



Troje's Trash and Recycling Acquisition Frequently Asked Questions

1. When did this take place?

Troje's and Republic Services' employees learned of the purchase agreement on Monday September 19th. The formal transition will take place on October 1st, 2016. Republic Services will begin servicing your account at that time. Please contact us if you have service issues in the meantime.

2. How does this acquisition affect me, the customer?

This transition should be seamless for you. Customer satisfaction is the number one priority of Republic Services so our team will do all it can to meet and exceed your expectations.

3. Will there be any changes to my service?

No your service will not change. If you would like to change the frequency that we pick you up, your container size, or add recycling, we would be happy to discuss the options with you.

4. Will my price go up?

No, your invoice from Republic Services will reflect the same price as you have had with Troje's.

5. Where do I send my payment?

Please continue to make payments as you have for services through the end of September. For service from October 1st and beyond you will receive an invoice directly from Republic Services; those payments should be made to the "remit to" address on these invoices.

6. Who do I call if I have any questions?

We will continue to be available at 952-946-5254 if you should need anything.

7. Will my service day change?

We do not plan on making any changes to service days at this time. If you should want a different level of service, please give us a call and we would be happy to discuss your needs and identify the best solution to meet those needs.

8. Will I have the same containers or get new ones?

At this time we will continue to service your current containers, so nothing will change unless you need to change services or levels. Over a period of time we will work on replacing and refurbishing these containers.

9. Will I have a new driver?

We plan to make no immediate changes. We're excited to have Troje's employees join our team effective October 1st. Safety and service is our top priorities of Republic Services. With a proven record of reliability, safety and sustainability, Republic Services is a true partner with businesses and communities across the Twin Cities metro area.

10. Will any services change or be eliminated?

No.

11. What are the benefits of staying with Republic Services?

By combining the respective strengths and services that fit our customers' needs, we will be able to provide exceptional service to you, our customer. (Reference included hand out.)

12. I didn't have a contract with Troje's, why do I have to sign a contract with Republic Services?

At Republic Services we use service agreements which insures' both parties have clear expectations as well as language that protects both Republic Services and you.

13. Is our contract still in effect – will you honor the same contract we had with Troje's ?

Any service agreement that you had in place with Troje's is still in effect. We would be happy to discuss terms of a new agreement with you. Please contact us to discuss.



We'll handle it from here.™