



2019
CITY OF BENICIA
BILLING AND COLLECTION POLICIES AND PROCEDURES

BILLING CYCLE

Residential customers are billed quarterly in advance of service – Mar/Apr/May, Jun/Jul/Aug, Sep/Oct/Nov and Dec/Jan/Feb. Commercial customers are billed every month in advance of service.

DELINQUENT ACCOUNTS

If payment is not received within 60 days of the due date, the account becomes delinquent and shall be suspended. Republic Services shall provide the City of Benicia with names and addresses of all accounts whose service has been suspended.

COLLECTION POLICIES

Residential Customers:

Suspended account/reinstatement fee for nonpayment (service interruption)	\$35.00
Late payment penalty	1.5%
Deposit to restart account closed for nonpayment	\$50.00 or higher
Returned check fee	\$25.00
Container redelivery for nonpayment	\$50.00
Reinstated account for delinquency – pick up on non-service day	\$40.00
Extra 32 gal Bags	\$10.00 ea.
Not out container* – same day pick up	\$25.00
Not out container* – non-service day pick up	\$40.00

Commercial Customers:

Suspended account/reinstatement fee for nonpayment (service interruption)	\$35.00
Late payment penalty	1.5%
Returned check fee	\$25.00

New customers \$250 per month in services requires credit approval.

Customers declined for credit require deposit equal to two months service.

No checks accepted from out of area temporary roll off customers.

*Not out container – one courtesy pick up per year at no charge

PAYMENT OPTIONS

Four convenient ways to pay: 1. By mail, using the envelope enclosed with your invoice. 2. By American Express, Discover, MasterCard or VISA filling out the form on the back of the invoice and mailing it, calling our Pay by Phone number at (877) 692-9729 or online by visiting www.RepublicOnline.com. 3. In person by cash, check, credit/debit card or money order at Republic Services' office at 441 North Buchanan Circle, Pacheco or in person by cash, check or money order at West America Bank, 20 Solano Square, Benicia. Customer should bring their bill stub. 4. By registering for automatic payment by credit card or bank (checking or savings) account. Sign up at Republic Services My Resource website www.RepublicOnline.com or call customer service at (925) 685-4711.

OFFICE HOURS

8am - 5pm, Monday – Friday

PHONE HOURS

7am - 6pm, Monday – Friday

8am - 12pm, Saturday

CUSTOMER SERVICE INQUIRIES

Questions about your service or bill can be answered by our Customer Service Department. You can call us at (925) 685-4711 or visit our website at site.republicservices.com/site/pacheco-ca or write us at 441 N. Buchanan Circle, Pacheco, CA 94553, Attn: Customer Service Manager.

VOICE MAIL

Voice mail is available to accept calls outside the regular business hours of 7am – 6pm, Monday – Friday. Please leave your name, phone number and concern. A customer service representative will return your call the next business day.