



November 1, 2022

Dear Valued City of Helotes Customers,

We are pleased to inform you that, after proudly providing waste collection services to customers in San Antonio and the surrounding areas, C6 Disposal Systems, Inc. has sold our business to Republic Services.

We wanted to provide our customers with a true community partner that will continue our tradition of safety and excellence, and Republic Services is that partner. As one of the nation's largest environmental services companies, Republic Services is not only an industry leader but a committed environmental and community steward. They have more than 500 employees dedicated to serving you right here in San Antonio, and they are welcoming 50 of our C6 Disposal Systems, Inc employees to the local Republic Services team.

C6 Disposal Systems, Inc. and Republic Services want to make this transition as seamless as possible for you. To best serve you, together we will help you navigate any future changes to your account and any action you may need to take in the weeks ahead. For now, here's what you can expect:

- Your service will continue as scheduled without interruption. You may see changes to your service day or time in the future, but Republic Services will let you know well in advance of any changes.
- You will 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 customer service support will remain unchanged.
- Republic Services is in the process of moving your account information to their billing system. Once you are set up on the system, you will receive a new Republic Services account number. You will be able to pay your invoices by phone, mail or through the Republic Services website or app. Please watch for more information.

Please accept a sincere thank you from C6 Disposal Systems, Inc. for your patronage. Please know that Republic Services will handle your recycling and waste needs reliably and responsibly.

If you have any questions or require assistance with your account, please contact us in the following ways:

- Billing &/or Payments: SanAntonio_Billing@republicservices.com
- Service Requests:
 - New &/or Changes: MunicipalSA@republicservices.com
 - Service-Related Inquiries:
 - Residential: SAHaulsResi@republicservices.com
 - Commercial: SAHaulsComm@republicservices.com
 - Rolloff: SAHaulsRO@republicservices.com
- Bulk or Brush Scheduling: (210) 941-9135
- All Other General Inquires: (210) 375-0066

Sincerely,

Jorge Cantu
President & CEO
C6 Disposal Systems, Inc.

Bill Rich
General Manager
Republic Services of San Antonio