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News Release

FOR IMMEDIATE RELEASE

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Residents to see minor changes in solid waste change

MURPHY (April 3, 2018) A few changes to the weekly collection of trash and recycling in Murphy are coming, but residents will not be required to become accustomed to a different pickup day.

“That’s the first question we get,” says Customer Service Manager Teresa Thompson. “There will be no change in the route schedule, although the time of pickup will move up about an hour.”

On May 1, solid waste services will be provided by Republic Services, replacing Waste Connections. Aside from different logos on the sides of the trucks, a 7 a.m. start time for route pickup, and new contact information, there will be little for residents to remember.

“There are no major changes to the process. Pick up will remain on the same day. Also, bulk trash pickup remains unchanged,” reiterated Thompson. “There will, however, be some obvious minor changes, like new poly carts.”

On Tuesday, April 24, the weeklong process of changing out the poly carts will begin. On that day, and subsequent days until the entire City is serviced, Waste Connections will collect trash and recycling and, at the same time, remove the poly carts bearing their logo. Shortly afterward, representatives of Republic Services will follow, dropping off the new carts.

“Every residence must put out their Waste Connection carts during that week,” said Thompson. “Failing to do so can result in a subsequent delay in service. Residents who will not be home or are unable to place their carts out that week should ask a neighbor or relative to set them out, even if the carts are empty. The new Republic carts will be in use on May 1.”

In addition to a new identifying logo, the color of the carts will change. Gray carts will be used for trash, and green carts will be used for recycling. Green, the traditional color of environmental awareness, will make it easier to remember which cart is for recycling.

Homes will receive the same number of trash carts as they currently use along with one recycling cart. Additional recycling carts can be obtained, if requested, at an additional monthly cost of \$6.00 per month per additional cart. To request one, residents should contact Customer Service at 972-468-4100 or via email at customerservice@murphytx.org.

A new way for Murphy customers to connect directly with Republic Services is the My Resources app for mobile devices. Downloading the app allows users the ability to contact Republic Services to ask questions, schedule extra collections, order additional carts, and other services. The app is available by searching for “My Resources” in the Apple Store for iOS and Google Play for Android devices.

Republic Services is contacting its commercial customers directly to provide specific information on their change-over.

“We’re always available to answer questions and provide assistance here in Customer Service,” said Thompson. “But, with the My Resources app, customers can communicate directly with Republic, saving an extra step.”

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ABOUT MURPHY -- Murphy is a fast-growing community located in Collin County. The population is approximately 19,330, generally characterized as highly educated with a median household income above the state average. With more than 70 percent of the land developed, the community is dominated by single-family residences. City planners strive to preserve a country feel while exhibiting an aggressive economic development stance. Money Magazine has dubbed Murphy as the 27th Best Place to Live in America for small cities, and D Magazine placed Murphy as the fifth best suburb in the 2014 list, where it has consistently ranked in the top 10.