

June 16, 2026

Attachment 2

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 years, 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 June 16, 2026, and will be updated on July 6, 2026, 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 June 16, 2026 there are 1,073 single-family accounts past due, totaling \$447,518.

As of 6.16.2026

Service Level	Sum of Total Delinquent Charges	# of Customers
MF 2-4 Units	65,991	112
MF 2-4 Units - Canceled	5,284	15
Single Family - Cart Svc.	324,131	852
Single Family - Cart Svc. - Cance	30,592	93
Single Family - RollOff	21,521	1
Grand Total	447,518	1,073

We appreciate your continued collaboration and support in this process. Iso Nakasato, Senior Director of Government Affairs, will be in attendance at the July 6, 2026 City Council meeting to answer any inquiries you may have.

Sincerely,



Steven Librenjak, Area Vice President
Athens Services