

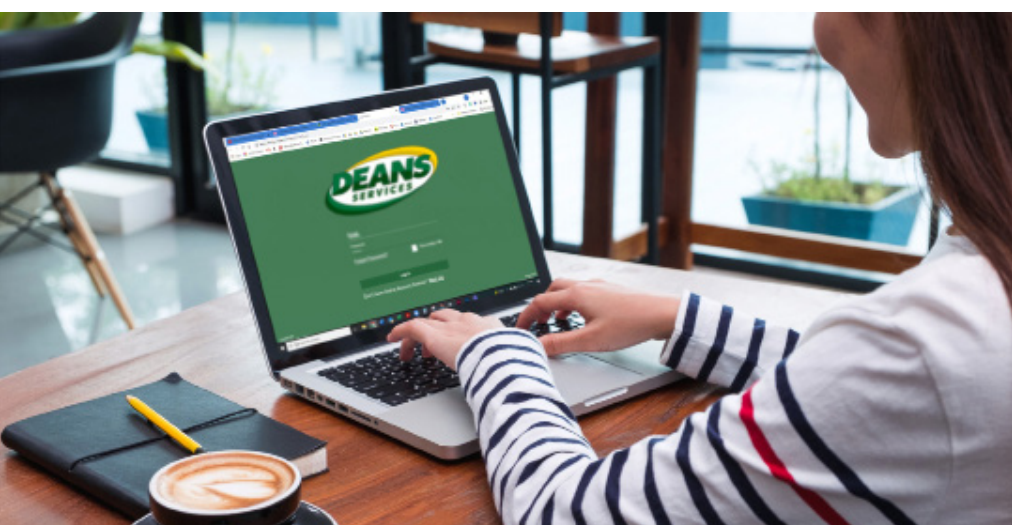
Customer Questions

“When Will My Next Service Be Performed?”

Bethanne Wilkins, Customer Service Manager

If you're ever curious as to when your next service will occur, finding out is just a few clicks away. You can find your next service date by visiting deansservices.com and clicking on the My Account button.

Here you'll see the week in which your service is scheduled to be performed. The date shown will always be a Monday, but the service may be performed on any day of that week. This allows our Route Managers to service as efficiently as possible.



If the Monday of the scheduled week has passed and your service hasn't yet been completed, the date will no longer be visible. Instead it will read "No Upcoming Services." This message simply means the scheduled date has passed, but rest assured — your Route Manager is making their way to your home!

Another easy way is to consider the frequency of your service. If you know the frequency (annual, bi-monthly, etc.), the date of your last service will tell you when to expect your Service Technician again. For example, if your services occur every other month, and the most recent service was in December, you can expect to see us again in February.

If you're unsure of your service frequency, this too can be found online, along with service and billing information. If you haven't tried this convenient method to manage your account, why not give it a try?

Of course, if you have any questions about this or anything else, you can message us via the Customer Portal or give us a call. Our customer service team will be happy to help! 