



Dear valued customer

In order to make sure you are getting the best quality service from Republic Services; we are sending out a friendly reminder to our customers concerning the guidelines of Residential Service.

1. Please make sure to have your cart out on the street the night before your scheduled service day. Even though our drivers try to run their routes the same every week, they could occasionally have to run them differently due to roadblocks, construction etc. To ensure your cart is serviced, please place it out the day before.
2. Place your cart at least 5 ft. away from any objects (mailboxes, cars, trees, etc.). Our drivers operate automated side load trucks which are more efficient for the customer and safer for the driver. Face with the lid opening toward the road and the handle toward the house, this cuts down on lids being broken.
3. Please place all trash in your cart. In the event that you have boxes please break them down.
4. Republic Services Observes the following holidays. New Year's Day, Thanksgiving and Christmas. If your pick up day is scheduled on or after one of these Holidays, then your service will be one day behind. For example, if New Years Day is on Wednesday and your service day is on Wednesday then you will be picked up on Thursday and Thursday will be picked up on Friday and Friday on Saturday.
5. The drivers are instructed to take a picture, which is uploaded into our system if the cart is not at the road. They also document it on the paperwork. In order to serve you better and make sure we are running the routes the most efficient way, the trucks are equipped with a GPS tracking system.
6. Sometimes there are situations out of our control that force us to get behind. In this case it could be later in the evening before we can service your container, please refrain from calling until the next morning to make sure we did not service the night before.



Thank you for choosing Republic Services as your refuse collection service.

