



REPUBLIC
SERVICES



Billing Transition from City of Stockton to Haulers

City Council Meeting
December 7, 2021
Agenda Item 15.2

Background

- Republic Services and Waste Management are the franchised haulers for the City of Stockton.
- The franchise agreements were approved by Council on November 5, 2019, with an effective date of January 1, 2020.
- The agreements authorized the waste service providers to begin billing for garbage and recycling services after January 1, 2021.

Conversion Timeline

Phase 1 - January 1, 2022

Approximately 28,000
customers within the
California Water Service Area

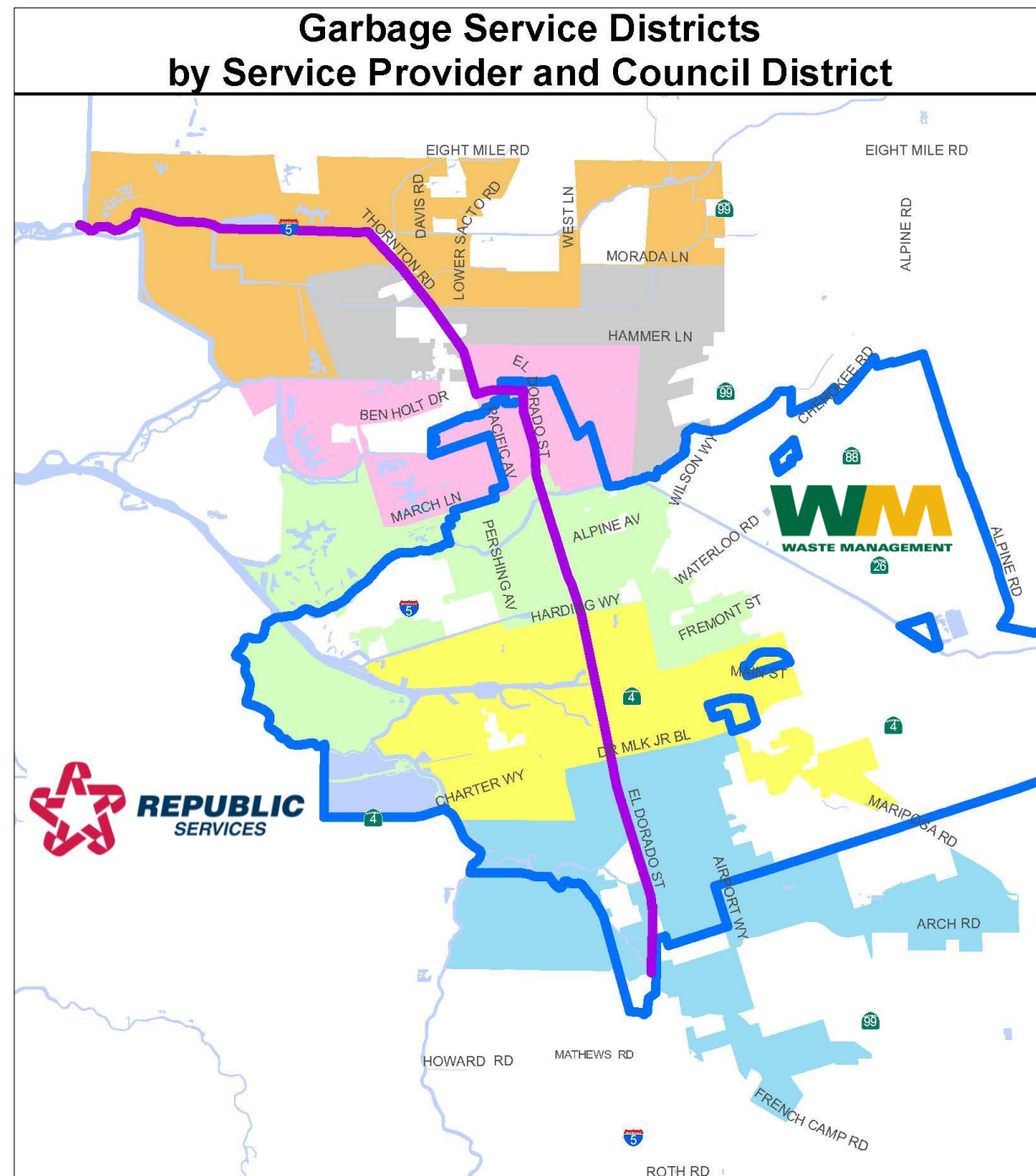
Phase 2 - July 1, 2022

Approximately 45,000
customers within the
City of Stockton Service Area

Phase 1 Area Map

Council Districts

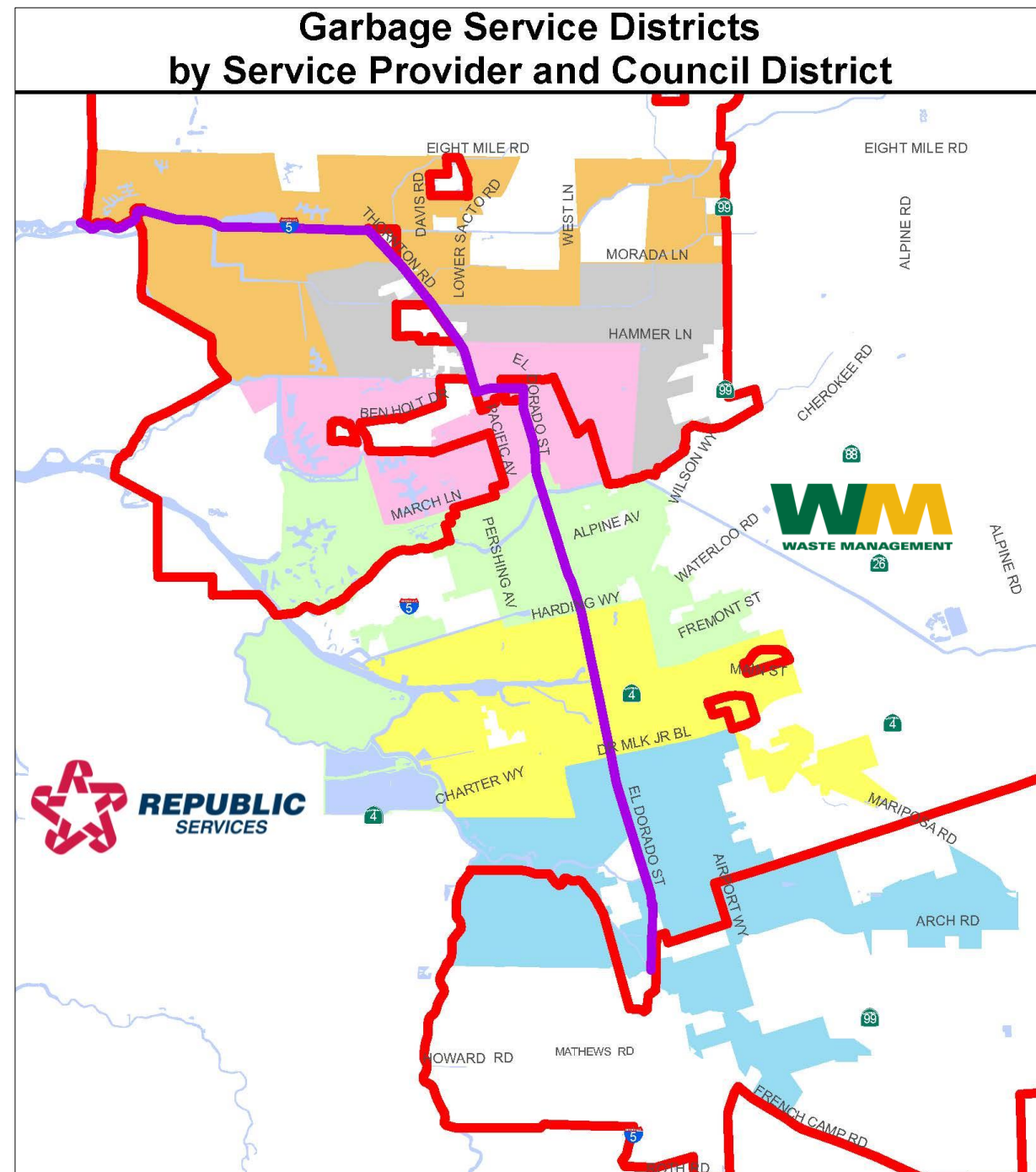
-  District 1 – Sol Jobrack
-  District 2 – Daniel Wright
-  District 3 – Paul Canepa
-  District 4 – Susan Lenz
-  District 5 – Christina Fugazi
-  District 6 – Kimberly Warmesley
-  Garbage Service Boundary
-  California Water Service Boundary



Phase 2 Area Map

Council Districts

-  District 1 – Sol Jobrack
-  District 2 – Daniel Wright
-  District 3 – Paul Canepa
-  District 4 – Susan Lenz
-  District 5 – Christina Fugazi
-  District 6 – Kimberly Warmesley
-  Garbage Service Boundary
-  Stockton Water Service Boundary



Benefits to Residents

- Improved Responsiveness
- Convenient customer service - Phone, Chat, or Email
- More ways to pay

5 EASY WAYS TO PAY



Automatic Payment

Set up recurring payments with us at wm.com/myaccount.



Pay Through Your Financial Institution

Make a payment from your financial institution using your Customer ID.



One-Time Payment

At your desk or on the go, use wm.com or the WM mobile app for quick and easy payment.



Pay by Phone

Payable 24/7 using our automated system at 1-866-964-2729



Mail It

Write it, stamp it, mail it

5 EASY WAYS TO PAY

- 1 Set up recurring payments with us at Republicservices.com/myaccount
- 2 Make a payment from your financial institution using your Customer ID.
- 3 Use Republic Services at your desk or on the go, for quick and easy payment.
- 4 Payable 24/7 using our automated system at [877.692.9729](tel:877.692.9729).
- 5 Write it, stamp it, mail it.

Benefits to Residents

- 24/7 access – Customer can view their bills and payment history at their convenience
- Customer can still pay monthly

A NEW BILLING EXPERIENCE



Waste Management is now billing you directly for your waste collection service. This results in some minor changes in how you're billed and when bills are due.

Quarterly Billing - You will be billed every three months for your waste collection service instead of monthly. Your bill now covers three months of service instead of one month.

Late Fee Reminder - Invoices are due upon receipt. Delinquent invoices not paid within 90 days of receipt are subject to monthly late charges of a minimum of \$3 or up to 1.5% of the non-paid balance amount. Due to the billing transition, late fees will not begin until July 2022.

New Payment Options - You will now send your payment to Waste Management. Waste Management offers several easy ways to pay your bill including autopay. (Please see reverse side to learn more).

Questions - Contact customer service at: cssacramento@wm.com or call 209-946-5711 (M-F; 8 am. - 5 p.m.)

Outreach Plan

October 2021

- City letter to residents
- Project website goes live
- City & Hauler websites updated
- Message on City October utility bill - Phase 1 customers

November 2021

- Hauler Tri-Fold Mailer
- FAQs posted to websites
- Quarter 4 Newsletters
- Message on City November utility bill - Phase 1 customers
- City social media messaging

December 2021

- Hauler Postcard reminder
- Message on City December utility bill - Phase 1 customers
- City social media messaging
- Bill insert with hauler first invoice
- Annual hauler sticker kit

January 2022

- Message on hauler January bill - Phase 1 customers
- City social media messaging
- Bill insert with hauler first invoice

April 2022

- Phase 2 outreach will begin April 2022 and will duplicate Phase 1

Utility Billing within the City of Stockton

When Will Your Billing Changes Take Effect?



START

Step 1:

To find your service provider, use the City of Stockton's **About Your Address** webpage:
www.stocktonca.gov/aya

Step 2:

Enter your **House Number** and **Street Name**.
(do not include directions, such a "N" or "W")
Click the **Submit** button.

Step 3:

Click on the **Address Link** for your address.

Step 4:

Use the link to **Garbage Service** to find your provider. Your water service provider will help you determine the effective date for this billing change.





1145 W Charter Way
Stockton, CA 95206

Republic Services & City of Stockton Billing Transition

IMPORTANT REMINDER:

Starting January 1, 2022,
Republic Services will begin billing for
trash, recycling and organics service.

New Billing Procedure

Starting January 1, 2022, customers in the CalWater water service area will receive a bill for recycling and trash services directly from Republic Services.

Quarterly Billing for Recycling and Trash

Republic Services will bill on a quarterly **(3-month)** cycle. Your first Republic Services bill will arrive in early January 2022 and cover services in January, February and March. You may continue to make monthly payments for these services without penalty. All questions regarding trash, recycling and organics billing should be directed to Republic Services.

Water, Sewer and Stormwater Utility Billing

- ✓ Customers in the CalWater water service area will continue to receive a bill from the City of Stockton for sewer and storm water each month
- ✓ CalWater will continue to bill for water service each month

For more information, visit www.stocktonca.gov/mygarbagebill

Para recibir esta información en español,
visite stocktonca.gov/mygarbagebill o llame al **209.466.3604**.

5 EASY WAYS TO PAY

- 1 Set up recurring payments with us at RepublicServices.com/myaccount
- 2 Make a payment from your financial institution using your Customer ID.
- 3 Use Republic Services at your desk or on the go, for quick and easy payment.
- 4 Payable 24/7 using our automated system at [877.692.9729](tel:877.692.9729).
- 5 Write it, stamp it, mail it.

Republic Service Customer Service:
209.466.3604 (8 a.m. to 5 p.m., M-F)





1240 Navy Drive
Stockton, CA 95206

IMPORTANT REMINDER:

Starting January 1, 2022
Waste Management will begin
billing for trash, recycling and
organics service.

Quarterly Billing for Recycling, Trash & Organics

WM bills for **three months** of service at a time.

Your first WM bill will arrive in January 2022 and cover services in January, February and March.

Water, Sewer and Stormwater Utility Billing

Customers in the CalWater water service area will continue to receive a bill from the City of Stockton for sewer and stormwater each month.

CalWater will continue to bill for water service each month.

All questions regarding trash, recycling and organics billing should be directed to WM.

Visit www.stocktonca.gov/mygarbagebill for more details.

5 Easy Ways to Pay



Automatic Payment

Set up recurring payments with us at wm.com/myaccount.



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One-Time Payment

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email cssacramento@wm.com.

Para recibir esta información en español, visite stocktonca.gov/mygarbagebill o llame al 209.946.5711 o escanee el código QR.



Resources



Republic Services:
(209) 466-3604

www.republicservices.com/municipality/Stockton-ca

Waste Management:
(209) 946-5711

www.wm.com/location/California/san-joaquin/Stockton/index.jsp

City of Stockton:
(209) 937-8831

www.stocktonca.gov/mygarbagebill

Ask Stockton:
www.stocktonca.gov/askstockton

Topic: My Garbage Bill