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News Release

FOR IMMEDIATE RELEASE

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To-do list is short for impending solid waste switchover

MURPHY (April 18, 2018) Murphy residents really only have two important items on the “solid waste switchover to-do list.”

“The first item is very easy,” says Teresa Thompson, Manager of Customer Service. “On everyone’s usual service day starting on Tuesday, April 24, residents should place all of their poly carts, filled or not, on the curb, including both trash and recycling carts. People with more than one poly cart need to place all of them on the curb during that pickup day. These should be left out on the curb, as they will be picked up.”

During that week, the outgoing solid waste collection contractor, Waste Connections, will be collecting the contents of the poly carts as usual. Then, another truck will collect these poly carts once emptied. Shortly afterward, and definitely before the next scheduled pick up day, the new contractor, Republic Services, will drop off the same number of poly carts at each location.

“Failure to follow this procedure may result in some delay of service,” said Thompson.

The second item on the to-do list is also simple but requires some action by residents. First, after May 1, the number to call for trash and recycling service will change. Residents with the old number in their phone memory will want to delete the Waste Connections number.

Instead of entering a new number in their mobile devices for Republic Services, residents are encouraged to download a free app. Available for both iOS and Android devices, the app is called My Resource and can be found in the Apple Store and in Google Play.

After downloading, the app will allow users to create a profile giving Republic Services the information they need to respond to requests.

“The app is pretty handy, since that’s the direction we all seem to be headed,” she said. “The app allows residents the ability to manage their accounts 24 hours a day, seven days a week.”

Among the services available through the app are scheduling a pickup; reporting a missed pickup; receiving service alerts and changes to scheduled pickups; finding and scheduling other services; and reporting and replacing broken poly carts.

“And, importantly, there is a way to rate the level of service being provided by the contractor,” added Thompson. “Those comments, positive or negative, go directly to the contractor and are shared with us. That’s something that we’re looking forward to.”

The new service starts on May 1. There are no changes to the current pickup schedule for any residents, including bulk trash pickup. Republic Services has been in contact with commercial customers for changes to their service.

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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.