



**CITY OF MARTINEZ**  
**RESIDENTIAL AND COMMERCIAL**  
**BILLING AND COLLECTION POLICIES AND PROCEDURES**

**BILLING CYCLE**

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

**DELINQUENT ACCOUNTS**

If payment is not received within 30 days of the invoice date, the account becomes delinquent. Service shall be suspended 60 days after invoice date if account is still delinquent. Republic Services shall provide the City of Martinez 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 non-bill pay	\$50.00 or higher
Returned check fee	\$25.00
Container delivery fee for nonpayment	\$50.00
Reinstated account for delinquency – pick up on non-service day	\$40.00
Extra 32 gal Bags	\$15.00 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](http://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. Pay by cash or check at Chars Flowers, 516 Main Street, Martinez. 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](http://www.RepublicOnLine.com) or call customer service at (925) 685-4711,

**OFFICE HOURS**

8am - 5pm, Monday – Friday

**PHONE HOURS**

7am - 6pm, Monday – Friday

**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 [www.republicservices.com](http://www.republicservices.com) 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.

**COMPLAINT REVIEWS**

Customers may ask the City of Martinez to review a complaint if they are not satisfied with Republic Services' response. To have a review, customers should: request a review from the City within 30 days of receiving a response to a complaint or request a review within 45 days of submitting a complaint if there is no response to the complaint. If there is good cause, the City may extend the time to request a review.