THERE'S A BLUE TRUCK IN TOWN!

The City of Renton is proud to announce its partnership with Republic Services to bring you enhanced solid waste collection services. Beginning February 1, 2017, Republic Services will collect organics, recyclables, and garbage from all residential, multifamily, and commercial customers.

Frequently Asked Questions

When does the new service begin?

Starting February 1, 2017, Republic Services will be your new service provider.

Why change waste haulers?

The City's existing solid waste contract with Waste Management expires January 31, 2017. The City used a comprehensive and competitive selection process to choose its next service provider to ensure Renton's residents and businesses receive the best service in solid waste collection. Republic Services was selected based on three key factors: service, value, and environmental responsibility.

Who is Republic Services?

Republic Services is a leader in solid waste collection, transfer, recycling, and disposal services. Through more than 800 local operations and with the help of more than 30,000 employees across the United States and Puerto Rico, we serve a diverse base of customers at their homes and businesses. Our promise is simple: our customers can always rely on us to handle their recycling and waste needs in a way that's easy and effortless for them. It is our commitment, every day.

What do I need to do to start service?

Nothing. We'll handle it from here™. Before new service begins, you will receive a Welcome Packet with helpful information about your new services. Please review the contents of your Welcome Packet carefully. You will also receive a 2017 collection calendar and service day notice. Organics collection and curbside recycling are included with garbage service at no additional cost. Residential garbage and recycling will be collected every-other-week, while organics will be collected weekly.

What's new?

For starters, our enhanced curbside recycling program and local customer service payment location. Did you know? You can now recycle household batteries, wood scraps, rigid plastics, and fluorescent tubes and bulbs. Refer to your 2017 collection calendar and recycling guidelines for details and preparation instructions, or call 206.777.6440 for more information about services available in the City of Renton.

Will my collection day change?

Because your collection day is address-specific, your collection day may change. Customers assigned to a new collection day will be notified in advance, prior to the start of new service.

Will my collection time change?

We strive to service your home in a consistent and efficient manner. Collection times may vary due to unforeseen road and weather conditions. We ask that you have your containers out by 7 a.m. on collection day and leave them out until at least 6 p.m. to ensure collection.

It's the end of January and I haven't received my Welcome Packet. What do I do?

Please call customer service at 206.777.6440. Our representative will be happy to provide you with up to date information and we'll make sure to deliver a Welcome Packet to you.

What if I have a service issue or question?

If you have questions or experience a service issue, please contact us immediately at 206.777.6440.

Will my rates change?

Great news! Rates will not increase in 2017. In fact, customers in annexed areas of Renton currently serviced by Republic Services will see a rate reduction beginning with service in February 2017.

My bill is different. How can I pay my bill?

Solid Waste service will no longer be billed by the City of Renton. Republic Services will handle all billing, account management, and payments directly, beginning February 1, 2017. Residential customers will be billed every three (3) months. You can pay your bill online, by mail, telephone, or simply download our MyResource™ app to your tablet or smart phone. MyResource™ allows you to manage your account 24/7. It's easy and it's free. You can also visit our local payment center, opening in downtown Renton, January 2017.

Introducing MyResource™

Download MyResource™ at RepublicServices.com or the App Store to your smart phone or tablet for 24/7 access to your account. It's easy and it's free! MyResource™ allows you to:

- Pay your bill
- Schedule a pickup
- Make changes to your account
- Repair a container
- Report a missed pickup
- Find new products and more...

Questions?

Call 206.777.6440. Thank you, we look forward to serving you!

REPUBLIC SERVICES

We'll handle it from here.™