

July 8, 2025

Dear Ms McWade:

In our ongoing commitment to the City of Pomona, Athens Services remains dedicated to building a strong partnership and upholding our contractual obligations. We recognize that the transition of city services may still be an adjustment for some residents, and we have continued working closely with customers to address and resolve delinquent accounts in a timely manner.

Throughout the past year, Athens has adhered to our Franchise Collections Progression Procedures, which provide a structured and disciplined approach to managing delinquent accounts. This includes a series of communications such as manual and automated calls, as well as formal letters.

As specified in Article 4 of our exclusive franchise agreement, single-family dwellings (SFDs)—defined as properties with one to four residential units—that remain unpaid may be subject to tax lien placement through the Los Angeles County Tax Assessor. Per our agreement, Athens is responsible for submitting a list of qualifying delinquent accounts to the City for inclusion on the tax roll.

Attached for your review is the most current list of residential customers eligible for the Los Angeles County Tax Lien process. This list was generated on July 8, 2025, and will be updated on July 21, 2025, to ensure city staff receives the most accurate information for the upcoming City Council meeting. Please note that residents and property owners may still make payments between now and the meeting date.

As of July 8, 2025, there are 1,033 single-family accounts past due, totaling \$376,042.

As of close of business July 8, 2025

Service Level	Sum of Past Due	# of Customers
MF 2-4 units U2	79,440	134
MF 2-4 units - Canceled UX	1,478	5
Single Family - Cart Srvcs R2	287,021	858
Single Family - Cart Srvcs - Canceled RX	8,102	36
Total	376.042	1,033

We appreciate your continued collaboration and support in this process. Iso Nakasato, Senior Director of Government Affairs, will be in attendance at the July 21, 2025 City Council meeting to answer any inquiries you may have.

Sincerely,



Steven Librenjak, Area Division Vice President
Athens Services