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News Release

FOR IMMEDIATE RELEASE

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Improving resident communication key contract goal

MURPHY (June 6, 2018) Simplifying and facilitating direct two-way communication among residents, commercial customers and Republic Services, Murphy's new solid waste contractor, is one of the stated goals of the recently-approved agreement.

"That was one of our top considerations when negotiating the new contract," says Teresa Thompson, Customer Service Manager. "Having an easy and uncomplicated way to communicate back and forth with Republic's offices was a critical consideration."

That process is undergoing an enhancement from relying solely on phone conversations, and the accompanying delays, to a web-based app. While phone contact is still seen as an important method of connecting with the service provider, the app, called My Resource, allows for virtually immediate delivery of questions, requests for service, concerns and other interactions.

"Downloading the My Resource app onto mobile or desktop devices is the first step," said Thompson. "Completing the registration requires the resident to use their unique account number. Directions on how to access that number have been sent via postcard to individual households. Once the resident follows the instructions on the postcard, they can complete the registration and start using the app."

My Resource can be downloaded from the iPhone App Store or Google Play for Android. The registration process requiring the account number is only necessary when establishing the account.

In addition to the Murphy Customer Service Department phone number (972-468-4100) and the Republic Services phone line dedicated to Murphy residents (817-953-7214), customers may also send email messages to the City at customerservice@murphytx.org or Republic at Murphy@republicservices.com.

"The contractor has pledged to be responsive, and we want to ensure that residents are indeed being heard and their issues resolved," added Thompson. "We are always open at Customer Service to hear complaints as well as compliments."

Future plans call for the development of a system that allows Republic to send voice and text messages to registered customers on changes to collections and other notices.

"We're still in the initial stages of our new contract, and working through issues, so we appreciate the patience of residents as we navigate through this new arrangement," she said.

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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.