



Sustainability in Action

Courtesy Vacancy Credit

Date _____

Dear Valued Customer,

Thank you for your recent call to register your property at: _____ as vacant effective _____ .

Republic Services extends the vacancy credits as a courtesy to our customers for up to three months in any calendar year. This credit is only for properties that are unoccupied during the credit period. Customers will need to register their home one month prior for the requested vacancy.

Here are some important reminders to ensure that your credits are approved each month:

To ensure your credits are processed, please contact Republic Services during the last week of the month to request your credit. We verify with the driver that no service has been provided. Depending on the billing cycle, there may be a delay in seeing your credit. Because processing times may vary, please pay your bill in full to avoid incurring late fees. We will not credit late fees.

- ✓ We require contact each month that you want credit. We issue only one month's credit at a time and do not issue back credit. We'll apply vacancy credits to your next invoice. Refunds are only available for closed accounts.
- ✓ None of the carts may be set out once the house is registered as vacant. To prevent any misunderstandings, we recommend that the carts be locked up out of reach.
- ✓ For fastest processing, please email your credit request to us at Stocktonbilling@republicservices.com We also accept credit requests by mail to Republic Services, 1145 W. Charter Way, Stockton, CA 95206

We appreciate your business. Please do not hesitate to call should you need further clarification of our Courtesy Vacancy Credit Policy.

Thank you,

The Staff and Management of Republic Services

209.466.3604