



Republic Services – Lake Dallas – FAQ's

Questions	Answers
Who do I contact with questions?	You will still call the same # at 972-316-0789
What changes in service will we see?	There will be no change in service.
Will our service day change?	No changes to service day.
Are you using the same trucks?	We will use a mix of Republic Services and Waste Management trucks. The Waste Management trucks will be rebranded after 12/1/2018.
What happens to the At Your Door Service?	Republic Services will contract with At Your Door during the transition period before moving to Republic Services.
Are the same drivers going to service my account?	Republic Services has hired the same Waste Management drivers and will continue to hire drivers as necessary.
When will you switch out the carts?	After 12/1/2018 we will begin exchanging carts or rebranding them.
Will Republic Services take over the billing for residential customers? For commercial customers?	Republic Services will assume all billing that Waste Management currently provides.
Will account numbers change?	Yes, you will receive a new account number on the next invoice.
If we have landfill usage as part of the agreement, will we still be able to use the landfill? Will you change landfills?	Landfill use will still be available to residents. If a landfill change becomes necessary, we will communicate ahead of time.
What date will Republic Services begin servicing?	We will begin servicing December 1, 2018.
What happens to a customer that has a roll-off container?	The customer will be serviced by Republic Services and during the transition period the container will change to a Republic Services container.
When will commercial containers change over?	Commercial containers will be exchanged or rebranded after the initial transition.
If I had auto-pay with Waste Management, will I need to set up again?	Yes, auto-pay will not transfer.