

## FAQs

1. What is the Customer Service contact number?

New Service set up, (i.e. new occupancy permits) contact 618-659-5360. General questions and home sale occupancies should be directed to [cward3@republicservices.com](mailto:cward3@republicservices.com) which is subject to change at a later date.

2. What is the new monthly rate?

The monthly rate per household for once per week trash collection and every other week recycling collection billed directly to the resident will be as follows: Year 1 - \$24.59, Year 2 - \$25.57, Year 3 - \$26.59, Year 4 – 27.65, Year 5 - \$28.76. A senior citizen discount of ten (10) percent will be offered to residents over the age of sixty-two (62).

(In comparison to the WM proposal as follows: Year 1 - \$28.00, Year 2 - 29.12, Year 3 – 30.29, Year 4 - \$31.50, Year 5 - \$32.76)

3. When will Republic Services start and do we have to sign up?

Trash services will start August 30, 2021 and continue for five (5) years. Waste Management stated their last day of service was August 29, 2021. You will still only be billed effective 9/1/2021 through Republic Services. You will not need to call to sign up with Republic Services if you had service with Waste Management. If your service period for Waste Management is 9/1 – 11/30/21, do not pay the bill due on 9/15/21. If you have already paid this bill, Waste Management will issue a refund.

4. Will there be Recycle pick up?

Recycle services will not begin until January 1, 2022. The City will have a large recycle roll off located at the Leaf Depot on 25<sup>th</sup> St. If you choose not to use that location, you will need to include your recyclable items in your trash. Residents can use both their trash and recycle carts for service right now but they will be collected as trash. Once recycle services resume, it will be on an every other week schedule.

5. Will trash pickup days and locations remain the same?

Waste Management has provided Republic Services with the routing information and intend to run it exactly the same way. There may be adjustments in the future, but everything will be communicated well in advance.

6. Will the service period and billing period remain the same?

Republics IT department is currently working on setting up billing, so there is no definitive answer at this time. Republic Services will initiate an automated call prior to

the first bill mailing. Once you receive your first paper billing, it will include instructions on how to set up an online account and paperless billing if you so choose.

7. Will Republic Services send out a letter explaining the contracted services?

A welcome letter will be emailed to everyone with an active email address from Republic.

8. Will Republic Services provide large item pickup?

Bulk item collection will not be offered until after January 1, 2022. At that time, they will work with the City to create a bulk collection program that meets the needs of the City as well as their operations team. This program will include two (2) scheduled clean up events for each household per year at a minimum.

9. Will there be a charge for Republic's carts?

Each household will receive a 95-gallon cart for trash and a 95-gallon cart for recycling once they are received from the manufacturer. In the meantime, they will collect all bagged trash placed at the curb or alley. They will also empty the carts that are currently on-site from the previous hauler, up to and until they have been removed and replaced with Republic carts. Once carts have been delivered, they will manage a "Cart Only" collection program. Residents who routinely require additional capacity may order a 2<sup>nd</sup> cart for \$5.00 per month.

10. Will there be yard waste collection?

Beginning April 1, 2022, they will offer a subscription yard waste service. All yard waste must be bagged, bundled or placed in a resident owned 32-gallon can. Bundles must be tied with twine and may not exceed 4 feet in length with a maximum weight of 40lbs. There will be a combined limit of 8 items, each week, for each household. The monthly rate per household for once per week yard waste collection, billed directly to the resident will be \$16.99. This rate is contingent on a minimum participation of 1,500 households.

11. How do we sign up for Senior Citizen discount?

You can call the customer service number 618-659-5360 to request the SC discount. All you need to provide is your birthdate.

12. Are smaller trash carts available?

Republic has 3 sizes available: 95 gallon, 65 gallon and 48 gallon.