!

Priority will be your new service provider.

*Effective July 1, 2024*

## FAQs

## FREQUENTLY ASKED QUESTIONS



### How can I contact Priority?

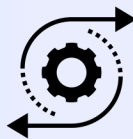
Phone: (586) 228-1200

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





# COMPANY PROFILE

## About Us

---

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

## What We Do

---

Disrupting the industry with new technologies.

## The Priority Difference

---

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



## Our Service

---

- Residential
- Commercial
- Industrial
- Environmental Services

## Why Us

---

Excellent Customer Service  
Human-to-Human Interaction

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

Successful  
Pick Up Rate

Transparent  
and Reliable



Swartz Creek



Are you not sure who to call?  
*Our team is happy to help!*

# Your LDCs

## Logistics Driver Coordinators

SwartzCreekLDC@Prioritywaste.com



Call us at  
**(586) 228-1200**

*Average Hold Time*  
*Average Call Duration*

*20 seconds*  
*1 Minute 17 seconds*



**PRIORITYwaste.com**



Are you not sure who to call?  
*Our team is happy to help!*

**(586) 228-1200**

**YOUR NEEDS**

**TEAM PRIORITY**

**CONTACT INFORMATION**

**Billing**

Question about your billing, online payment, or the portal?



Sonia, Pam, and Christie

**Phone:**

(586) 228-1200 extension 20

**Email:**

Billing@PriorityWaste.com

**Front Load**

Question about your Front Load dumpster service?



Nick, Danielle, and Troy

**Phone:**

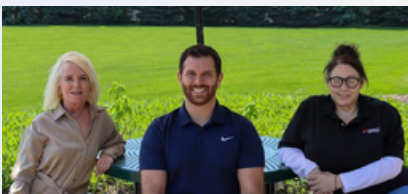
(586) 228-1200 extension 40

**Email:**

FrontLoadServiceRequests@PriorityWaste.com

**Roll Off**

Question about your Roll Off dumpster?



Tammy, Rob, and Devon

**Phone:**

(586) 228-1200 extension 66

**Email:**

RollOffServiceRequests@PriorityWaste.com

*Average Hold Time*

*20 seconds*

*Average Call Duration*

*1 Minute 17 seconds*



**PRIORITYwaste.com**

