



May 2017

At Republic Services, our customers are at the center of all that we do. In 2016, we made a significant commitment to and investment in our customers with the creation of three national customer resource centers (CRC). Our vision is to design and deliver a consistent level of exceptional service to all of our customers, while recognizing the unique terms and products that we are contracted to deliver in each of our local markets. The CRCs will enable us to provide more hours to accept customer calls and the ability for customers to choose to interact with us either online or via phone, all of which helps further differentiate us as your preferred service provider. However, as with any complex business transition, we may experience a few challenges in achieving the level of exceptional customer service that we hold ourselves to every day.

Over the past weeks, we regret that we have identified inconsistencies in our response to calls from your municipality, and we want to assure you that we are committed to resolving these situations as quickly and thoroughly as possible. We have identified and are improving the clarity of contract details in our systems that our customer service consultants draw from when serving calls from your community.

In addition, we are installing technology that enables callers to elect to have us call them back if hold times are high due to unforeseen factors. This feature will eliminate the need for customers to endure long hold times and receive a call back when they are next in the call queue.

We also encourage our customers to create a Republic Services My Resource™ account online. Through My Resource, customers can manage every aspect of their account from viewing or paying a bill to scheduling a pickup. My Resource is also available as a mobile app, allowing our customers access to all of the account management features of My Resource with the added benefit of weather and service alerts and holiday schedule reminders.

We would like to reiterate that customer satisfaction is our top priority. You have our team's focus and attention to ensure we resolve these issues as quickly as possible. Please do not hesitate to contact Republic Services via the options listed below with any questions or concerns.

Republic Services Customer Service can be reached by calling 800-210-9675 Monday through Friday from 7 a.m. to 7 p.m., and on Saturday from 8 a.m. to 1 p.m.

My Resource: <https://www.RepublicServices.com/account/login>