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Customer Reviews

Republic Services Inc

📍 18500 N Allied Way
Attn: Corporate Customer
Experience
Phoenix, AZ 85054-6164

🌐 <http://www.republicservices.com>

📞 [\(480\) 627-2700](tel:(480)627-2700)

Karl R

★★★★★

10/30/2020

Stay away from this company if at all possible. Terrible Customer Service. Did not receive notification about cancelling service in our area until after they cancelled the service. Then, when I called to find out when my cans were going to be picked up, they had issues finding the information and gave me the wrong date. Then, they charged everyone in the area \$80+ to come pick up their cans. The consumer should not have to pay extra for them to pick up cans when they are the ones to break the service agreement with the consumer. I have contacted them twice about this issue and they will not respond. I understand that customer rating is not used in the BBB rating, but I find it interesting that a company with a 1.06/5 customer review rating has an A+ rating on here. Smells like garbage to me.

Mark O

★★★★★

10/29/2020

Lubbock, TX About 6 months ago I called to talk about the increasing rates and they said a local rep would call me, nobody called. Seven weeks ago I called to cancel the service, once again they said a local rep would call me. After several calls back to them over a few weeks, a local rep called me after 5 weeks. He said he hadn't got a notice of cancellation, although they stopped dumping the trash 3 weeks prior. He also said I had to give him 30 days notice but that he would discount the last month of service. He said he would call me back with the details, that was 2 weeks ago and he hasn't called back and now the trash now hasn't been picked up for 5 weeks. The national office is the only one that you can call, I called them today and was told for the first time that to cancel the service I had to send a certified letter, the first time anyone has told me that. They are doing all they can to keep the service on the books and keep charging me.

Lisa T.

★★★★★

10/27/2020

AVOID IF AT ALL POSSIBLE!!! Been with them since before they were Seaside Sanitation and their "service" only gets worse & worse. My recycling is hardly ever picked up & they miss my "regular" trash very often. Contact them through their app, nothing! Bulk items were to be picked up on Saturday, never came. Called Monday said I was in "the list" for pickup that day. Called Tuesday, same thing "you're on the list to be picked up today". Just got home from work 9pm & it is STILL there. I'm changing companies ASAP!

Republic Services Inc Response

10/29/2020

Hi Lisa, I apologize for your frustrations with the service. I would like to contact the local management team on your behalf to resolve this concern. Please send me an email to ccrm@republicservices.com. Please include your service address, contact information, and a copy of your original BBB review. Thank you.

Customer Response

10/31/2020

Posted: 10/27/2020 12:00:00 AM about Republic Services Inc AVOID IF AT ALL POSSIBLE!!! Been with them since before they were Seaside Sanitation and their "service" only gets worse & worse. My recycling is hardly ever picked up & they miss my "regular" trash very often. Contact them through their app, nothing! Bulk items were to be picked up on Saturday, never came. Called Monday said I was in "the list" for pickup that day. Called Tuesday, same thing "you're on the list to be picked up today". Just got home from work 9pm & it is STILL there. I'm changing companies ASAP! IT IS NOW 10/31/2020!!!!!! WHAT DO I NEED TO DO TO GET THESE ITEMS PICKED UP?????????

Customer Response

10/31/2020

I have been told SEVERAL TIMES that the driver COMPLETED THE PICK UP. If so, WHY is the wood STILL ON MY GRASS???

Customer Response

10/31/2020

I have called EVERYDAY since OCTOBER 22nd, 2020. Today is OCTOBER 31st, 2020.

Nicholas P.

★★★★★

10/26/2020

This company has charged my township for both trash and recycling, but have failed to deliver a recycling bin over the past 3 YEARS. When I addressed this issue with the billing part of Republic Waste, the lady on the phone gave me attitude and told me to address it with the township. The township has no legal statutes to reimburse for services not provided. So thanks Republic, for not doing your job and putting me in a catch 22.

Republic Services Inc Response

Hi Nicholas, I apologize for your frustrations with the service. I would be glad to look into this concern. Please send me an email to ccrm@republicservices.com. Please include your service address, contact information, and a copy of your original BBB review. Thank you.

EXHIBIT ACD **13**

Christina R.

★★★★★

10/26/2020

I have had a garbage container replaced last Monday due to the top being broken by the truck that dumps it. The replacement one they brought out has a broken wheel and can not be moved. I have contacted them 4 different days and the response has always been the same. They say they will send this over to be expedited for a replacement. Well here it is a week later I still don't have a replacement container and I can't put my garbage in the can because it is sitting at the end of my drive way and can't be moved. I called again this morning to see if I could speak to the supervisor or Executive Director, but Tiara in billing said she didn't know who they are and I could not contact them. How strange is that? I am paying for a service that I am not receiving and my bill should be credited, but I don't think they know how to do that.

Dom R

★★★★★

10/23/2020

Unfair business practices. Extra bag charge is \$6.00 I get it. But, admin fee of \$5.95 plus fuel fee of \$1.16 was added. Total charge for one extra bag \$13.11, which is 1/5 the total cost for 3 months of service. Typical 3 month charge averages \$5.95 admin fee with a \$5.69 fuel fee plus service costs. The extra bag was picked-up the same time as all the others. Why the additional fuel fee and why the extra admin fee. The admin fee should be included in the \$6.00 and no extra fuel charge. Before Covid-19 the allowed bag count was much higher. Now, limited to 3 - 4 per the comment on the bill. Well what is it, 3 or 4? Is this just another company capitalizing on Covid-19 and taking advantage of its customers?.

Beth H

★★★★★

10/21/2020

Republic is great at picking up trash. Not so much at customer service, at least on the commercial side (I assume that's separate from residential). First big issue (and always read the fine print in a contract, but don't trust it), they say they have the right at any time "by notice to customer" to increase rates. So here, I've signed a 3-year contract that I'm locked into and can't get out of without paying fees, but they can change the rate any time they like? Ok. that doesn't seem consumer-friendly at all. And oh by the way, they don't actually notify you when and how much. The "notice" is a line on your invoice (again, read the whole thing, and if you opt into e-delivery, you'll have to log into your account to check instead of assuming that they'd make the effort to inform you in the email that includes all the rest of the pertinent information on your invoice), and all it says is that there "may be" an increase next month and to call customer service. Not "there will be" and no indication of how much that increase will be. How is that proper notice? How is that even remotely helpful? It feels like a wild goose chase. My second big issue with them is that when they say they will call me back or have the appropriate person call me back, without fail, they do not call back, nor do they respond to emails. I'm at my wits' end trying to get my questions answered, because the person I get on the phone never seems to be able to give me a good answer. It feels like I'm getting the runaround and I don't like it. But unfortunately I'm stuck in a contract for 14 more months and I don't have any options. I cannot wait for this contract to end, but there again (and here's issue number three), I'm going to have to be careful: the contract says I have to notify them in writing more than 60 days prior to the end of the contract period, but doesn't provide an address to which I would have to send that letter, and when I check their website for this information, it says in order to terminate I have to call them. Which is it? Three huge customer service FAILS here. Three strikes and you're out, Republic. I've had it. I just hope at the end of my term I can figure out how to communicate that to you in an acceptable manner.

Republic Services Inc Response

10/22/2020

Hi ****, I apologize for your frustrations with your billing. I would be glad to look into this. Please send me an email to ***** Please include your service address, contact information, and a copy of your original BBB review. Thank you.

Co B

10/20/2020

Same as the other reviews - our recycling pickups are regularly missed. It's been an ongoing issue and when I spoke to someone about it seemed like they were unable to do anything. If it were up to me I'd switch to Western immediately but our property manager is in the picture. We are paying for a service that we are not receiving.

Republic Services Inc Response

10/22/2020

I'm so sorry for the inconvenience you experienced by us missing your trash and failing to meet your expectations. Please give us the opportunity to resolve this issue. Send me an email to ***** Please include your service address, contact information, and a copy of your original BBB review. Thank you.

Amanda T

10/19/2020

Nothing but problems since the start of my service. Day one (10/2): Drop off of my waste container. The guy delivering the container pushed it off the truck and left it laying in my yard Day two (10/5): first pick up day. This did not happen. I was told that the driver marked it picked up, yet when I called and reported the missed pick up (also reported online) I was standing next to my full garbage can. Day three (10/7): picked up at 4:45pm. a full 48 hours after the missed pick up. Day four (10/12): The second scheduled day for pick up. No pick up. Reported it and was told it would be picked up following business day. I was also told that there was no reason that my pick up day should have been missed as there is no impacts to delay in my area. Day five (10/13): Still NO pick up. Called again, the lady I spoke with said they pick up until 7pm but the supervisor escalated my issue to the operations manager over the driver. Still no follow up, and still no trash pick up. Day Six (10/14): Still waiting for follow up and trash pick up. This is the WORST service I have had. As a brand new customer I have no faith in this company for their service. 99% customer satisfaction is a lie. I am currently sitting at 0% satisfaction for my service. I am infuriated that this company has not done one thing to make this right. I highly recommend no one have your service if this is the way you treat customers. You need to set a good example for your new customers and this clearly shows you cannot. Will be calling to cancel my service and requesting my deposit refund, no billing for the poor service provided, and no early cancelation fees. This is unacceptable customer service. 0/10 do not recommend this company. If I could actually rate you zero stars on your page, I would. Thank you from a extremely disgruntled "customer".

Republic Services Inc Response

10/22/2020

Please accept our apologies for this breakdown in service. We would love to have the opportunity to resolve this issue, please send me an email to ***** Please include your service address, contact information, and a copy of your original BBB review. Thank you.

Jennifer C.

10/16/2020

We had service with Republic for almost 3 years. After several missed pickups and a \$30 increase we cancelled service. I received a bill that said it was for the next quarter. I called, it was a mistake, they'd take care of it. Then a bill saying I had 10 days before collections. This time they told me it was a fee for picking up the trash cans. I was not informed of their fee up front. When I spoke to the representative she said they had no obligation to tell customers about this fee up front. The fee for 2 cans- \$75. Beware of hidden fees.

Republic Services Inc Response

10/22/2020

Hi ****, I apologize for your frustrations with the service and I am disappointed to hear we have lost your business. Please send me an email to ***** Please include your service address, contact information, and a copy of your original BBB review. Thank you.

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