



## **Solid Waste Department**

October 1, 2021

### **Subject: Special Waste Disposal Approval Process**

You have requested approval to dispose of special waste at a Lee County Solid Waste Department (SWD) Facility, i.e., Lee/Hendry Landfill. As of March 16, 2020 Lee County has transitioned to an on-line special waste approval process managed by Waste Management, Inc. of Florida (WMIF). To obtain approval, please register on-line at [www.wmsolutions.com](http://www.wmsolutions.com) and create a profile. Detailed instructions are attached.

A representative of WMIF will notify you if additional information and/or waste analyses are required and instructions will be provided as needed. If the waste is acceptable, you will be assigned a profile number and the account representative will schedule with you for disposal.

The hauler must show the approved Special Waste Profile to the scale attendant upon arrival at the disposal Facility. A waste shipment record (Manifest) is also required for each load of waste. Hours of operation for the Lee/Hendry Landfill are provided below.

**The payment method must be provided to the representative and the Lee County Solid Waste Department account number provided, if applicable.** Forms of payment accepted are: Cash, checks (made out to LCSW), credit cards (Visa, MasterCard, American Express and Discover) and current charge accounts are accepted. You may also establish a Checking Account or Credit Card on file. Disposal rate(s) are subject to change; current rates are posted on the Lee County website at [www.leegov.com/solidwaste](http://www.leegov.com/solidwaste). If disposal costs are expected to exceed \$1,000, a deposit may be required unless a credit card will be used. Any questions about payments or establishing charge accounts or checking account/credit card on file, please call Customer Service at (239) 533-8000.

The hauler must show the approved Special Waste Profile and Manifest to the scale attendant and/or landfill operator upon arrival at the disposal Facility. **Special waste hours are from 9:00AM to 3:00PM.**

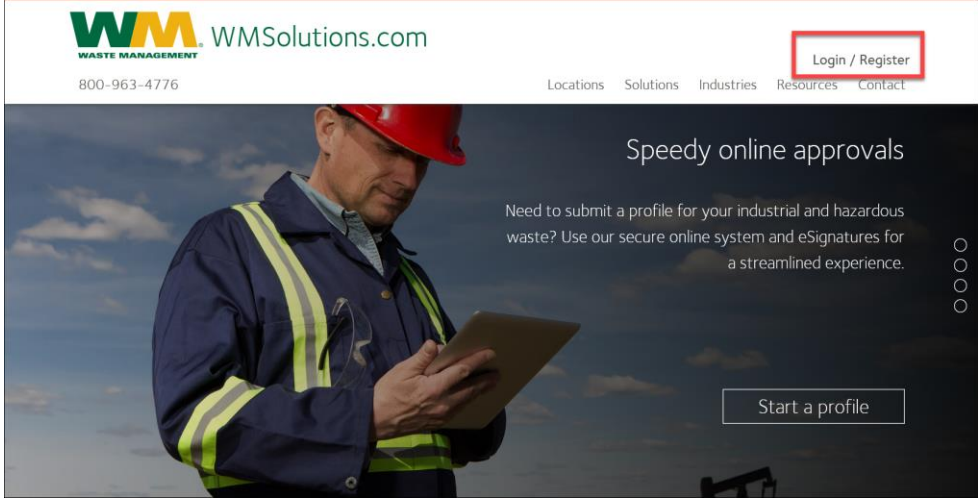
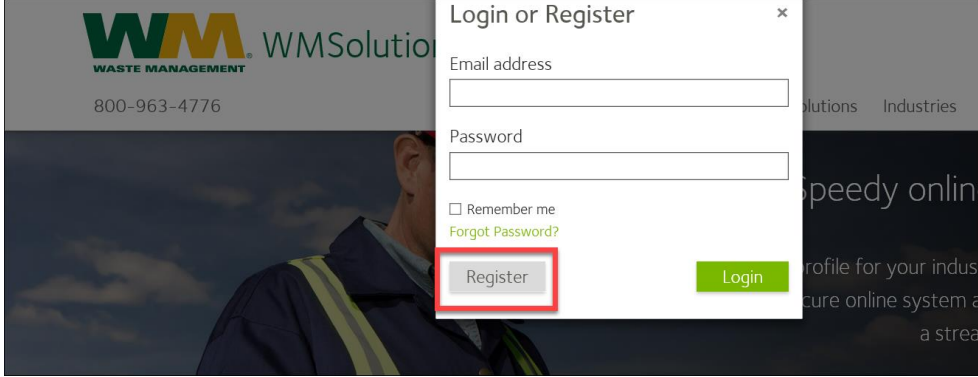
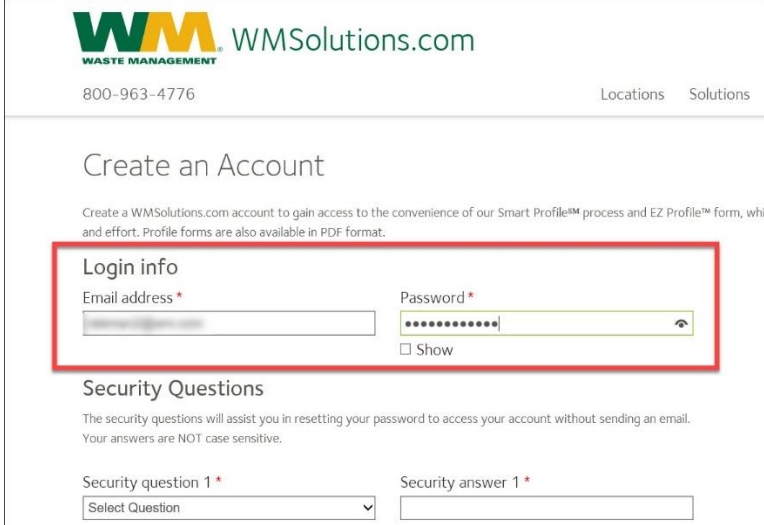
Questions related to the on-line approval process may be directed to (239) 455-8062. All other questions may be directed to Lee County Customer Service at (239) 533-8000.

Lee/Hendry Landfill  
5500 Church Road Felda, FL 33930 Phone: (239) 369-2030  
M-F 7AM-4PM  
**Special Waste Hours : M-F 9AM-3PM**

**Please remit payment to:**  
Lee County Resource Recovery Facility  
10500 Buckingham Road  
Fort Myers, FL 33905 Phone: (239) 533-8000

# WMSolutions – Create an Account

Use these instructions to create an account. Starting from [www.wmsolutions.com](http://www.wmsolutions.com) homepage:

| Action  | Screen Image  |
|---|---|
| <p>1. Click the <b>Register</b> link. The Login or Register pop-up box displays.</p>  |  <p>The screenshot shows the WMSolutions.com homepage. At the top left is the WMSolutions logo with the phone number 800-963-4776. At the top right, the 'Login / Register' link is highlighted with a red box. Below the navigation bar is a large banner image of a worker in a red hard hat and blue safety jacket looking at a tablet. Text on the banner reads 'Speedy online approvals' and 'Need to submit a profile for your industrial and hazardous waste? Use our secure online system and eSignatures for a streamlined experience.' A 'Start a profile' button is visible at the bottom right of the banner.</p> |
| <p>2. Click <b>Register</b> button. The Create an Account page displays.</p>  |  <p>The screenshot shows a 'Login or Register' pop-up box overlaid on the homepage. The box contains fields for 'Email address' and 'Password', a 'Remember me' checkbox, and a 'Forgot Password?' link. The 'Register' button is highlighted with a red box, and the 'Login' button is visible to its right.</p>  |
| <p>3. In the <i>Login info</i> section, enter your <b>Email address</b> and a <b>Password</b> in the provided boxes.</p> <p>If needed, select the Show checkbox to view your newly created password for accuracy.</p> |  <p>The screenshot shows the 'Create an Account' page. The 'Login info' section is highlighted with a red box and contains the following fields: 'Email address *' with a text input field, 'Password *' with a password input field and a 'Show' checkbox below it. Below this is the 'Security Questions' section, which includes a dropdown menu for 'Security question 1 *' and a text input field for 'Security answer 1 *'.</p>   |

4. In the *Security Questions* section, click the drop-down arrow beneath Security question 1.
5. Click to choose one of the provided questions.
6. Type your answer to the selected question in the Security answer 1 text box.

Repeat steps 4 - 6 for Security question 2 and Security question 3.



800-963-4776

Locations Solutions Ind

## Create an Account

Create a WMSolutions.com account to gain access to the convenience of our Smart Profile<sup>SM</sup> process and EZ Profile<sup>TM</sup> form, which use and effort. Profile forms are also available in PDF format.

### Login info

Email address \*

Password \*

 Show

### Security Questions

The security questions will assist you in resetting your password to access your account without sending an email. Your answers are NOT case sensitive.

Security question 1 \*

Security answer 1 \*

Security question 2 \*

Security answer 2 \*

Security question 3 \*

Security answer 3 \*

### Account info

7. In the *Account info* section, complete each of the boxes.
8. Once completed, click the **Create account** button. The account is created, and the Communication Settings notification box displays.

Note: To confirm your account, you will receive a welcome letter on the email you provided.

### Account info

First name \*

Last name \*

Position / Title \*

Work phone \*

Company \*

Primary business type \*

Address \*

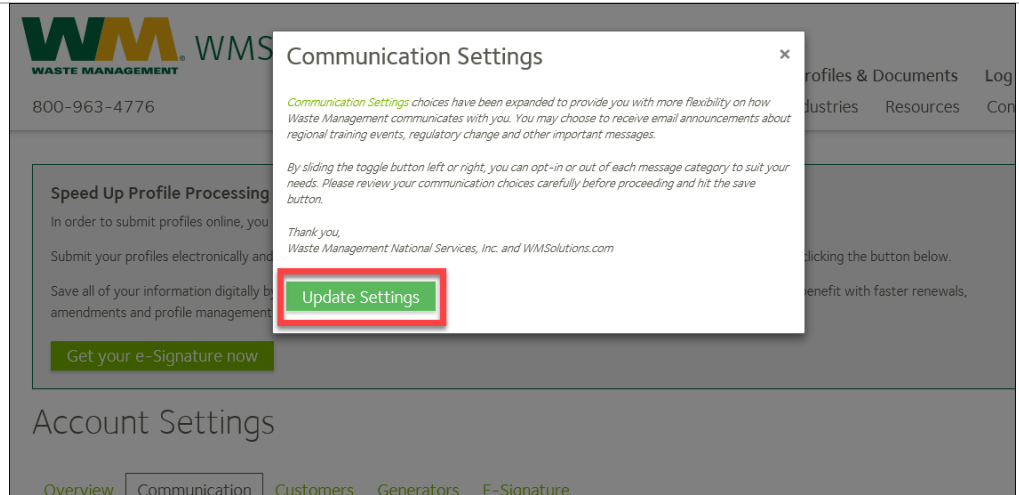
City \*

State / Province \*

ZIP / Postal code \*

How did you find us?

9. Click the **Update Settings** button. The Communication Settings page displays.



**WM WMSOLUTIONS**  
800-963-4776

**Communication Settings**

Communication Settings choices have been expanded to provide you with more flexibility on how Waste Management communicates with you. You may choose to receive email announcements about regional training events, regulatory change and other important messages.

By sliding the toggle button left or right, you can opt-in or out of each message category to suit your needs. Please review your communication choices carefully before proceeding and hit the save button.

Thank you,  
Waste Management National Services, Inc. and WMSolutions.com

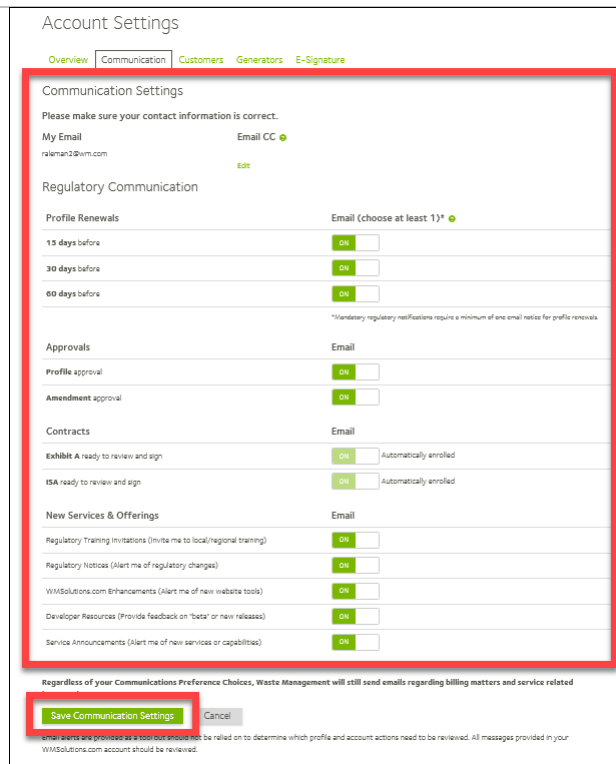
**Update Settings**

Speed Up Profile Processing  
In order to submit profiles online, you must submit your profiles electronically and save all of your information digitally before amendments and profile management.

Get your e-Signature now

Account Settings  
Overview | **Communication** | Customers | Generators | E-Signature

10. Modify your settings as desired.
11. Click the **Save Communication Settings** button.



Account Settings  
Overview | **Communication** | Customers | Generators | E-Signature

**Communication Settings**

Please make sure your contact information is correct.

My Email: rvelman2@wm.com | Email CC: Edit

Regulatory Communication

| Category  | Email (choose at least 1)*  |
|---|-----------------------------|
| Profile Renewals  | ON                          |
| 15 days before  | ON                          |
| 30 days before  | ON                          |
| 60 days before  | ON                          |
| *Mandatory regulatory notifications require a minimum of one email notice for profile renewals. |                             |
| Approvals   | Email                       |
| Profile approval  | ON                          |
| Amendment approval  | ON                          |
| Contracts   | Email                       |
| Exhibit A ready to review and sign  | ON   Automatically enrolled |
| ISA ready to review and sign  | ON   Automatically enrolled |
| New Services & Offerings  | Email                       |
| Regulatory Training Invitations (Invite me to local/regional training)                          | ON                          |
| Regulatory Notices (Alert me of regulatory changes)   | ON                          |
| WMSolutions.com Enhancements (Alert me of new website tools)                                    | ON                          |
| Developer Resources (Provide feedback on 'beta' or new releases)                                | ON                          |
| Service Announcements (Alert me of new services or capabilities)                                | ON                          |

Regardless of your Communications Preference Choices, Waste Management will still send emails regarding billing matters and service related.

**Save Communication Settings** | Cancel

Email alerts are provided as a tool but should not be relied on to determine which profile and account actions need to be reviewed. All messages provided in your WMSolutions.com account should be reviewed.

Click [here](#) to see a demo.