

Dumpster FAQs

Reference this list of FAQs to better understand dumpster offerings and processes



1. What dumpster sizes and capacities does Republic Services typically offer?

Republic Services offers the following dumpster sizes:

- ▶ 2-yard (holds 12 standard trash bags¹)
- ▶ 4-yard (holds 24 standard trash bags¹)
- ▶ 6-yard (holds 36 standard trash bags¹)
- ▶ 8-yard (holds 48 standard trash bags¹)

Please note that product size, availability and specifications may vary by area.

2. What do I need to do to start service or get a price quote?

Starting service is easy. Visit RepublicServices.com, call **844.REPUBLIC (844.737.8254)** or contact your local sales representative.

3. How can I manage my pickup schedule?

To view and manage your pickup schedule, visit RepublicServices.com and click "Schedule," or click "Pickup Schedule" in the Account Dashboard of your Republic Services online account.

4. How do I request Republic Services replace my dumpster?

Republic Services offers Container Refresh service. For a small monthly fee, you are able to request up to one replacement dumpster per year. Without Container Refresh, you can still request a replacement of your existing dumpster. Log in to your Republic Services online account and complete the request form. A local customer service representative will contact you. You can also call **844.REPUBLIC (844.737.8254)**.

5. What add-ons are available?

Add-on features available include casters and locks. Additional options may be available in your area. Casters are wheels attached to the dumpster to allow for easier moving. There are different types of locks available that provide you extra security while allowing easy service on your dumpster.

6. What can I throw away in my dumpster?

Most materials are accepted, however, never dispose of hazardous or flammable materials including aerosol cans, batteries, liquids, chemicals, drummed waste, electronics, light bulbs, gas tanks or cans, medical waste, or tires.

7. What can I recycle in my recycling dumpster?

Commonly accepted recyclables include: paper, plastic, cardboard and aluminum. Visit RecyclingSimplified.com to become a better recycler and to learn quick and easy ways to make a difference in your community.

8. How do I report a missed pickup?

To report a problem and request a resolution online, log in to your Republic Services online account. A customer resource representative will contact you promptly. Visit RepublicServices.com. You can also call **844.REPUBLIC (844.737.8254)**.

9. What if I need an extra pickup?

Request an extra pickup by visiting your Republic Services online account or by calling **844.REPUBLIC (844.737.8254)**.



¹ Standard trash bag is 32 gallons.

10. How do I get a different size dumpster if my needs have changed?

Visit RepublicServices.com or call **844.REPUBLIC (844.737.8254)** to evaluate different size options and service schedules.

11. How do I report a damaged dumpster?

To report a problem and request a resolution online, log in to your Republic Services online account. A customer service representative will contact you promptly. You can also contact us at **844.REPUBLIC (844.737.8254)**.

12. Will my service be delayed by weather?

When uncontrollable events like weather-related issues, natural disasters or other serious situations occur, we work hard to keep you informed of how they may affect your service. Visit RepublicServices.com/schedule for service updates.

13. How do I find out if my service will be interrupted by holidays?

Visit RepublicServices.com/schedule for service updates. Collection may be delayed due to these and other holidays: Memorial Day, July 4th, Labor Day, Thanksgiving Day, Christmas Day and New Year's Day. Generally, holidays push our cart pickup schedules back and we will provide service by the next business day by 6 p.m.

14. What is the Customer Service phone number?

Many requests can be addressed through your Republic Services online account. Customer service can also be reached at **844.REPUBLIC (844.737.8254)**.

15. What are the Customer Service hours?

Customer Service hours for Republic Services are as follows: Monday – Friday 7:30 a.m. to 5 p.m. and Saturday 8 a.m. to 1 p.m. (MST). Customer support is available 24/7 through your Republic Services online account.

16. What is a Republic Services online account?

Online account management allows you to view your bill, manage your online payment details, schedule future payments and sign up for automatic payments. It also allows you to request a pickup or report a missed pickup. Registering is simple – all you need is your email address and a unique password, then you can link your existing Republic Services online account using the account number and bill number.

17. What is the Recycling Processing Charge?

Recycling has reached a crisis point. The Recycling Processing Charge is necessary due to the overwhelming number of contaminated recyclables that are threatening local recycling programs. To ensure the viability of local recycling programs, we must find alternative solutions for the contaminated materials.

18. What is the Fuel Recovery Fee (FRF)?

Republic Services is unable to control fuel and other petrochemical costs and environmental expenses. The Fuel Recovery Fee and Environmental Recovery Fee are charges to recover these costs and achieve an acceptable operating margin. The two separate fees appear as a single line item called "Fuel/Environmental Recovery Fee" on the customer's invoice.

19. What is the Environmental Recovery Fee (ERF)?

The Environmental Recovery Fee is established at 16.5% of invoice charges, excluding tax. This fee recovers costs incurred on a nationwide basis associated with operating our facilities (collection, transfer, landfill, material recovery and landfill gas-to-energy) in an environmentally responsible manner and is designed to achieve an acceptable operating margin.

20. What is the Administrative Fee?

There are costs associated with the administrative processes of billing, payment processing and account maintenance for Republic Services and its affiliates, and those costs have increased over time. The Administrative Fee is established at \$5.95 per invoice and was last increased with invoices printed in June 2018.

