



Customers FAQ

Who should I contact for additional information?

All former Central Texas Refuse customers may contact the CTR customer service team by phone at 512-243-2833.

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.

How will I pay for my service?

Please continue to utilize the existing payment methods at this time. Republic Services will migrate invoicing/payment methods to their billing system in early 2024 and will let you know next steps in the process.

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 – 1415 S Commerce St Lockhart, TX 78644

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

Who is Republic Services?

Republic Services, Inc. is a leader in the environmental services industry. Through their subsidiaries, they provide customers with the most complete set of products and services, including recycling, solid waste, special waste, hazardous waste, container rental and field services. Please visit [RepublicServices.com](https://www.RepublicServices.com) to learn more.