



## FREQUENTLY ASKED QUESTIONS

**Q.) What are the benefits of this merger for me as a customer?**

A.) Bringing together the best practices and deep customer service cultures of the two companies will provide us with added capabilities and geographic reach to more effectively serve our customers. Our customers will continue to receive the same great service from the same professional employees who serve them today and, as we move forward, we will leverage the strengths of our combined company to enhance those services on our customer's behalf.

**Q.) Will the merger affect the price I have been paying?**

A.) We are working diligently to make this transition efficient and seamless, so you see little change in our day-to-day business. Republic will remain sensitive to your budgetary needs and continue to look for opportunities to slow down the impacts associated with rising costs and inflation. Be assured that Republic will provide the best service possible for a fair price.

**Q.) Will I still receive the same service from you?**

A.) Yes. Our top priority is to continue delivering superior customer service.

**Q.) Will my service days change?**

A.) Initially, there will be no change in your service days. We will contact you prior to any changes. We know how important it is to keep you informed of any changes to your service schedule.

**Q.) Where do I send my payment?**

A.) Please continue to send your payment to the address shown on the remittance advice located at the bottom of your invoice. The remittance advice is the part of the invoice that you tear off and send in with your payment. Using your remittance advice will ensure the payment is posted to your account accurately and promptly and avoid any confusion in your payments.

**Q.) Do I still contact you regarding any service or billing issues?**

A.) Yes. We are here to answer your questions and service your needs. Please continue to contact your local Republic or Allied office as you have in the past. You can rely on us to take good care of all your waste and recycling needs.

**Q.) Will I have to sign a new service agreement and/or special waste profile?**

A.) No. Your service agreements, contracts, purchase agreements, special waste profiles, pricing agreements, billing arrangements and contract terms will remain the same.

We do communicate periodically with our customers to update service agreements and annual waste profiles, so you may be contacted by your account representative in the near future.



**Q.) Will I see an Allied or Republic truck service my account?**

A.) Initially, the driver and truck servicing your account will not change. If we adjust our routes in the future, to increase efficiency or enhance service, we will contact you to let you know prior to making adjustments. Be assured we will keep you informed and continue to exceed your expectations.

**Q.) Will my Sales Representative be the same?**

A.) Yes. Please continue to contact the same sales representative. If there are any changes in the future, we will contact you to let you know. If there is anything we can help you with today, please let me know and I will take care of your request promptly. If you are unsure of who your representative is, you can also contact us at [www.RepublicAllied.com](http://www.RepublicAllied.com).

**Q.) Is your web site still the same?**

A.) Initially, the combined company will maintain the current web sites. In addition, you can go to [www.RepublicAllied.com](http://www.RepublicAllied.com) for additional information. We will continue to update the sites as information becomes available.

**Q.) When can I expect to get more information?**

A.) We will provide you with more information over the next several months. However, please feel free to review our web site at [www.RepublicAllied.com](http://www.RepublicAllied.com) or call our customer service center with any needs or requests, just as you have in the past.

**Q.) Will you still charge fuel and environmental fees and all the taxes I am currently paying?**

A.) Yes. Your charges will remain the same. Fuel surcharge will continue to fluctuate with the change in the cost of fuel. If there are any changes in the taxes or environmental fees, we will contact you. At Republic, we are committed to keeping you informed of any events that could impact your service or pricing.

**Q.) Will my waste be going to the same landfill?**

A.) Yes. Your waste will continue to go to the same landfill. Working with your representative, you may also have opportunities to look at additional service offerings in our broader network of facilities

**Q.) How can I find out more about the location of your landfills?**

A.) The Allied locations are available at [www.specialwaste.info](http://www.specialwaste.info) (click on "Landfill Directory"). For a listing of Republic landfills you can go to the Republic Landfill link at <https://xms.golder.com/republic>.