

Republic Services San José Spring 2026 Update



July 2025 Service Interruption— Credits for Impacted Customers

Republic Services recognizes the inconvenience caused by the July 8-18, 2025 service interruption and appreciates your patience. Collection service credits and third-party hauler reimbursements are available to San José commercial customers impacted during this period.

How Collection Service Credits Work:

- Customers who contact Republic Services to request a credit for missed collections will receive a credit based **only on the collection services portion** of their bill.
- Credits **do not include** disposal, processing, franchise, or other City-related fees.
- Credits will also be provided for any late fees assessed by Republic Services to customers who deducted anticipated credits from their invoice.
- Please have your Republic Services billing invoice and account number available when calling to submit a request.
- Once processed, the credit will appear on the following month's bill.

How Third-Party Hauling Reimbursements Work:

- Customers who hired a third-party hauler to remove solid waste during the service interruption may be eligible for a credit of up to **40% of their regular monthly, Republic Services' bill**, provided the cost can be verified.
- Verification requires an itemized bill from the third-party hauler and proof of payment.

DEADLINE: Requests for collection service credits and third-party hauler reimbursements must be submitted by May 1, 2026. To request or redeem a credit, please contact Republic Services at 408-432-1234, Mon.-Fri., 8 a.m.–5 p.m.



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Credits available for customers impacted by the July 2025 Service Interruption. Submit requests by May 1, 2026. Call 408-432-1234. For more info, visit RepublicServices.com/municipality/san-jose-ca

Créditos disponibles para clientes afectados por la interrupción del servicio de julio de 2025. Envíe sus solicitudes antes del 1 de mayo de 2026. Llame al 408-432-1234. Para más información, visite RepublicServices.com/municipality/san-jose-ca

Tín dụng dành cho khách hàng bị ảnh hưởng bởi sự gián đoạn dịch vụ vào tháng 7 năm 2025. Vui lòng gửi yêu cầu trước ngày 1 tháng 5 năm 2026. Gọi số 408-432-1234. Để biết thêm thông tin, vui lòng truy cập RepublicServices.com/municipality/san-jose-ca



Sustainability in Action

Republic Services of Santa Clara County
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RepublicServices.com/municipality/san-jose-ca