



Dear Utility Customer:

We're pleased to inform you that Central Texas Refuse (CTR) and our subsidiaries have sold our operations to Republic Services®. Below are some FAQs to help you during the transition.

**Who should I contact for additional information?**

You may contact the CTR customer service team by phone at 512-243-2833 for general questions; please contact Crossroads Utility for any service or billing inquiries.

**Will there be any service or pickup day scheduling changes?**

At this time, your service will continue as scheduled.

**Will my carts or equipment be changed out?**

Your equipment will not be switched out in the immediate future. In time, you will see Republic Services branded containers in the marketplace.

**Will the trucks be replaced with Republic Services trucks?**

Not on day one, but over the coming months we will begin to see Republic Services collection trucks throughout your neighborhoods.

**Will my trash/recycling date change?**

Your service will continue as scheduled and you'll be serviced by the same dedicated local team of professionals – many of the drivers you're used to seeing will continue to handle your collections. At this time, your local customer service team will remain unchanged.

**What happens to Central Texas Refuse's local offices?**

All locations will remain open and continue to be the "hub" for our truck yard, shops, and the location from which our local employees work.

South Austin Hauling - 9316 FM812 Austin, TX 78719

Round Rock Hauling – 1103 Martin Ave Round Rock, TX 78681

Cedar Park Hauling – 2301 W Whitestone Blvd Cedar Park, TX 78613

Lockhart Office – 205-A S. Main St Lockhart, TX 78644

130 Environmental Park Landfill - 5200 N Highway 183 NB Lockhart, TX 78644

including recycling, solid waste, special waste, hazardous waste, container rental and field services. Please visit [RepublicServices.com](http://RepublicServices.com) to learn more. Through their subsidiaries, they provide customers with the most complete set of products and services,