

City of Hermosa Beach Compliance Audit of Athens Services



November 16, 2017



HF&H Consultants, LLC

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November 16, 2017

Ms. Kristy Morris, Ph.D
Environmental Analyst
City of Hermosa Beach
1315 Valley Drive
Hermosa Beach, California 90254

Integrated Solid Waste Management Services Agreement Compliance Audit

Dear Ms. Morris:

We have completed our compliance audit of Athens Services, Incorporated (Athens), the solid waste hauler for the City of Hermosa Beach (City). Our findings are documented in the enclosed report. A separate memorandum will be issued that will document our review of the commercial organics rates proposed by Athens to the City.

Recommended Follow-up Actions:

Follow-up Action 1: As noted in the report (Finding 1C), the City-approved rate schedules for standard roll-off boxes identify AB 939 fees at a fixed amount of \$10.00 per load. This is the correct amount for a 40-yard box, based on an AB 939 fee calculated at \$0.25 per cubic yard as described in the Agreement. We understand that Athens offers other roll-off box sizes which have different AB 939 fees, and recommend that the rate schedules be updated accordingly.

Follow-up Action 2: As noted in the report (Finding 2), Athens underpaid fees totaling \$5,215 for the three fiscal years ended June 30, 2016, excluding adjustments to the Administrative Fee. As a result, HF&H recommends that Athens remit to the City an amount totaling \$5,215, which is the total amount due to the City including adjustments to Collector Fees and AB 939 fees, but excluding any adjustments to the Administrative Fee. If an adjustment for the Administrative Fee is made, the total due to the City would be \$6,722.

Follow-up Action 3: As noted in the report (Finding 2D), Athens underpaid Collector Fees totaling \$5,377 during the two fiscal years ended June 30, 2016. As a result, HF&H recommends that Athens perform an internal billing audit to correct these discrepancies. Additionally, Athens should correct and self-report to the City any adjustments to fees paid for the post-audit period beginning on July 1, 2016.

Ms. Kristy Morris, Ph.D

November 16, 2017

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Follow-up Action 4: As noted in the report (Finding 2F), Athens adjusts the Administrative Fee effective July 1, concurrent with the anniversary date of the Agreement, rather than January, as described in Section 3.3 of the Agreement. The City and Athens should confirm whether January 1 or July 1 is the desired adjustment date for the CPI calculation. If July 1 is to be used, the Agreement should be amended.

* * * * *

We are pleased to have had the opportunity to assist the City of Hermosa Beach with this compliance audit, and would like to thank you for your support during the project. We would also like to acknowledge the cooperation and support by Athens staff, including Christian Warner and Blaine Ishii.

If you have any questions, please call me at 949/251-8902.

Very truly yours,



Laith B. Ezzet, CMC
Senior Vice President

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EXECUTIVE SUMMARY

Objective 1: Confirm that Athens accurately billed customers in accordance with the City's approved rate schedule based on service-level information reported by Athens during the fiscal year ended June 30, 2016.

Finding 1A: We tested a sample of 300 residential cart invoices and found that five (5) invoices (representing 1.7% of the sample) contained inconsistencies with the City-approved rate schedule. One (1) invoice contained charges for services that are not included on the City-approved rate schedule, and four (4) invoices contained services that were billed in excess of the maximum City-approved rates.

Finding 1B: We tested a sample of 100 commercial and multi-family bin and cart invoices and found five (5) invoices (representing 5% of the sample) contained services that were billed at rates less than the maximum City-approved rates, which is allowable per the Agreement.

Finding 1C: We tested a sample of 15 commercial and multi-family roll-off box invoices and identified one (1) invoice that contained services that were billed at rates below the maximum City approved rates, which is allowable per the Agreement.

Finding 1D: We tested a sample of 3 months pier compactor billing calculations, including 15 pier compactor customer invoices, and noted no billing discrepancies.

Objective 2: Confirm that Athens accurately paid City fees for the three fiscal years ended June 30, 2016, including the Collector Fee, Administrative Fee, and AB 939 Fee.

Finding 2: Athens reported City fees with over 99% accuracy. Athens underpaid fees totaling \$5,215 for the three fiscal years ended June 30, 2016, excluding adjustments to the Administrative Fee.

Finding 2A: Athens overpaid a total of \$104 on City Fees during the three fiscal years ended June 30, 2016, based on the unaudited amounts originally reported to the City.

Finding 2B: Athens did not maintain complete records supporting the billing and fee calculation details for the period of July 1, 2013, to June 30, 2014, which was accounted for using AS400, Athens' previous billing system.

Finding 2C: During fiscal year ended June 30, 2014, Athens overpaid Collector Fees totaling \$58.

Finding 2D: Athens underpaid Collector Fees totaling \$1,197 during fiscal year ended June 30, 2015, and \$4,180 during fiscal year ended June 30, 2016.

Finding 2E: Athens properly paid AB 939 Fees due to the City for all three fiscal years ended June 30, 2016.

Finding 2F: Athens is calculating the annual CPI adjustment to the Administrative Fee effective July 1, concurrent with the anniversary date of the Agreement, rather than January 1, as described in Section 3.3.

Objective 3: Confirm that Athens accurately reported to the City tonnage collected and disposed during the three fiscal years ended June 30, 2016.

Finding 3A: Athens failed to provide HF&H auditors with support for all 3rd party gate tickets requested as part of our audit sampling procedures.

Finding 3B: Tonnage collected was reported with reasonable accuracy to the City.

Finding 3C: Tonnage reported to the City by Athens was higher than the amounts reported as disposed by the landfills by 2% in FY 13/14, 3% in FY 14/15, and 6% in FY 15/16.

Objective 4: Confirm that Athens diverted from landfilling a minimum of fifty percent (50%) of all solid waste collected during the three fiscal years ended June 30, 2016, per Section 4.2.5 of the Agreement.

Finding 4: Athens achieved the diversion requirement.

Objective 5: Confirm that Athens maintains the insurance required in accordance with Section 9.5 of the Agreement.

Finding 5: Athens did not obtain Pollution and/or Environmental Impairment Liability insurance since the inception of the Agreement on March 20, 2013, until March 1, 2017. Athens has since obtained the appropriate Pollution and/or Environmental Impairment Liability policy with a coverage amount of \$10,000,000, as required by the Agreement.

Objective 6: Confirm that Athens continues to renew the performance bond in accordance with Section 9.6 of the Agreement.

Finding 6: Athens provided documentation that it is in compliance with the performance bond requirements of the Agreement.

Objective 7: Confirm that Athens engaged in the business outreach events during the three fiscal years ended June 30, 2016, per Section 5.2.6 of the Agreement.

Finding 7: Athens did not to conduct a program mutually agreed upon by the City to recognize businesses making positive environmental efforts participating in recycling programs during fiscal year ended June 30, 2016.

Objective 8: Confirm that Athens processed and maintained records of service complaints during the 12 months ended June 30, 2016, in accordance with Section 5.1.2 of the Agreement.

Finding 8A: HF&H received documentation of three complaints from the City that were forwarded to Athens via email and noted that two of the three complaints were not properly reported in Athens' service complaint records, as required by the Agreement.

Finding 8B: Athens generally responded to complaints in accordance with the requirements set forth in the Agreement. HF&H noted that 95% of the complaints unrelated to missed-pickups that were received during the audit period were resolved within the goal of two (2) business days as specified in the Agreement. HF&H did not note any complaints related to missed-pickups that were not resolved within the requirement of one (1) business day as specified in the Agreement.

Finding 8C: Per the Agreement, Athens is to document the action taken to respond to and remedy customer complaints. Athens maintained documentation of the resolution of complaints, although not all documentation was recorded in the initial complaint logs made available for our review. Athens subsequently updated the complaint log to include all actions taken by the company to resolve customer complaints, and properly substantiated that the company is in compliance with the Agreement in this regard.

SECTION I: BACKGROUND, OBJECTIVES, AND SCOPE OF WORK

BACKGROUND

The City of Hermosa Beach (City) entered into a solid waste handling services agreement (Agreement) with Athens Services, Incorporated (Athens), for a term of eight years, beginning July 1, 2013. The Agreement allows the City to conduct a contract compliance audit of Athens once every other year, with the first audit reviewing performance for the first 12 months of the Agreement, ending June 30, 2014.

The City requested HF&H Consultants (HF&H) to conduct a contract compliance audit to ensure that Athens is complying with selected terms and conditions of the Agreement. City staff met with HF&H on January 19, 2017, and confirmed the specific contract terms to be audited.

AUDIT PERIOD AND AUDIT OBJECTIVES

The audit period is for the three Agreement years ended June 30, 2016, unless otherwise noted. The audit objectives were to confirm that Athens:

1. Accurately billed customers in accordance with the City's approved rate schedule based on service-level information reported by Athens during the fiscal year ended June 30, 2016.
2. Accurately paid City fees including:
 - (a) Collector Fee,
 - (b) Administrative Fee, and
 - (c) AB 939 fee.
3. Accurately reported to the City tonnage collected and disposed.
4. Diverted from landfilling a minimum of fifty percent (50%) of all solid waste collected per Section 4.2.5 of the Agreement.
5. Maintains the insurance required in accordance with Section 9.5 of the Agreement.
6. Continues to renew the performance bond in accordance with Section 9.6 of the Agreement.
7. Engaged in the business outreach events, per Section 5.2.6 of the Agreement.
8. Processed and maintained records of service complains during the fiscal year ended June 30, 2016, in accordance with Section 5.1.2 of the Agreement.

Detailed contract language excerpted from the Agreement regarding these objectives is provided in Attachment A.

SCOPE OF WORK

In order to achieve the study objectives, HF&H performed the following tasks:

1. Reviewed relevant background documents, such as the franchise agreement, rate schedules, tonnage reports submitted to the City, and Athens' periodic reports to the City.
2. Prepared for and conducted a kick off meeting with City staff on January 19, 2017, to confirm the project objectives, approach, and schedule.
3. Prepared a data and document request for information to be submitted by Athens and/or the City in advance of the field testing and develop an audit test plan.
4. Performed testing on a sample of months to confirm that Athens was accurately billing customers in accordance with the approved rate schedule based on service-level information reported by Athens. For the test months, we selected a sample of customers and confirmed that the monthly amount billed to the selected customers agreed to the amount in the City-approved rate schedule for the service level reported in Athens' billing system.
5. Performed an analytical review of the billings and receipts trends during the three audit years and investigated unusual variations.
6. Performed testing of Athens' fee reports and internal records to confirm the accuracy of the residential, commercial, and roll-off tons reported as collected, and determined whether the Company complied with diversion requirements as described above.
7. Performed testing to ensure that all fees due to the City were paid accurately, timely and in full, including the following:
 - a) Collector Fee (Section 3.2) – 10% of Gross Receipts, net of AB 939 fees,
 - b) Administrative Fee (Section 3.3) – \$50,000 annually, paid in monthly installments, adjusted annually by the percentage change in the Consumer Price Index for all Urban Customers (CPI-U), all items less food and energy, and
 - c) AB 939 Fee (Section 3.4) – \$0.25 per Residential Cart/Can Customer per month, and \$0.25 per cubic-yard of refuse collected for all other customers, including multi-family bin, commercial cart, bin and can and roll-off box customers, for both permanent and temporary services, but excluding source separated recyclable material collection. Our procedures for reviewing the AB 939 fee calculation were limited to ensuring that Athens used the appropriate fee calculation methodology based on the number of customers or yards of container capacity reported by Athens.
8. Reviewed insurance documentation to confirm Athens' compliance with the insurance requirements contained in Section 9.5 of the Agreement.
9. Reviewed performance bond documentation to confirm Athens' compliance with the performance bond requirements contained in Section 9.6 of the Agreement.

10. Interviewed Athens representatives and analyzed corroborative evidence to ensure that that Athens complied with the requirements to engage in annual business outreach events per Section 5.2.6 of the Agreement.

SECTION II: FINDINGS

Objective 1: Confirm that Athens accurately billed customers in accordance with the City's approved rate schedule based on service-level information reported by Athens during the fiscal year ended June 30, 2016.

Athens direct-bills customers for all services. Exhibit 2 of the Agreement identifies the "maximum" approved rates. To the extent Athens bills less than the maximum rates, the company would reduce its compensation. Athens may not impose any other charges for services provided to the customer that are not specifically listed on Exhibit 2 of the Agreement unless approved by the City Manager.

Finding 1A: We tested a sample of 300 residential cart invoices and found that five (5) invoices (representing 1.7% of the sample) contained inconsistencies with the City-approved rate schedule. One (1) invoice contained charges for services that are not included on the City-approved rate schedule, and four (4) invoices contained services that were billed in excess of the maximum City-approved rates.

In order to determine the accuracy of the billing of residential customer accounts, HF&H selected a sample of 300 residential cart invoices from the invoice register, and tested them for both mathematical accuracy and compliance with the City-approved rate schedules. From the test work performed, we noted one (1) invoice in which a customer was charged a "Residential Go-Back" fee by Athens totaling \$22.22, which is not a fee identified on the City-approved rate schedule in Exhibit 2 of the Agreement, and was not able to be shown by Athens as approved by the City Manager. Additionally, we noted four (4) invoices that contained services that were billed amounts ranging from \$1.49 to \$8.58 per month (for the months tested) in excess of the maximum City-approved rates. A listing of invoices tested is provided in Attachment B.

Finding 1B: We tested a sample of 100 commercial and multi-family bin and cart invoices and found five (5) invoices (representing 5% of the sample) contained services that were billed at rates less than the maximum City-approved rates, which is allowable per the Agreement.

In order to determine the accuracy of billing of commercial and multi-family customer accounts, HF&H selected a sample of 100 commercial and multi-family bin and cart invoices from the invoice register, and tested them for both mathematical accuracy and compliance with the City-approved rate schedules. Per the test work performed, we noted five (5) invoices that contained services that were billed amounts ranging from \$1.45 to \$348.11 per month (for the months tested) less than the maximum City-approved rates, which is allowable per the Agreement.

Finding 1C: We tested a sample of 15 commercial and multi-family roll-off box invoices and identified one (1) invoice that contained services that were billed at rates below the maximum City approved rates, which is allowable per the Agreement.

In order to determine the accuracy of billing of roll-off customer accounts, HF&H selected a sample of 15 roll-off invoices from the invoice register, and tested them for both mathematical accuracy and compliance with the City-approved rate schedules. Per the test work performed, we identified one (1) invoice that contained services that were billed a total of \$28.92 below the maximum City-approved rates, which is allowable per the Agreement.

As a result of the audit procedures performed, we noted that AB 939 fees assessed on standard roll-off boxes are listed on the City-approved rate sheets at a fixed amount of \$10.00 per load, regardless of container size. Per the Agreement, roll-off boxes are to be assessed AB 939 fees of \$0.25 per cubic yard. The fixed \$10.00 AB 939 fee was calculated using a 40 cubic yard roll-off box container; however, Athens also offers and provides 10, 20, and 30 cubic yard roll-off box containers (Athens is currently billing roll-off box AB 939 fees in accordance with the Agreement). *Recommendation: We would recommend that the rate schedules be updated to identify the AB 939 fee for various roll-off box sizes rather than a fixed amount of \$10.00 per roll-off box load.*

Finding 1D: We tested a sample of 3 months pier compactor billing calculations, including 15 pier compactor customer invoices, and noted no billing discrepancies.

HF&H selected a sample of three (3) months for the City's shared pier compactor billing area and tested them for both mathematical accuracy and compliance with the City-approved rate schedules. We then agreed a sample of five (5) customers per each sampled monthly pier compactor billing calculation (15 customers total) and agreed the billing calculations to the subsequent individual customer invoices. Per the test work performed, we noted no instances in which the amounts billed to customers varied from the maximum City-approved rates.

Objective 2: Confirm that Athens accurately paid City fees for the three fiscal years ended June 30, 2016, including the Collector Fee, Administrative Fee, and AB 939 Fee.

Finding 2: Athens reported City fees with over 99% accuracy. Athens underpaid fees totaling \$5,215 for the three fiscal years ended June 30, 2016, excluding adjustments to the Administrative Fee.

Per the Agreement, Athens is to pay to the City Fees monthly, including the Collector Fee, Administrative Fee, and AB 939 Fee.

The Collector Fee is calculated as 10% of gross receipts, net of AB 939 fees. Gross receipts, in this instance, are defined as any and all revenue received from billings and compensation in any form for the collection and transportation of solid waste without subtracting disposal fees, any cost of doing business, or City fees except AB 939 fees.

AB 939 Fees are paid in an amount equal to twenty-five cents (\$0.25) per residential cart or can customer per month (i.e. flat rate per residential container), or twenty-five cents (\$0.25) per cubic yard for all multi-family, commercial, and permanent and temporary roll-off box containers, excluding source separated recyclable material collection.

Finally, Athens is to pay to the City an annual Administrative Fee in the amount of \$50,000, adjusted annually by the Consumer Price Index (CPI).

Based on the findings 2A through 2E discussed below, Athens underpaid fees due to the City totaling \$5,215 for the three fiscal years ended June 30, 2016. This equates to a reporting accuracy of over 99% on Collector Fees and AB 939 Fees reported by Athens ($\$5,215 \div (\$633,331 + 176,940) < 1\%$). As described in Finding 2F, there may be an additional amount of \$1,507 for the Administrative Fee, depending on the adjustment date. A reconciliation of the fees paid by Athens to the City is shown in Table 1 below.

Table 1: Reconciliation of Fees Paid Versus Fees Owed by Athens to the City for the Three Fiscal Years ended June 30, 2016

Description	FY 13/14	FY 14/15	FY 15/16	Total
Fees Originally Reported by Athens				
Collector Fee	\$ 196,747	\$ 208,845	\$ 227,739	\$ 633,331
AB 939 Fee	\$ 58,218	\$ 60,031	\$ 58,691	\$ 176,940
Administrative Fee	\$ 50,000	\$ 50,758	\$ 51,801	\$ 152,559
Total Fees Originally Reported by Athens	\$ 304,965	\$ 319,634	\$ 338,231	\$ 962,830
Fees Paid by Athens	\$ 304,956	\$ 319,732	\$ 338,246	\$ 962,934
(Overpaid)/Underpaid Fees Originally Reported by Athens (Finding 2A)	\$ 9	\$ (98)	\$ (15)	\$ (104)
HF&H Adjustments to Collector Fees and AB 939 Fees Reported by Athens				
Collector Fee (Finding 2C & 2D)	\$ (58)	\$ 1,197	\$ 4,180	\$ 5,319
AB 939 Fee (Finding 2E)	\$ -	\$ -	\$ -	\$ -
Total HF&H Adjustments to Collector Fees and AB 939 Fees Reported by Athens	\$ (58)	\$ 1,197	\$ 4,180	\$ 5,319
Total Amount Due to/(Due From) the City After HF&H Adjustments to Collector Fees and AB 939 Fees (Finding 2)	\$ (49)	\$ 1,099	\$ 4,165	\$ 5,215
Administrative Fee Adjustment, if Applicable (Finding 2F)	\$ 455	\$ 598	\$ 454	\$ 1,507
Total Due to/(Due From) the City after HF&H Adjustments (Including Administrative Fee Adjustments)	\$ 406	\$ 1,697	\$ 4,619	\$ 6,722

Recommendation: We recommend that Athens remit to the City an amount totaling \$5,215, which is the total amount due to the City including adjustments to Collector Fees and AB 939 fees, but excluding any adjustments to the Administrative Fee. If an adjustment for the Administrative Fee is made, the total due to the City would be \$6,722.

Finding 2A: Athens overpaid a total of \$104 on City Fees during the three fiscal years ended June 30, 2016, based on the unaudited amounts originally reported to the City.

HF&H obtained the City Fee reports submitted to the City by Athens for each month during the three fiscal years ended June 30, 2016, as well as the City fee remittances accompanying each report. HF&H then recalculated the amounts shown on the report to ensure the mathematical accuracy of the formulas used to generate the report and compared the amounts to the remittances submitted by Athens. Based on the test work performed, Athens overpaid a total of \$104 on City Fees for the three fiscal years ended June 30, 2016, based on the unaudited amounts originally reported to the City.

Finding 2B: Athens failed to maintain complete records supporting the billing and fee calculation details for the period of July 1, 2013, to June 30, 2014, which was accounted for using AS400, Athens' previous billing system.

In July 2014, Athens completed the migration of the company's billing system from the DOS-based AS400 billing system to Soft-Pak. For the period of July 1, 2013, to June 30, 2014, Athens was not able to provide detailed calculations supporting the company's calculation of gross receipts and City fees, but instead, provided HF&H auditors with summary pages in support of each billing period. As a result, HF&H performed a reconciliation of gross receipts and billing fees reported to the City against the summary pages, but was unable to test the underlying detail or transactions supporting the summary pages. Per the test work performed, HF&H noted that Athens did not maintain a complete set of summary pages supporting the billing and fee calculations for four (4) months during the 12 month period accounted for under the AS400 system.

Finding 2C: During fiscal year ended June 30, 2014, Athens overpaid Collector Fees totaling \$58.

As discussed in Finding 2B, in July 2014, Athens completed the migration of the company's billing system from the DOS-based AS400 billing system to Soft-Pak. During this time, Athens was not able to provide detailed calculations supporting the company's calculation of gross receipts and City fees, but instead, provided HF&H auditors with summary pages in support of each billing period. As a result, HF&H performed a reconciliation of gross receipts and billing fees reported to the City against the summary pages, but was unable to test the underlying detail or transactions supporting the summary pages. Per the test work performed, HF&H noted gross receipts, net of AB939 fees, totaling \$582 were over reported to the City, resulting in an overpayment of \$58 in Collector Fees during fiscal year ended June 30, 2014.

Finding 2D: Athens underpaid Collector Fees totaling \$1,197 during fiscal year ended June 30, 2015, and \$4,180 during fiscal year ended June 30, 2016.

In order to test Collector Fees paid under Athens' new billing system, Soft-Pak, HF&H obtained the gross receipt details and tied reconciled the amounts shown on the detail to the reports submitted to the City. Additionally, HF&H recalculated Collector Fees paid to the City for each gross receipt transaction reported by Athens and compared the amounts paid to the City. In order to assess for completeness, a sample of 30 invoices during fiscal year ended June 30, 2015, and 430 invoices during fiscal year ended June 30, 2016, were selected from the invoice register and their subsequent cash receipts were traced to the gross receipts listing without exception. In order to assess the validity of gross receipts report, a sample of 15 invoices per fiscal year (30 total) were selected from the gross receipts listing and traced back to the Hermosa Beach customer listing and invoice register without exception. Based on the test work performed, HF&H noted that Athens underpaid Collector Fees to the City totaling \$1,197 during fiscal year ended June 30, 2015, and \$4,180 during fiscal year ended June 30, 2016 (\$5,377 total underpaid for the two fiscal years ended June 30, 2016), as a result of miscalculations in Athens' billing system. The variance noted by HF&H includes the assessment of Collector Fees on late fees assessed by Athens on delinquent customer accounts; however, Athens has taken the position that Collector Fees are not subject to late fees. Collector Fee variances on late fees included in the variances noted above total \$2,779 during fiscal year ended June 30, 2015, and \$1,677 during fiscal year ended June 30, 2016 (\$4,456 total for the two fiscal years ended June 30, 2016), which, if removed from the variance noted above, would reduce the total variance to \$921 for the two years ended June 30, 2016. We believe that the definition of gross receipts contained in Section 1.31 of the Agreement includes all receipts from customers (Agreement text cited below). A reconciliation of Collector Fees is provided in Attachment C.

Section 1.31 Gross Receipts

"Gross Receipts" means any and all revenue received from Billings by City or Contractor, and compensation in any form, of Contractor or subsidiaries, parent companies or other Affiliates of Contractor, for the Collection and transportation of Solid Waste pursuant to this Agreement, in accordance with Generally Accepted Accounting Principles, including, but not limited to, Customer fees for Collection of Solid Waste, without subtracting Disposal fees, City fees or other fees or any other cost of doing business. Sales revenue from the sale of Recyclable Materials is excluded from Gross Receipts for the purpose of calculating Collector Fees.

Recommendation: Due to the volume of Collector Fee errors, which consist of a large number of small-dollar Collector Fee errors on standard service rates in addition to the non-assessment of Collector Fees on late payments, HF&H recommends that Athens perform an internal billing audit to correct these discrepancies. Additionally, Athens should correct and self-report to the City any adjustments to fees paid for the post-audit period beginning on July 1, 2016.

Finding 2E: Athens properly paid AB 939 Fees due to the City for all three fiscal years ended June 30, 2016.

In order to test AB 939 Fees paid under Athens' new billing system, Soft-Pak, HF&H selected a sample of 430 invoices during fiscal year ended June 30, 2016, and 20 invoices during each fiscal year ended June 30, 2015, and June 30, 2014 (470 invoices total). Based on the test work performed, we confirmed Athens properly calculated and paid AB 939 fees for the three fiscal years ended June 30, 2016.

Finding 2F: Athens is calculating the annual CPI adjustment to the Administrative Fee effective July 1, concurrent with the anniversary date of the Agreement, rather than January 1, as described in Section 3.3.

Per Section 3.3 of the Agreement, the Administrative Fee is to be paid as follows:

3.3 Administrative Fee

To cover the cost of administering and managing the Franchise, the Contractor shall pay to the City an annual Administrative Fee in the amount of Fifty Thousand Dollars (\$50,000), one twelfth of which to be paid monthly in accordance with Section 3.5. The Administrative Fee shall be adjusted annually, beginning with the January payment, by the percentage change in the Consumer Price Index for all Urban Customers (CPI-U), all items less food and energy – US City average for the twelve (12) month period ended the prior September.

Athens has been adjusting the fee on July 1, rather than January 1, concurrent with the anniversary date of the Agreement. As shown in Table 2, HF&H recalculated the annual adjustment to the administrative fee, beginning with the January 1, 2014, fee adjustment. HF&H then obtained all of the monthly fee reports as well as the check remittances submitted by Athens to the City for all three fiscal years ended June 30, 2016, in order to reconcile the Administrative Fees paid to the City versus the amounts due to the City. As shown in Table 3, if the January 1 adjustment date is used, additional Administrative Fees would be due totaling \$455, \$598, and \$454, during the three fiscal years ended June 30, 2016, respectively.

Note: The original RFP anticipated a start date of January 1, 2013. The implementation date was delayed to July 1, 2013, however, the January 1 adjustment date for the Administrative Fee was unchanged.

Table 2 – Recalculation of Administrative Fees Due

Calendar Year (CY)	Old CPI Index Value	New CPI Index Value	% CHANGE	Annual Administrative Fee Due
CY 2013 ⁽¹⁾	N/A	N/A	N/A	\$50,000
CY 2014	228.653	232.820	1.82%	\$50,910
CY 2015	232.820	236.894	1.75%	\$51,801
CY 2016	236.894	241.046	1.75%	\$52,708

⁽¹⁾ The Contract period started July 2014, therefore only half of the \$50,000 Annual Admin Fee is due.

Table 3 – Reconciliation of Administrative Fees Paid

Fiscal Year (FY)	HF&H Calculated Annual Administrative Fee Due	Athens Reported Administrative Fee	Difference (Overpaid) / Underpaid
FY 13-14	\$50,455	\$50,000	\$455
FY 14-15	\$51,356	\$50,758	\$598
FY 15-16	\$52,255	\$51,801	\$454

Recommendation: The City and Athens should confirm whether January 1 or July 1 is the desired adjustment date for the CPI calculation. If July 1 is to be used, the Agreement should be amended.

Objective 3: Confirm that Athens accurately reported tonnage to the City.

Finding 3A: Athens did not provide HF&H auditors with support for all 3rd party gate tickets requested as part of our audit sampling procedures, so we could not complete our tonnage testing.

As part of our audit procedures, we selected a sample of 20 front/side loader gate tickets and 20 roll-off gate tickets per fiscal year (40 gate tickets per fiscal year, 120 gate tickets total) in order to compare the details noted on the gate tickets to Athens’ system generated reports. The sample contained gate tickets received from Athens facilities as well as 3rd party facilities. No variances were noted between Athens’ system generated reports and sampled gate tickets provided for Athens’ own facilities. However, despite numerous requests to Athens by HF&H auditors, Athens did not provide HF&H auditors with support for all sampled gate tickets requested from 3rd party facilities, so we could not complete our tonnage testing.

Finding 3B: Tonnage collected was reported with reasonable accuracy to the City.

As shown in Table 4, reported tonnage for the three fiscal years ended June 30, 2014, June 30, 2015, and June 30, 2016, totaled 16,394 tons, 17,074 tons, and 17,882 tons, respectively.

Table 4 - Summary of Total Tonnage Collected Reported to the City

Fiscal Year	Landfilled Tonnage	Tons Diverted	Total Tonnage Collected
FY 13/14	8,147	8,247	16,394
FY 14/15	8,509	8,565	17,074
FY 15/16	<u>8,904</u>	<u>8,978</u>	<u>17,882</u>
Total	<u><u>25,560</u></u>	<u><u>25,790</u></u>	<u><u>51,350</u></u>

To validate the accuracy of tonnage reported to the City, we performed a reconciliation between the tonnage reported and the underlying source documentation maintained by Athens for a sample of four (4) months per fiscal year (12 months total). We agreed tonnage figures to system generated reports comprised of individual gate ticket information (e.g. disposal sites, material disposed, material source, disposal weight, etc.). As shown in Table 5, HF&H noted a tonnage variance of 217 tons between Athens' supporting detail and the tonnage reported to the City during sampled months tested in FY 13/14. Per our review, this appears to be a one-time occurrence related to reporting for the recycling routes in July 2013, the first month of the Agreement. Our testwork also identified minor non-isolated variances equating to percentage differences of 0.05%, 0.05%, and -0.12% for the three fiscal years ended June 30, 2016, respectively, or -0.01% over the 3-year period for sampled months. A restated summary of total tonnage collected for the three fiscal years ended June 30, 2016, is shown in Table 6. Additionally, a copy of the annualized tonnage reports submitted to the City by Athens is provided in Attachment D.

Table 5 – Tonnage Collected Accuracy on Sampled Months

Fiscal Year	Total Tonnage Collected Reported to the City	Total Tonnage Collected Per Supporting Detail	Variances			% Difference on Non-Isolated Variances
			Isolated Variances	Non-Isolated Variances	Total Variance	
FY 13/14 Sampled Months	5,520	5,306	-217	3	-214	0.05%
FY 14/15 Sampled Months	5,703	5,706	0	3	3	0.05%
FY 15/16 Sampled Months	<u>5,969</u>	<u>5,962</u>	<u>0</u>	<u>-7</u>	<u>-7</u>	-0.12%
Total	<u><u>17,192</u></u>	<u><u>16,974</u></u>	<u><u>-217</u></u>	<u><u>-1</u></u>	<u><u>-219</u></u>	-0.01%

Table 6 – Restated Summary of Total Tonnage Collected Reported to the City

Fiscal Year	Total Tonnage Collected Reported to the City	Adjustments for Projected Non-Isolated Variances	One-Time Adjustment for Isolated Variances	Restated Total Tonnage Collected
FY 13/14	16,394	0.05%	8	16,185
FY 14/15	17,074	0.05%	9	17,083
FY 15/16	<u>17,882</u>	-0.12%	<u>-21</u>	<u>17,861</u>
Total	<u><u>51,350</u></u>	-0.01%	<u><u>26</u></u>	<u><u>51,129</u></u>

Finding 3C: Tonnage reported to the City by Athens was higher than the amounts reported as disposed by the landfills by 2% in FY 13/14, 3% in FY 14/15, and 6% in FY 15/16.

In addition to the test work discussed under Finding 3A, tonnage data reported by Athens was crosschecked against San Bernardino County landfill reports and the Los Angeles Solid Waste Information Management System database in order to assess for accuracy and reasonableness. Per the test work performed, we noted a variance of 157 tons (-2% variance), 276 tons (-3% variance), and 474 tons (-6% variance) between Athens reported tonnage and landfill reported tonnage during the three fiscal years ended June 30, 2016, respectively, as shown in Table 7 below. Since the landfill disposal amounts are less than the amounts reported to the City, the diversion percentage reported to the City would be higher if the landfill records are used to perform the diversion calculation in Objective 4.

Table 7 – Tonnage Reported by Athens vs. Tonnage Reported by Landfills

Fiscal Year	Total Landfilled Tonnage Reported to the City by Athens	Total Tonnage Reported by Landfills	Tonnage Variance	% Difference
FY 13/14	8,147	7,989	-158	-2%
FY 14/15	8,509	8,233	-276	-3%
FY 15/16	8,904	8,430	-474	-6%

Objective 4: Confirm that Athens diverted from landfilling a minimum of fifty percent (50%) of all solid waste collected during the three fiscal years ended June 30, 2016, per Section 4.2.5 of the Agreement.**Finding 4: Athens achieved the diversion requirement.**

Per review of the tonnage reports sent to the City, review of the supporting tonnage details, and discussions with Athens personnel, source-separated residential recycling barrels are brought directly to WestRock, a recycling processor and recycled packaging manufacturer, who will credit Athens with 100% diversion for the tonnage received. Source separated residential green waste barrels are brought to Athens'-owned American Organics, who credits the City with 100% diversion for organics tonnage received. Rubbish and mixed-waste containers are generally processed at Athens' United Waste Materials Recovery Facility, with diversion rates credited to the City ranging from 10% to 70% depending on waste-stream. Athens' reports to the City show a cumulative diversion rate of 50.2% for all three years ended June 30, 2016, which meets the 50% diversion requirement per Section 4.2.5 of the Agreement. A summary of tonnage diverted and collected during the three fiscal years ended June 30, 2016, are shown in Table 4 above. HF&H agreed Athens' tonnage reports to the City back to Athens internal records for a sample of four (4) months per fiscal year (12 months total) by waste stream, and traced Athens' internal records on a sample basis for the sample months selected back to individual load weight tickets to confirm the accuracy of Athens' tonnage reports. As shown in Table 5 above, HF&H determined Athens' disposal reporting to be accurate within 0.05%, 0.05%, and -0.12% for the three

fiscal years ended June 30, 2016, respectively. Disposal reported to the landfills was less than the amount reported to the City, as described in Finding 3C and shown in Table 7 above. Accounting for these adjustments, the City's restated diversion percentage averaged 51.8% for the three fiscal years ended June 30, 2016, as shown in Table 8 below.

Table 8 - Summary of Restated Total Tonnage Collected and Diversion Reported to the City

Fiscal Year	As Reported to City				As Adjusted by HF&H			
	Total Tonnage	Disposal	Diversion (Tons)	Diversion (%)	Restated Total Tonnage Collected	Tonnage Reported by Landfills (Tons)	Diversion (Tons)	Restated Diversion (%)
FY 13/14	16,394	8,147	8,247	50.3%	16,185	7,989	8,196	50.6%
FY 14/15	17,074	8,509	8,565	50.2%	17,083	8,233	8,850	51.8%
FY 15/16	<u>17,882</u>	<u>8,904</u>	<u>8,978</u>	50.2%	<u>17,861</u>	<u>8,430</u>	<u>9,431</u>	52.8%
Total	<u>51,350</u>	<u>25,560</u>	<u>25,790</u>	50.2%	<u>51,129</u>	<u>24,652</u>	<u>26,477</u>	51.8%

Objective 5: Confirm that Athens maintains the insurance required in accordance with Section 9.5 of the Agreement.

Finding 5: Athens did not obtain Pollution and/or Environmental Impairment Liability insurance since the inception of the Agreement on March 20, 2013, until March 1, 2017. Athens has since obtained the appropriate Pollution and/or Environmental Impairment Liability policy with a coverage amount of \$10,000,000, as required by the Agreement.

Per the Agreement, Athens is required to maintain minimum limits of insurance coverage related to general liability, automobile liability, workers' compensation and employers' liability, and pollution and/or environmental impairment liability. HF&H inspected the certificates of insurance for the two coverage periods ending March 1, 2017, and March 1, 2018, to verify that coverage types and coverage limits complied with the terms of the Agreement. Per inspection of the March 1, 2017, certificate of insurance and discussion with Athens personnel, Athens did not properly obtain the required pollution and/or environmental impairment liability at the inception of the Agreement. This was corrected during the coverage period of March 1, 2017, to March 1, 2018, with Athens having obtained the proper pollution and/or environmental impairment liability insurance with a coverage limit of \$10,000,000, which is in accordance with the Agreement. No other exceptions were noted. A copy of the certificates of insurance for the two coverage periods ending March 1, 2017, and March 1, 2018, are provided in Attachment E.

Objective 6: Confirm that Athens continues to renew the performance bond in accordance with Section 9.6 of the Agreement.**Finding 6: Athens provided documentation that it is in compliance with the performance bond requirements of the Agreement.**

Per the Agreement, Athens is to submit a performance bond to the City in the amount of \$500,000. This form of surety requires an annual renewal by Athens. HF&H reviewed the Performance Bond Annual Form provided by the Hanover Insurance Company for the term ending June 30, 2017, and noted that Athens properly continues to renew the bond in accordance with the Agreement. A copy of the Performance Bond Annual Form for the term ending June 30, 2017, is provided in Attachment F.

Objective 7: Confirm that Athens engaged in the business outreach events during the three fiscal years ended June 30, 2016, per Section 5.2.6 of the Agreement.**Finding 7: Athens did not to conduct a program mutually agreed upon by the City to recognize businesses making positive environmental efforts participating in recycling programs during fiscal year ended June 30, 2016.**

Per the Agreement, Athens is to conduct an awards program recognizing businesses making positive environmental efforts and participating in recycling programs. Per discussions with Athens personnel, the hauler satisfies this Agreement requirement by participating as a sponsor in the annual SoCal Environmental Excellence Development (SEED) Awards Program put on by the South Bay Business Environmental Coalition, which recognizes individuals, groups, and businesses that help improve environmental sustainability in the South Bay area. Athens personnel noted that they participated as a sponsor during fiscal years ended June 30, 2014, and June 30, 2015. HF&H obtained an invoice payment from Athens showing payment for the awards held during fiscal year ended June 30, 2015, however, no such corroborative evidence was provided by the company that showed support or participation in any business awards program during fiscal year ended June 30, 2014. During fiscal year ended June 30, 2016, the company did not participate as a sponsor of the SEED Awards Program, nor did it conduct any other program to recognize businesses making positive environmental efforts and participating in recycling programs.

Objective 8: Confirm that Athens processed and maintained records of service complaints during the 12 months ended June 30, 2016, in accordance with Section 5.1.2 of the Agreement.

The Agreement specifies various requirements in which Athens is to process, log, and maintain records of complaints received directly from customers as well as forwarded to Athens from the City. Among these requirements are stipulations regarding log retention, documentation fields, and responsiveness guidelines.

Finding 8A: HF&H received documentation of three complaints from the City that were forwarded to Athens via email and noted that two of the three complaints were not properly reported in Athens' service complaint records, as required by the Agreement.

HF&H reviewed documentation from the City regarding three (3) complaints directly received from customers and forwarded to Athens via email. HF&H inspected the complaint logs maintained by Athens and noted that two of the three complaints received were not documented in the complaint log.

Finding 8B: Athens generally responded to complaints in accordance with the requirements set forth in the Agreement. HF&H noted that 95% of the complaints unrelated to missed-pickups that were received during the audit period were resolved within the goal of two (2) business days as specified in the Agreement. HF&H did not note any complaints related to missed-pickups that were not resolved within the requirement of one (1) business day as specified in the Agreement.

Per the Agreement, Athens is to use best efforts to resolve complaints within two (2) business days and log the action taken to respond to and remedy the complaint. If the complaint is for a missed pickup of a refuse, recycling and/or green waste container, Athens is to make the pickup on the same or following business day, depending on the time when the complaint is received.

HF&H inspected the log of complaints received during the 12 months ended June 30, 2016, and filtered the results to exclude non-complaint records and complaints that were resolved within two business days. The complaint log showed that of the 413 service complaints received during the audit period that are unrelated to missed pickups, 374 were resolved within the goal of two business days.

HF&H inspected the log of complaints received during the 12 months ended June 30, 2016, and filtered the results to only include complaints related to missed pickups that were not resolved within 1 business day, resulting in a total of 16 complaints. However, upon inspection of the Comments and Resolution fields of the complaint log, HF&H determined that these complaints were not valid missed pickup complaints and that Athens is in compliance with this Agreement requirement. A listing of discrepancies noted in Athens' service complaint records is provided in Attachment G.

Finding 8C: Per the Agreement, Athens is to document the action taken to respond to and remedy customer complaints. Athens maintained documentation of the resolution of complaints, although not all documentation was recorded in the initial complaint logs made available for our review. Athens subsequently updated the complaint log to include all actions taken by the company to resolve customer complaints, and properly substantiated that the company is in compliance with the Agreement in this regard.

Per the Agreement, Athens is to log with each complaint the date and time the complaint was received, the name, address and telephone number of the caller/complainant, a description of the complaint, the name of the employee recording the complaint, and the action taken by Athens to respond to and remedy the complaint. Per Section 11.3.B.3.a, liquidated damages of \$100 per exception in excess of five (5) per calendar year may be assessed.

HF&H inspected the log of complaints received during the 12 months ended June 30, 2016, and initially noted that 36 out of the 413 total complaints did not properly document the action taken to respond to and remedy customer complaints. However, Athens subsequently updated the complaint log to show the resolution taken to resolve customer complaints. As a result, Athens is determined to be in compliance with the Agreement with regards to the proper documentation of customer complaints.

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ATTACHMENT A**CONTRACT EXCERPTS SUPPORTING PROJECT OBJECTIVES**

The objectives of the compliance audit are to:

1. Confirm the Contractor accurately billed customers in accordance with the City's approved rate schedule based on service-level information reported by the Contractor during the fiscal year ended June 30, 2016.

6.1 General

The maximum rates set forth in Exhibit 2, and as more fully defined as Contractor Compensation in this Article, shall be the maximum amount that Contractor may charge Customers, as full, entire and complete compensation due pursuant to this Agreement for all labor, equipment, materials and supplies, City fees, taxes, insurance, bonds, letters of credit, overhead, Disposal, transfer, profit and all other things necessary to perform all the services required by this Agreement in the manner and at the times prescribed. Contractor shall impose no other charges for services provided to Customers unless approved by the City Manager.

11.3.B.6 Accuracy of Billing

Each Customer invoice that is not prepared in accordance with the City's approved rate schedule, or includes charges not identified on the City-approved rate schedule or otherwise approved in writing by the City, in excess of ten (10) invoices annually, and that are not accurately corrected in the next Billing run:

\$25 per invoice, not to exceed \$2,500 per Billing run

2. Confirm the Contractor accurately paid City fees including:
 - (a) Collector Fee,
 - (b) Administrative Fee, and
 - (c) AB 939 fee.

3.2 Collector Fee

In consideration of the exclusive Franchise granted pursuant to this Agreement, the Contractor shall pay to the City a "Collector Fee," equal to 10% of the Gross Receipts, net of AB 939 fees, received by Contractor. See Section 3.5 for submittal requirements.

3.3 Administrative Fee

To cover the cost of administering and managing the Franchise, the Contractor shall pay to the City an annual Administrative Fee in the amount of Fifty Thousand Dollars (\$50,000), one twelfth of which to be paid monthly in accordance with Section 3.5. The Administrative Fee shall be adjusted annually,

beginning with the January payment, by the percentage change in the Consumer Price Index for all Urban Customers (CPI-U), all items less food and energy – US City average for the twelve (12) month period ended the prior September.

3.4 AB 939 Fee

In order to support City's recycling efforts, Contractor shall remit to City an AB 939 Fee in an amount equal to twenty-five cents (\$0.25) per Residential Cart/Can Customer per month, and twenty-five cents (\$0.25) per cubic yard of Refuse collected for all other Customers, including Multi-Family Bin, Commercial Cart, Bin and Can and Roll-Off Box Customers, for both permanent and temporary services, but excluding source separated Recyclable Material Collection. See Section 3.5 for submittal requirements.

3. Confirm the Contractor accurately reported to the City tonnage collected and disposed.

8.2.3 Solid Waste Records

Contractor shall maintain and make available to the City upon request the following records relating to its operations pursuant to this Agreement:

- a) Customer services and Billing/City payment records;
- b) Records of tons Collected, processed, diverted and Disposed by waste stream (Refuse, Recycling and Green Waste), by Customer type (Cart/Can, Residential Bin, Commercial and Roll-off Box), and the Facilities (Transfer Station, MRF, or landfill) where such material was taken (Residential Bin versus Commercial Bin tonnage may be estimated based upon Container distribution or other method approved by City);
- c) Quantity of Recyclable Materials recovered by material type, as well as quantity of material diverted from landfills in compliance with AB 939;
- d) Bulky Item and special event tonnages, including tons disposed and diverted;
- e) Routes;
- f) Facilities, equipment and personnel used;
- g) Facilities and equipment operations, maintenance and repair;
- h) Number and type of Refuse, Recycling and Green Waste Containers in service by container type (Cart, Can, Bin, Roll-Off Box) and size;
- i) Complaints; and,
- j) Missed pickups.

8.3.2 Monthly Reports

The information listed below shall be the minimum reported:

- a) Solid Waste Collected by Contractor, sorted by type of Solid Waste Collected and diverted (Refuse, Recycling and Green Waste) in tons (including contamination and Diversion rates for each waste stream and Customer type), Customer type (Cart/Can, Bin and Roll-off Box) and the Facilities where the tons were processed or Disposed.

- b) Warning notices issued for contaminated Refuse, Recyclable Materials and Green Waste Containers.
- c) Narrative summary of problems encountered and actions taken with recommendations for City, as appropriate.
- d) Description of Contractor outreach activities and copies of promotional and public education materials sent during the month.
- e) Other information or reports that City may reasonably request or require.

Note: Monthly fee payment statement supporting calculation of monthly fees due per Article 3 shall be submitted separately, accompanying the fee payment.

4. Confirm the Contractor diverted from landfilling a minimum of fifty percent (50%) of all solid waste collected per Section 4.2.5 of the Agreement.

4.2.5 Minimum Recycling Requirements

Contractor shall divert from landfilling a minimum of fifty percent (50%) of all Solid Waste it Collects under this Agreement. Recycling of materials not Collected by the Contractor is not to be counted towards meeting this requirement. For the purposes of this section, diversion includes Recycling, Transformation and other forms of converting Solid Waste into energy to the extent that such diversion is accepted by the State toward meeting the City's diversion goal under AB 939.

5. Confirm the Contractor maintains the insurance required in accordance with Section 9.5. of the Agreement.

9.5 Insurance

Contractor shall procure and maintain during the entire Term of this Agreement the following types of insurance, and shall maintain the following minimum levels of coverage, which shall apply to any claims which may arise from or in connection with Contractor's performance hereunder or the actions or inactions of any of Contractor's officers, agents, representatives, employees, or subcontractors in connection with Contractor's performance. The insurance requirements hereunder in no way limit Contractor's various defense and indemnification obligations, or any other obligations as set forth herein.

6. Confirm the Contractor continues to renew the performance bond in accordance with Section 9.6 of the Agreement.

9.6 Faithful Performance Bond

Concurrently with execution of this Agreement, Contractor shall deliver to City a performance bond in the sum of the amount of Five Hundred Thousand Dollars (\$500,000), similar to the form provided in Exhibit 6, which secures the faithful performance of this Agreement, including, without limitation, payment of any penalty and the funding of any work to cure a breach of this Agreement. The bond shall

contain the original notarized signature of an authorized officer of the surety and affixed thereto shall be a certified and current copy of his or her power of attorney.

7. Confirm the Contractor engaged in the annual business outreach events, per Section 5.2.6 of the Agreement.

5.2.6 Business Outreach

Contractor shall conduct a program to recognize businesses making positive environmental efforts and participating in Recycling programs. Awards will be presented annually at an annual event, Council meeting or award ceremony to be mutually agreed upon by City and Contractor, Contractor shall provide selected companies with an award to be mutually agreed upon by City and Contractor.

Contractor will provide business managers with promotional information, flyers and instructional posters made from recycled paper and labeled “Made from Recycled Paper” to implement a comprehensive waste reduction and recycling program, including information on what cannot be placed in the recycling container (i.e.: HHW). Contractor shall develop a comprehensive program to promote the following:

- Reduce solid waste disposal and promote recycling;
- Become energy and water efficient;
- Purchase products that are less harmful to human health and the environment;
- Minimize pollution contributions;
- Help improve indoor air quality and reduce smog formation; and,
- Educate businesses and their customers and employees about green business practices.

Contractor shall provide initial and on-going consultation and support to businesses who request it to assist in the development and continuation of their business’ waste reduction and recycling programs.

8. Confirm the Contractor processed and maintained records of service complains during fiscal year ended June 30, 2016, in accordance with Section 5.1.2 of the Agreement.

5.1.2 Complaint Documentation

Service complaints received by City shall be directed to Contractor. Contractor shall keep daily logs of complaints forwarded to it for a minimum of three (3) years.

Contractor shall log all complaints received, and said log shall include the date and time the complaint was received, the name, address and telephone number of the caller/complainant, a description of the complaint, the name of the employee recording the complaint and the action taken by Contractor to respond to and remedy the complaint. Log shall also include each instance that Solid Waste and/or Recyclables are not Collected, the form of notification used to inform the participants of the reasons for non-Collection, and the end result or means of resolution of the incident.

All written Customer complaints and inquiries shall be date-stamped when received. All complaints shall be initially responded to within one (1) business day of receipt, except missed pickups, which shall be addressed within the time frame described in 4.6.1.3. Contractor shall use best efforts to resolve

complaints within two (2) business days. Contractor shall log action taken by Contractor to respond to and remedy the complaint.

All Customer service records and logs kept by Contractor shall be available to City upon request. Contractor shall supply compliant log to City on a quarterly basis. City shall, at any time during regular Office Hours, have access to Contractor's Customer service department for purposes that may include monitoring the quality of Customer service or researching Customer complaints.

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ATTACHMENT B

SAMPLE INVOICE LISTING FROM BILLING TESTWORK (OBJECTIVE 1)

Residential Sample Invoice Listing:

RESIDENTIAL SAMPLE	ATHENS' BILLING DETAIL							HF&H TESTWORK			
	CUST #	CYCLE	DATE	SIZE CD	CHG CD	DESCRIPTION	QTY	AMOUNT BILLED PER INVOICE	CITY APPROVED RATE	DIFFERENCES ⁽¹⁾	HF&H NOTES
1	481549	R	10/1/2015	30	TW	32GL TRASH BBL-WEEKLY	2	\$ 34.02	\$ 33.99	\$ 0.03	
	481549	R	10/1/2015	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
2	480388	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	2	\$ 53.12	\$ 53.10	\$ 0.02	
	480388	R	4/1/2016	60	RW	64GL RECY BBL-WEEKLY	2	\$ -	\$ -	\$ -	
3	480648	R	10/1/2015	30	TW	32GL TRASH BBL-WEEKLY	2	\$ 34.02	\$ 33.99	\$ 0.03	
	480648	R	10/1/2015	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	480648	R	10/1/2015	30	GW	32GL G/W BBL-WEEKLY	1	\$ 11.77	\$ 11.76	\$ 0.01	
4	481711	R	4/1/2016	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	481711	R	4/1/2016	90	RW	96GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	481711	R	4/1/2016	30	GW	32GL G/W BBL-WEEKLY	1	\$ 11.77	\$ 11.76	\$ 0.01	
5	480552	R	10/1/2015	30	TW	32GL TRASH BBL-WEEKLY	2	\$ 34.02	\$ 33.99	\$ 0.03	
	480552	R	10/1/2015	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
6	480204	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480204	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
7	480816	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480816	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
8	481650	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	481650	R	4/1/2016	60	RW	64GL RECY BBL-WEEKLY	2	\$ -	\$ -	\$ -	
	481650	R	4/1/2016	60	GW	64GL G/W BBL-WEEKLY	1	\$ 13.37	\$ 13.38	\$ (0.01)	
9	479753	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	479753	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	479753	R	1/1/2016	60	GW	64GL G/W BBL-WEEKLY	1	\$ 13.37	\$ 13.38	\$ (0.01)	
10	481549	R	4/1/2016	30	TW	32GL TRASH BBL-WEEKLY	2	\$ 34.02	\$ 33.99	\$ 0.03	
	481549	R	4/1/2016	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
11	480269	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480269	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	480269	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480269	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
12	480303	R	7/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480303	R	7/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
13	321	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	321	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
14	481118	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	481118	R	4/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
15	480586	R	7/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480586	R	7/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
16	479838	R	7/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	479838	R	7/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	479838	R	7/1/2015	30	GW	32GL G/W BBL-WEEKLY	1	\$ 11.77	\$ 11.76	\$ 0.01	
17	479867	R	10/1/2015	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	479867	R	10/1/2015	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
18	479712	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	479712	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
19	697	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	697	R	4/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
20	481359	R	10/1/2015	30	TW	32GL TRASH BBL-WEEKLY	2	\$ 34.02	\$ 33.99	\$ 0.03	
	481359	R	10/1/2015	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	481359	R	10/1/2015	30	GW	32GL G/W BBL-WEEKLY	1	\$ 11.77	\$ 11.76	\$ 0.01	
21	471	R	7/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	471	R	7/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
22	357	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	357	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
23	479926	R	3/28/2016	97	GO	RESIDENTIAL-GO BACK	1	\$ 22.22	N/A	\$ (22.22)	Service charge not included on City-approved rate sheet
	479926	R	3/28/2016	WO	BL	BILLED	1				

RESIDENTIAL SAMPLE	ATHENS' BILLING DETAIL							HF&H TESTWORK			
	CUST #	CYCLE	DATE	SIZE CD	CHG CD	DESCRIPTION	QTY	AMOUNT BILLED PER INVOICE	CITY APPROVED RATE	DIFFERENCES ⁽¹⁾	HF&H NOTES
	479926	R	3/28/2016	RS	8	SUP RESOLUTION-AREA 08	0				
24	480321	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480321	R	4/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
25	480549	R	4/8/2016	AJ	CC	Reverse Apr16 RCC Payment	1				N/A - Not a billing invoice.
26	480650	R	10/1/2015	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	480650	R	10/1/2015	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
27	155	R	8/31/2015	AJ	RS	RETROACTIVE RATE ADJ	1				
28	479688	R	4/1/2016	90	TW	96GL TRASH BBL-WEEKLY	1	\$ 46.75	\$ 46.74	\$ 0.01	
	479688	R	4/1/2016	90	RW	96GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
29	479885	R	7/1/2015	60	TW	64GL TRASH BBL-WEEKLY	2	\$ 53.12	\$ 53.10	\$ 0.02	
	479885	R	7/1/2015	60	RW	64GL RECY BBL-WEEKLY	2	\$ -	\$ -	\$ -	
30	480061	R	7/1/2015	30	TW	32GL TRASH BBL-WEEKLY	2	\$ 34.02	\$ 33.99	\$ 0.03	
	480061	R	7/1/2015	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	480061	R	7/1/2015	60	GW	64GL G/W BBL-WEEKLY	1	\$ 13.37	\$ 13.38	\$ (0.01)	
	480061	R	7/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
31	481340	R	1/1/2016	30	TW	32GL TRASH BBL-WEEKLY	2	\$ 34.02	\$ 33.99	\$ 0.03	
	481340	R	1/1/2016	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
32	480398	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480398	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
33	480486	R	7/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480486	R	7/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	480486	R	7/1/2015	30	GW	32GL G/W BBL-WEEKLY	1	\$ 11.77	\$ 11.76	\$ 0.01	
34	480549	R	4/1/2016	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	480549	R	4/1/2016	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
35	723	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	723	R	4/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
36	494	R	7/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	494	R	7/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
37	480279	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480279	R	4/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	480279	R	4/1/2016	90	GW	96GL G/W BBL-WEEKLY	1	\$ 14.97	\$ 14.97	\$ -	
38	481025	R	1/1/2016	30	TW	32GL TRASH BBL-WEEKLY	2	\$ 34.02	\$ 33.99	\$ 0.03	
	481025	R	1/1/2016	30	RW	32GL-RECY BBL-WEEKLY	3	\$ -	\$ -	\$ -	
	481025	R	1/1/2016	30	GW	32GL G/W BBL-WEEKLY	2	\$ 23.53	\$ 23.52	\$ 0.01	
39	480191	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480191	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
40	481758	R	7/1/2015	30	TW	32GL TRASH BBL-WEEKLY	2	\$ 34.02	\$ 33.99	\$ 0.03	
	481758	R	7/1/2015	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
41	481022	R	10/1/2015	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	481022	R	10/1/2015	30	GW	32GL G/W BBL-WEEKLY	1	\$ 11.77	\$ 11.76	\$ 0.01	
	481022	R	10/1/2015	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
42	481729	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	481729	R	4/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
43	480930	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480930	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
44	480969	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480969	R	4/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	480969	R	4/1/2016	30	GW	32GL G/W BBL-WEEKLY	1	\$ 11.77	\$ 11.76	\$ 0.01	
45	480101	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480101	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	480101	R	10/1/2015	60	GW	64GL G/W BBL-WEEKLY	1	\$ 13.37	\$ 13.38	\$ (0.01)	
46	480756	R	7/1/2015	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	480756	R	7/1/2015	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
47	481220	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	481220	R	4/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	481220	R	4/1/2016	60	GW	64GL G/W BBL-WEEKLY	1	\$ 13.37	\$ 13.38	\$ (0.01)	
48	481842	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	

RESIDENTIAL SAMPLE	ATHENS' BILLING DETAIL							HF&H TESTWORK			
	CUST #	CYCLE	DATE	SIZE CD	CHG CD	DESCRIPTION	QTY	AMOUNT BILLED PER INVOICE	CITY APPROVED RATE	DIFFERENCES ⁽¹⁾	HF&H NOTES
	481842	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
49	479825	R	10/1/2015	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	479825	R	10/1/2015	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
50	386	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	386	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
51	479923	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	479923	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	479923	R	10/1/2015	60	GW	64GL G/W BBL-WEEKLY	1	\$ 13.37	\$ 13.38	\$ (0.01)	
52	479886	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	479886	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
53	749	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	2	\$ 53.12	\$ 53.10	\$ 0.02	
	749	R	4/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
54	480569	R	7/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480569	R	7/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
55	481704	R	1/1/2016	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	481704	R	1/1/2016	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
56	479599	R	7/1/2015	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	479599	R	7/1/2015	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
57	480940	R	7/1/2015	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	480940	R	7/1/2015	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
58	479625	R	1/1/2016	30	TW	32GL TRASH BBL-WEEKLY	2	\$ 34.02	\$ 33.99	\$ 0.03	
	479625	R	1/1/2016	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
59	480550	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480550	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
60	480059	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480059	R	4/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
61	479750	R	7/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	479750	R	7/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
62	552	R	4/28/2016	AJ	BW	ADJ-BAD DEBT WRITE OFF	0				N/A - Not a billing invoice.
63	291	R	10/1/2015	90	TW	96GL TRASH BBL-WEEKLY	1	\$ 46.75	\$ 46.74	\$ 0.01	
	291	R	10/1/2015	90	RW	96GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
64	341	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	341	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
65	481663	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	481663	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	481663	R	10/1/2015	60	GW	64GL G/W BBL-WEEKLY	1	\$ 13.37	\$ 13.38	\$ (0.01)	
66	405	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	405	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
67	481799	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	481799	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
68	479886	R	6/24/2016	AJ	CC	ADJ-3/22 CC REV NEVER SETTLED	0				N/A - Not a billing invoice.
69	479718	R	7/1/2015	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	479718	R	7/1/2015	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
70	480165	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480165	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
71	481060	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	481060	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
72	481822	R	4/1/2016	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	481822	R	4/1/2016	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
73	481023	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	481023	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
74	481358	R	7/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	481358	R	7/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
75	480645	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480645	R	4/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
76	479800	R	7/1/2015	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	479800	R	7/1/2015	30	RW	32GL-RECY BBL-WEEKLY	2	\$ -	\$ -	\$ -	

RESIDENTIAL SAMPLE	ATHENS' BILLING DETAIL							HF&H TESTWORK			
	CUST #	CYCLE	DATE	SIZE CD	CHG CD	DESCRIPTION	QTY	AMOUNT BILLED PER INVOICE	CITY APPROVED RATE	DIFFERENCES ⁽¹⁾	HF&H NOTES
77	79	R	1/12/2016	AJ	CC	Reverse Jan16 RCC Payment	1				
78	156	R	4/1/2016	90	TW	96GL TRASH BBL-WEEKLY	1	\$ 46.75	\$ 46.74	\$ 0.01	
	156	R	4/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
79	479614	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	479614	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
80	520	R	10/1/2015	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	520	R	10/1/2015	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
81	481730	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	481730	R	4/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
82	479557	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	479557	R	4/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
83	446	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	2	\$ 53.12	\$ 53.10	\$ 0.02	
	446	R	4/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
84	481803	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	481803	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
85	481388	R	4/1/2016	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	481388	R	4/1/2016	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
86	481395	R	4/1/2016	30	TW	32GL TRASH BBL-WEEKLY	2	\$ 34.02	\$ 33.99	\$ 0.03	
	481395	R	4/1/2016	30	RW	32GL-RECY BBL-WEEKLY	2	\$ -	\$ -	\$ -	
87	481733	R	1/1/2016	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	481733	R	1/1/2016	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	481733	R	1/1/2016	30	GW	32GL G/W BBL-WEEKLY	1	\$ 11.77	\$ 11.76	\$ 0.01	
88	481857	R	7/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	481857	R	7/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
89	480529	R	7/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480529	R	7/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	480529	R	7/1/2015	30	GW	32GL G/W BBL-WEEKLY	1	\$ 11.77	\$ 11.76	\$ 0.01	
90	481040	R	1/1/2016	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	481040	R	1/1/2016	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
91	479972	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	479972	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
92	481781	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	2	\$ 53.12	\$ 53.10	\$ 0.02	
	481781	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
93	480962	R	4/1/2016	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	480962	R	4/1/2016	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
94	479590	R	7/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	479590	R	7/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
95	593	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	593	R	4/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
96	479805	R	1/1/2016	30	TW	32GL TRASH BBL-WEEKLY	3	\$ 46.75	\$ 44.79	\$ 1.96	Amount billed exceeds maximum City-approved rates.
	479805	R	1/1/2016	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
97	168	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	168	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	168	R	10/1/2015	60	GW	64GL G/W BBL-WEEKLY	1	\$ 13.37	\$ 13.38	\$ (0.01)	
98	479959	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	479959	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	479959	R	10/1/2015	30	GW	32GL G/W BBL-WEEKLY	1	\$ 11.77	\$ 11.76	\$ 0.01	
99	480034	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480034	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
100	481261	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	481261	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
101	481105	R	10/1/2015	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	481105	R	10/1/2015	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	481105	R	10/1/2015	90	GW	96GL G/W BBL-WEEKLY	1	\$ 14.97	\$ 14.97	\$ -	
102	481032	R	10/1/2015	30	TW	32GL TRASH BBL-WEEKLY	2	\$ 34.02	\$ 33.99	\$ 0.03	
	481032	R	10/1/2015	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
103	479629	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	

RESIDENTIAL SAMPLE	ATHENS' BILLING DETAIL							HF&H TESTWORK			
	CUST #	CYCLE	DATE	SIZE CD	CHG CD	DESCRIPTION	QTY	AMOUNT BILLED PER INVOICE	CITY APPROVED RATE	DIFFERENCES ⁽¹⁾	HF&H NOTES
	479629	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
104	480688	R	7/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480688	R	7/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
105	481097	R	10/1/2015	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	481097	R	10/1/2015	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
106	480575	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480575	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	480575	R	10/1/2015	30	GW	32GL G/W BBL-WEEKLY	1	\$ 11.77	\$ 11.76	\$ 0.01	
107	390	R	10/1/2015	90	TW	96GL TRASH BBL-WEEKLY	1	\$ 46.75	\$ 46.74	\$ 0.01	
	390	R	10/1/2015	90	RW	96GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
108	480591	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480591	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
109	479901	R	7/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	479901	R	7/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	479901	R	7/1/2015	60	GW	64GL G/W BBL-WEEKLY	1	\$ 13.37	\$ 13.38	\$ (0.01)	
110	737	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	737	R	4/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
111	480249	R	1/12/2016	AJ	CC	Reverse Jan16 RCC Payment	1				N/A - Not a billing invoice.
112	480046	R	4/1/2016	30	LW	32GL TRASH BBL-MANUAL SVC	1	\$ 21.28	\$ 21.27	\$ 0.01	
	480046	R	4/1/2016	30	LV	32GL-RECY BBL-MANUAL SVC-	1	\$ -	\$ -	\$ -	
113	481803	R	7/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	481803	R	7/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
114	242	R	4/1/2016	30	TW	32GL TRASH BBL-WEEKLY	2	\$ 42.57	\$ 33.99	\$ 8.58	Amount billed exceeds maximum City-approved rates.
	242	R	4/1/2016	30	RW	32GL-RECY BBL-WEEKLY	2	\$ -	\$ -	\$ -	
115	481293	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	481293	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
116	481788	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	481788	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
117	480601	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480601	R	4/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
118	481660	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	481660	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
119	479595	R	10/1/2015	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	479595	R	10/1/2015	30	RW	32GL-RECY BBL-WEEKLY	2	\$ -	\$ -	\$ -	
120	353	R	1/1/2016	90	TW	96GL TRASH BBL-WEEKLY	1	\$ 46.75	\$ 46.74	\$ 0.01	
	353	R	1/1/2016	90	RW	96GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
121	480062	R	7/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480062	R	7/1/2015	90	RW	96GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
122	481255	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	481255	R	4/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
123	221	R	7/1/2015	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	221	R	7/1/2015	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
124	480822	R	7/1/2015	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	480822	R	7/1/2015	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
125	261	R	12/31/2015	AJ	RP	BILLING CHARGES	0				N/A - Not a billing invoice.
	261	R	12/31/2015	AJ	RP	REVERSING CHARGE FEES INCORREC	0				
	261	R	12/31/2015	AJ	RP	SVC 7/01/14-1/1/16	0				
	261	R	12/31/2015	AF	BA	BILLING ADJUSTMENT	0				
	261	R	12/31/2015	AF	BA	BILLING ADJUSTMENT	0				
126	480933	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480933	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
127	317	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	317	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
128	92	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	92	R	1/1/2016	60	GW	64GL G/W BBL-WEEKLY	1	\$ 13.37	\$ 13.38	\$ (0.01)	
	92	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
129	479787	R	7/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	

RESIDENTIAL SAMPLE	ATHENS' BILLING DETAIL							HF&H TESTWORK			
	CUST #	CYCLE	DATE	SIZE CD	CHG CD	DESCRIPTION	QTY	AMOUNT BILLED PER INVOICE	CITY APPROVED RATE	DIFFERENCES ⁽¹⁾	HF&H NOTES
	479787	R	7/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
130	209	R	7/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	209	R	7/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
131	480321	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480321	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
132	481078	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	481078	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
133	481343	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	481343	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
134	481210	R	7/1/2015	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	481210	R	7/1/2015	90	RW	96GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
135	481610	R	4/1/2016	30	TW	32GL TRASH BBL-WEEKLY	2	\$ 34.02	\$ 33.99	\$ 0.03	
	481610	R	4/1/2016	30	RW	32GL-RECY BBL-WEEKLY	2	\$ -	\$ -	\$ -	
136	662	R	4/1/2016	90	TW	96GL TRASH BBL-WEEKLY	1	\$ 46.75	\$ 46.74	\$ 0.01	
	662	R	4/1/2016	90	RW	96GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	662	R	4/1/2016	90	GW	96GL G/W BBL-WEEKLY	1	\$ 14.97	\$ 14.97	\$ -	
137	480533	R	4/1/2016	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	480533	R	4/1/2016	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
138	491	R	7/1/2015	60	TW	64GL TRASH BBL-WEEKLY	3	\$ 72.22	\$ 72.21	\$ 0.01	
	491	R	7/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
139	480951	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480951	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
140	480859	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480859	R	10/1/2015	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	480859	R	10/1/2015	30	GW	32GL G/W BBL-WEEKLY	1	\$ 11.77	\$ 11.76	\$ 0.01	
141	558	R	10/1/2015	90	TW	96GL TRASH BBL-WEEKLY	1	\$ 46.75	\$ 46.74	\$ 0.01	
	558	R	10/1/2015	90	RW	96GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
142	480945	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480945	R	4/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
143	480540	R	4/1/2016	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	480540	R	4/1/2016	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
144	481199	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	481199	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
145	714	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	714	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	2	\$ -	\$ -	\$ -	
146	480260	R	7/1/2015	60	TW	64GL TRASH BBL-WEEKLY	2	\$ 53.12	\$ 53.10	\$ 0.02	
	480260	R	7/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
147	481750	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	2	\$ 53.12	\$ 53.10	\$ 0.02	
	481750	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	481750	R	10/1/2015	60	GW	64GL G/W BBL-WEEKLY	1	\$ 13.37	\$ 13.38	\$ (0.01)	
148	480815	R	7/1/2015	30	TW	32GL TRASH BBL-WEEKLY	2	\$ 34.02	\$ 33.99	\$ 0.03	
	480815	R	7/1/2015	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	480815	R	7/1/2015	30	GW	32GL G/W BBL-WEEKLY	1	\$ 11.77	\$ 11.76	\$ 0.01	
149	481458	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	481458	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	481458	R	10/1/2015	60	GW	64GL G/W BBL-WEEKLY	1	\$ 13.37	\$ 13.38	\$ (0.01)	
150	480980	R	4/1/2016	30	TW	32GL TRASH BBL-WEEKLY	2	\$ 34.02	\$ 33.99	\$ 0.03	
	480980	R	4/1/2016	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
151	567	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	567	R	4/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
152	480150	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480150	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
153	480311	R	7/1/2015	30	TW	32GL TRASH BBL-WEEKLY	2	\$ 34.02	\$ 33.99	\$ 0.03	
	480311	R	7/1/2015	30	RW	32GL-RECY BBL-WEEKLY	2	\$ -	\$ -	\$ -	
	480311	R	7/1/2015	30	GW	32GL G/W BBL-WEEKLY	1	\$ 11.77	\$ 11.76	\$ 0.01	
154	481312	R	7/1/2015	60	TW	64GL TRASH BBL-WEEKLY	2	\$ 53.12	\$ 53.10	\$ 0.02	
	481312	R	7/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	

RESIDENTIAL SAMPLE	ATHENS' BILLING DETAIL							HF&H TESTWORK			
	CUST #	CYCLE	DATE	SIZE CD	CHG CD	DESCRIPTION	QTY	AMOUNT BILLED PER INVOICE	CITY APPROVED RATE	DIFFERENCES ⁽¹⁾	HF&H NOTES
	481312	R	7/1/2015	60	GW	64GL G/W BBL-WEEKLY	1	\$ 13.37	\$ 13.38	\$ (0.01)	
155	481425	R	8/24/2015	99	BK	BULKY ITEM P/U	1	\$ 33.33	\$ 31.84	\$ 1.49	Amount billed exceeds maximum City-approved rates.
	481425	R	8/24/2015	RS	8	SUP RESOLUTION-AREA 08	0				
	481425	R	8/24/2015	AB	EW	E-WASTE PROGRAM PICK UP	1				
	481425	R	8/24/2015	RS	8	SUP RESOLUTION-AREA 08	0				
156	479614	R	7/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	479614	R	7/1/2015	60	RW	64GL TRASH BBL-WEEKLY	1	\$ -	\$ -	\$ -	
157	480658	R	1/1/2016	30	TW	32GL TRASH BBL-WEEKLY	2	\$ 34.02	\$ 33.99	\$ 0.03	
	480658	R	1/1/2016	30	RW	32GL-RECY BBL-WEEKLY	2	\$ -	\$ -	\$ -	
158	480588	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480588	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
159	719	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	719	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
160	481174	R	4/8/2016	AJ	CC	Reverse Apr16 RCC Payment	1				N/A - Not a billing invoice.
161	480549	R	9/14/2015	AJ	CC	Reverse Sep15 RCC Payment	1				N/A - Not a billing invoice.
162	481750	R	7/1/2015	60	TW	64GL TRASH BBL-WEEKLY	2	\$ 53.12	\$ 53.10	\$ 0.02	
	481750	R	7/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	481750	R	7/1/2015	60	GW	64GL G/W BBL-WEEKLY	1	\$ 13.37	\$ 13.38	\$ (0.01)	
163	704	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	704	R	4/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
164	480485	R	10/1/2015	30	GW	32GL G/W BBL-WEEKLY	1	\$ 11.77	\$ 11.76	\$ 0.01	
	480485	R	10/1/2015	90	RW	96GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	480485	R	10/1/2015	90	TW	96GL TRASH BBL-WEEKLY	1	\$ 46.75	\$ 46.74	\$ 0.01	
165	299	R	4/1/2016	30	TW	32GL TRASH BBL-WEEKLY	2	\$ 34.02	\$ 33.99	\$ 0.03	
	299	R	4/1/2016	30	RW	32GL-RECY BBL-WEEKLY	3	\$ -	\$ -	\$ -	
	299	R	4/1/2016	30	GW	32GL G/W BBL-WEEKLY	1	\$ 11.77	\$ 11.76	\$ 0.01	
166	480659	R	7/1/2015	60	TW	64GL TRASH BBL-WEEKLY	2	\$ 53.12	\$ 53.10	\$ 0.02	
	480659	R	7/1/2015	60	RW	64GL RECY BBL-WEEKLY	2	\$ -	\$ -	\$ -	
	480659	R	7/1/2015	60	GW	64GL G/W BBL-WEEKLY	1	\$ 13.37	\$ 13.38	\$ (0.01)	
167	583	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	583	R	4/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
168	481109	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	481109	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
169	480692	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480692	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
170	481047	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	481047	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
171	480144	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480144	R	4/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
172	480058	R	7/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480058	R	7/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
173	87	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	87	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
174	481690	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	481690	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	481690	R	1/1/2016	60	GW	64GL G/W BBL-WEEKLY	1	\$ 13.37	\$ 13.38	\$ (0.01)	
175	479679	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	479679	R	4/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
176	480996	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480996	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
177	179	R	1/12/2016	AJ	CC	Reverse Jan16 RCC Payment	1				
178	480190	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480190	R	4/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
179	479619	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	479619	R	4/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
180	481259	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	481259	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	

RESIDENTIAL SAMPLE	ATHENS' BILLING DETAIL							HF&H TESTWORK			
	CUST #	CYCLE	DATE	SIZE CD	CHG CD	DESCRIPTION	QTY	AMOUNT BILLED PER INVOICE	CITY APPROVED RATE	DIFFERENCES ⁽¹⁾	HF&H NOTES
181	479905	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	479905	R	4/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
182	480660	R	7/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480660	R	7/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
183	473	R	7/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	473	R	7/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
184	481408	R	1/1/2016	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	481408	R	1/1/2016	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
185	480030	R	7/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480030	R	7/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
186	479685	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	479685	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
187	481670	R	7/1/2015	90	TW	96GL TRASH BBL-WEEKLY	1	\$ 46.75	\$ 46.74	\$ 0.01	
	481670	R	7/1/2015	90	RW	96GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
188	480770	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480770	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	480770	R	10/1/2015	30	GW	32GL G/W BBL-WEEKLY	1	\$ 11.77	\$ 11.76	\$ 0.01	
189	390	R	1/1/2016	90	TW	96GL TRASH BBL-WEEKLY	1	\$ 46.75	\$ 46.74	\$ 0.01	
	390	R	1/1/2016	90	RW	96GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
190	413	R	7/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	413	R	7/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
191	481856	R	7/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	481856	R	7/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
192	221	R	1/1/2016	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	221	R	1/1/2016	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
193	479985	R	4/8/2016	AJ	CC	Reverse Apr16 RCC Payment	1				
194	545	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	545	R	4/1/2016	90	RW	96GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	545	R	4/1/2016	60	GW	64GL G/W BBL-WEEKLY	1	\$ 13.37	\$ 13.38	\$ (0.01)	
195	479670	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	479670	R	4/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
196	481392	R	7/1/2015	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	481392	R	7/1/2015	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	481392	R	7/1/2015	30	GW	32GL G/W BBL-WEEKLY	1	\$ 11.77	\$ 11.76	\$ 0.01	
	481392	R	7/1/2015	97	HN	HANDICAP ROLL OUT-WEEKL # P/U:	1				
197	299	R	1/1/2016	30	TW	32GL TRASH BBL-WEEKLY	2	\$ 34.02	\$ 33.99	\$ 0.03	
	299	R	1/1/2016	30	RW	32GL-RECY BBL-WEEKLY	3	\$ -	\$ -	\$ -	
	299	R	1/1/2016	30	GW	32GL G/W BBL-WEEKLY	1	\$ 11.77	\$ 11.76	\$ 0.01	
198	480928	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480928	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
199	244	R	7/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	244	R	7/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
200	480254	R	7/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480254	R	7/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
201	480002	R	4/8/2016	AJ	CC	Reverse Apr16 RCC Payment	1				N/A - Not a billing invoice.
202	479999	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	479999	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	479999	R	10/1/2015	60	GW	64GL G/W BBL-WEEKLY	1	\$ 13.37	\$ 13.38	\$ (0.01)	
203	479929	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	479929	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
204	480028	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480028	R	4/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	480028	R	4/1/2016	30	GW	32GL G/W BBL-WEEKLY	1	\$ 11.77	\$ 11.76	\$ 0.01	
205	479821	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	479821	R	4/1/2016	60	RW	64GL RECY BBL-WEEKLY	3	\$ -	\$ -	\$ -	
	479821	R	4/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	479821	R	4/1/2016	60	GW	64GL G/W BBL-WEEKLY	1	\$ 13.37	\$ 13.38	\$ (0.01)	

RESIDENTIAL SAMPLE	ATHENS' BILLING DETAIL							HF&H TESTWORK			
	CUST #	CYCLE	DATE	SIZE CD	CHG CD	DESCRIPTION	QTY	AMOUNT BILLED PER INVOICE	CITY APPROVED RATE	DIFFERENCES ⁽¹⁾	HF&H NOTES
206	479670	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	479670	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
207	480620	R	7/7/2015	AJ	CC	Reverse Jul15 RCC Payment	1				N/A - Not a billing invoice.
208	480044	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480044	R	4/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
209	719	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	719	R	4/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
210	481529	R	4/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	481529	R	4/1/2016	20	TW	20GL-TRASH BBL-WEEKLY	1	\$ 18.08	\$ 18.09	\$ (0.01)	
	481529	R	4/1/2016	30	GW	32GL G/W BBL-WEEKLY	1	\$ 11.77	\$ 11.76	\$ 0.01	
211	778	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	778	R	4/1/2016	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
212	480693	R	7/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480693	R	7/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
213	481112	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	481112	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	481112	R	1/1/2016	60	GW	64GL G/W BBL-WEEKLY	1	\$ 13.37	\$ 13.38	\$ (0.01)	
214	620	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	620	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
215	480638	R	1/1/2016	30	GW	32GL G/W BBL-WEEKLY	1	\$ 11.77	\$ 11.76	\$ 0.01	
	480638	R	1/1/2016	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	480638	R	1/1/2016	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
216	479567	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	479567	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
217	480900	R	7/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480900	R	7/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
218	496	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	496	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
219	479874	R	1/1/2016	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	479874	R	1/1/2016	30	RW	32GL-RECY BBL-WEEKLY	2	\$ -	\$ -	\$ -	
220	481255	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	481255	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
221	479605	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	479605	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	479605	R	1/1/2016	60	GW	64GL G/W BBL-WEEKLY	1	\$ 13.37	\$ 13.38	\$ (0.01)	
222	481164	R	4/1/2016	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	481164	R	4/1/2016	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
223	480282	R	7/1/2015	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	480282	R	7/1/2015	30	RW	32GL-RECY BBL-WEEKLY	2	\$ -	\$ -	\$ -	
224	479954	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	479954	R	4/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	479954	R	4/1/2016	60	GW	64GL G/W BBL-WEEKLY	1	\$ 13.37	\$ 13.38	\$ (0.01)	
225	480007	R	1/1/2016	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	480007	R	1/1/2016	90	RW	96GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
226	481859	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	481859	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	481859	R	10/1/2015	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	481859	R	10/1/2015	60	GW	64GL G/W BBL-WEEKLY	1	\$ 13.37	\$ 13.38	\$ (0.01)	
227	248	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	248	R	4/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
228	480179	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480179	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
229	479658	R	1/12/2016	AJ	CC	Reverse Jan16 RCC Payment	1				N/A - Not a billing invoice.
230	480245	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480245	R	1/1/2016	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
231	479611	R	7/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	479611	R	7/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	

RESIDENTIAL SAMPLE	ATHENS' BILLING DETAIL							HF&H TESTWORK			
	CUST #	CYCLE	DATE	SIZE CD	CHG CD	DESCRIPTION	QTY	AMOUNT BILLED PER INVOICE	CITY APPROVED RATE	DIFFERENCES ⁽¹⁾	HF&H NOTES
232	480922	R	7/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480922	R	7/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
233	643	R	1/1/2016	90	TW	96GL TRASH BBL-WEEKLY	1	\$ 46.75	\$ 46.74	\$ 0.01	
	643	R	1/1/2016	90	RW	96GL RECY BBL-WEEKLY	2	\$ -	\$ -	\$ -	
234	481508	R	7/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	481508	R	7/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
235	480772	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480772	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
236	481711	R	7/1/2015	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	481711	R	7/1/2015	90	RW	96GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	481711	R	7/1/2015	30	GW	32GL G/W BBL-WEEKLY	1	\$ 11.77	\$ 11.76	\$ 0.01	
237	480714	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480714	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
238	480818	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480818	R	10/1/2015	90	RW	96GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
239	481482	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	481482	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
240	224	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	224	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
241	481219	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	481219	R	4/1/2016	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	481219	R	4/1/2016	60	GW	64GL G/W BBL-WEEKLY	1	\$ 13.37	\$ 13.38	\$ (0.01)	
242	481083	R	7/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	481083	R	7/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
243	480973	R	4/1/2016	60	GW	64GL G/W BBL-WEEKLY	1	\$ 13.37	\$ 13.38	\$ (0.01)	
	480973	R	4/1/2016	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	480973	R	4/1/2016	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
244	481005	R	1/28/2016	AJ	CL	ADJ-CLEAR CREDIT BALANCE	1				N/A - Not a billing invoice.
245	479765	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	479765	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
246	481144	R	10/1/2015	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	481144	R	10/1/2015	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	481144	R	10/1/2015	30	GW	32GL G/W BBL-WEEKLY	2	\$ 23.53	\$ 23.52	\$ 0.01	
247	480247	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480247	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
248	479998	R	10/1/2015	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	479998	R	10/1/2015	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
249	481571	R	7/1/2015	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	481571	R	7/1/2015	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
250	480789	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480789	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	480789	R	10/1/2015	30	GW	32GL G/W BBL-WEEKLY	1	\$ 11.77	\$ 11.76	\$ 0.01	
251	480949	R	7/1/2015	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	480949	R	7/1/2015	30	RW	32GL-RECY BBL-WEEKLY	2	\$ -	\$ -	\$ -	
252	480023	R	10/1/2015	90	TW	96GL TRASH BBL-WEEKLY	1	\$ 46.75	\$ 46.74	\$ 0.01	
	480023	R	10/1/2015	90	RW	96GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
253	480800	R	10/1/2015	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	480800	R	10/1/2015	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
254	480849	R	7/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480849	R	7/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	480849	R	7/1/2015	60	GW	64GL G/W BBL-WEEKLY	1	\$ 13.37	\$ 13.38	\$ (0.01)	
255	481696	R	4/8/2016	AJ	CC	Reverse Apr16 RCC Payment	1				N/A - Not a billing invoice.
256	480040	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480040	R	4/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
257	605	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	605	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
258	348	R	7/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	

RESIDENTIAL SAMPLE	ATHENS' BILLING DETAIL							HF&H TESTWORK			
	CUST #	CYCLE	DATE	SIZE CD	CHG CD	DESCRIPTION	QTY	AMOUNT BILLED PER INVOICE	CITY APPROVED RATE	DIFFERENCES ⁽¹⁾	HF&H NOTES
	348	R	7/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
259	481190	R	10/1/2015	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	481190	R	10/1/2015	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	481190	R	10/1/2015	30	GW	32GL G/W BBL-WEEKLY	2	\$ 23.53	\$ 23.52	\$ 0.01	
260	480638	R	4/1/2016	30	GW	32GL G/W BBL-WEEKLY	1	\$ 11.77	\$ 11.76	\$ 0.01	
	480638	R	4/1/2016	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	480638	R	4/1/2016	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
261	480405	R	10/1/2015	90	TW	96GL TRASH BBL-WEEKLY	1	\$ 46.75	\$ 46.74	\$ 0.01	
	480405	R	10/1/2015	90	RW	96GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	480405	R	10/1/2015	30	GW	32GL G/W BBL-WEEKLY	1	\$ 11.77	\$ 11.76	\$ 0.01	
	480405	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 33.27	\$ 33.99	\$ (0.72)	
	480405	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
262	481453	R	7/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	481453	R	7/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
263	479840	R	7/1/2015	20	TW	20GL-TRASH BBL-WEEKLY	1	\$ 18.08	\$ 18.09	\$ (0.01)	
	479840	R	7/1/2015	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
264	386	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	386	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
265	481682	R	4/1/2016	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	481682	R	4/1/2016	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
266	480792	R	10/1/2015	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	480792	R	10/1/2015	90	RW	96GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
267	479801	R	7/1/2015	30	TW	32GL TRASH BBL-WEEKLY	2	\$ 34.02	\$ 33.99	\$ 0.03	
	479801	R	7/1/2015	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
268	480265	R	7/1/2015	30	TW	32GL TRASH BBL-WEEKLY	2	\$ 34.02	\$ 33.99	\$ 0.03	
	480265	R	7/1/2015	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	480265	R	7/1/2015	30	GW	32GL G/W BBL-WEEKLY	1	\$ 11.77	\$ 11.76	\$ 0.01	
269	481684	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	481684	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
270	480403	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480403	R	4/1/2016	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
271	481100	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	481100	R	4/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
272	481593	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	481593	R	4/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	481593	R	4/1/2016	60	GW	64GL G/W BBL-WEEKLY	1	\$ 13.37	\$ 13.38	\$ (0.01)	
273	479733	R	1/1/2016	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	479733	R	1/1/2016	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
274	480398	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480398	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
275	479731	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	479731	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	479731	R	1/1/2016	60	GW	64GL G/W BBL-WEEKLY	1	\$ 13.37	\$ 13.38	\$ (0.01)	
276	480172	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480172	R	4/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
277	480925	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480925	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
278	481638	R	10/1/2015	30	TW	32GL TRASH BBL-WEEKLY	2	\$ 34.02	\$ 33.99	\$ 0.03	
	481638	R	10/1/2015	30	RW	32GL-RECY BBL-WEEKLY	2	\$ -	\$ -	\$ -	
279	480214	R	7/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480214	R	7/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
280	480592	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480592	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
281	479895	R	1/1/2016	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	479895	R	1/1/2016	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
282	480388	R	7/1/2015	60	TW	64GL TRASH BBL-WEEKLY	2	\$ 53.12	\$ 53.10	\$ 0.02	
	480388	R	7/1/2015	60	RW	64GL RECY BBL-WEEKLY	2	\$ -	\$ -	\$ -	

RESIDENTIAL SAMPLE	ATHENS' BILLING DETAIL							HF&H TESTWORK			
	CUST #	CYCLE	DATE	SIZE CD	CHG CD	DESCRIPTION	QTY	AMOUNT BILLED PER INVOICE	CITY APPROVED RATE	DIFFERENCES ⁽¹⁾	HF&H NOTES
283	481867	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	481867	R	4/1/2016	30	GW	32GL G/W BBL-WEEKLY	1	\$ 11.77	\$ 11.76	\$ 0.01	
	481867	R	4/1/2016	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
284	480225	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480225	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
285	127	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	127	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	127	R	10/1/2015	60	GW	64GL G/W BBL-WEEKLY	1	\$ 13.37	\$ 13.38	\$ (0.01)	
286	480186	R	4/1/2016	30	TW	32GL TRASH BBL-WEEKLY	3	\$ 46.75	\$ 44.79	\$ 1.96	Amount billed exceeds maximum City-approved rates.
	480186	R	4/1/2016	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
287	121	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	2	\$ 53.12	\$ 53.10	\$ 0.02	
	121	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	2	\$ -	\$ -	\$ -	
288	178	R	1/1/2016	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	178	R	1/1/2016	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
289	127	R	10/9/2015	AJ	CC	Reverse Oct15 RCC Payment	1				N/A - Not a billing invoice.
290	479607	R	8/7/2015	AJ	CC	Reverse Aug15 RCC Payment	1				N/A - Not a billing invoice.
291	481261	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	481261	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
292	479837	R	10/9/2015	AJ	CC	Reverse Oct15 RCC Payment	1				N/A - Not a billing invoice.
293	481763	R	4/1/2016	30	TW	32GL TRASH BBL-WEEKLY	1	\$ 21.28	\$ 21.27	\$ 0.01	
	481763	R	4/1/2016	30	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
294	480478	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480478	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	2	\$ -	\$ -	\$ -	
	480478	R	1/1/2016	30	GW	32GL G/W BBL-WEEKLY	1	\$ 11.77	\$ 11.76	\$ 0.01	
295	480862	R	10/1/2015	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480862	R	10/1/2015	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	480862	R	10/1/2015	60	GW	64GL G/W BBL-WEEKLY	1	\$ 13.37	\$ 13.38	\$ (0.01)	
296	479893	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	479893	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
297	320	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	320	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
298	599	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	599	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
299	480105	R	1/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480105	R	1/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
300	481789	R	4/1/2016	60	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	481789	R	4/1/2016	60	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	

⁽¹⁾ Differences less than \$1 are determined to be rounding errors.

Commercial/Multi-Family Sample Invoice Listing:

COM/M-F SAMPLE	ATHENS' BILLING DETAIL							HF&H TESTWORK			
	CUST #	CYCLE	DATE	INV #	CHG CD	DESCRIPTION	QTY	AMOUNT BILLED PER INVOICE	CITY APPROVED RATE	DIFFERENCES ⁽¹⁾	HF&H NOTES
1	479907	U4	4/1/2016	2052412	TW	64GL TRASH BBL-WEEKLY	3	\$ 102.05	\$ 101.97	\$ 0.08	
	479907	U4	4/1/2016	2052412	RW	64GL RECY BBL-WEEKLY	3	\$ -	\$ -	\$ -	
2	480827	C1	5/1/2016	2158865	TW	3YD-TRASH BIN-WEEKLY # P/U:	1	\$ 180.87	\$ 180.85	\$ 0.02	
3	481827	U4	10/1/2015	1412440	TW	64GL TRASH BBL-WEEKLY	2	\$ 68.03	\$ 68.46	\$ (0.43)	
	481827	U4	10/1/2015	1412440	RW	64GL RECY BBL-WEEKLY	2	\$ -	\$ -	\$ -	
4	480170	C1	3/31/2016	2007544		START SERVICE 03/14-	0	\$ -	\$ -	\$ -	
	480170	C1	3/31/2016	2007544	TW	4YD-TRASH BIN-WEEKLY # P/	1	\$ 82.96	\$ 72.36	\$ 10.60	
	480170	C1	3/31/2016	2007544		STOP SERVICE 03/14-	0	\$ -	\$ -	\$ -	
5	481335	C1	12/1/2015	1648073	TW	3YD-TRASH BIN-WEEKLY # P/U:	1	\$ 308.52	\$ 308.51	\$ 0.01	
6	481269	U1	9/1/2015	1353498	TW	1YD-TRASH BIN-WEEKLY	1	\$ 73.55	\$ 73.55	\$ -	
7	481655	U4	7/1/2015	1162892	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	481655	U4	7/1/2015	1162892	TW	32GL TRASH BBL-WEEKLY	2	\$ 42.57	\$ 42.54	\$ 0.03	
	481655	U4	7/1/2015	1162892	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	481655	U4	7/1/2015	1162892	RW	64GL TRASH BBL-WEEKLY	1	\$ -	\$ -	\$ -	
8	46	CU	6/1/2016	2257710	TW	3YD-TRASH BIN-WEEKLY # P/U: 6	1	\$ 287.02	\$ 435.02	\$ (148.00)	Amount billed is less than the maximum City-approved rates.
9	480678	U1	1/1/2016	1711640	TW	1YD-TRASH BIN-WEEKLY # P/U:	1	\$ 110.85	\$ 110.85	\$ -	
	480678	U1	1/1/2016	1711640	RW	96GL RECY BBL-WEEKLY	2	\$ -	\$ -	\$ -	
10	479875	C1	9/1/2015	1353404	TW	2YD-TRASH BIN-WEEKLY # P/U: 2	1	\$ 153.79	\$ 153.79	\$ -	
11	480506	U4	7/1/2015	1162567	TW	64GL TRASH BBL-WEEKLY	2	\$ 68.03	\$ 67.98	\$ 0.05	
	480506	U4	7/1/2015	1162567	RW	64GL RECY BBL-WEEKLY	2	\$ -	\$ -	\$ -	
12	94	C1	12/1/2015	1647901	TW	3YD-TRASH BIN-WEEKLY # P/U: 1	1	\$ 116.47	\$ 116.47	\$ -	
	94	C1	12/1/2015	1647901	LL	LOCK LIDS # P/U:	1	\$ 6.14	\$ 6.15	\$ (0.01)	
13	481475	C1	8/1/2015	1259156	TW	3YD-TRASH BIN-WEEKLY # P/U: 2	1	\$ 180.87	\$ 180.85	\$ 0.02	
14	480014	U4	4/1/2016	2052439	RW	96GL RECY BBL-WEEKLY	2	\$ -	\$ -	\$ -	
	480014	U4	4/1/2016	2052439	TW	96GL TRASH BBL-WEEKLY	2	\$ 93.50	\$ 93.48	\$ 0.02	
15	479767	U4	4/1/2016	2052379	RW	32GL-RECY BBL-WEEKLY	2	\$ -	\$ -	\$ -	
	479767	U4	4/1/2016	2052379	TW	32GL TRASH BBL-WEEKLY	2	\$ 42.57	\$ 42.54	\$ 0.03	
	479767	U4	4/1/2016	2052379	GW	32GL G/W BBL-WEEKLY	1	\$ 11.77	\$ 11.76	\$ 0.01	
	479767	U4	4/1/2016	2052379	GW	32GL G/W BBL-WEEKLY	1	\$ 11.77	\$ 11.76	\$ 0.01	
16	481123	U4	1/1/2016	1711745	RW	64GL RECY BBL-WEEKLY	2	\$ -	\$ -	\$ -	
	481123	U4	1/1/2016	1711745	DW	64GL TRASH BBL-SR-WEEKLY	2	\$ 60.62	\$ 61.18	\$ (0.56)	
17	59	CU	4/1/2016	2010901	TW	3YD-TRASH BIN-WEEKLY # P/U: 5	2	\$ 23.65	\$ 371.76	\$ (348.11)	Amount billed is less than the maximum City-approved rates.
18	481087	U1	4/1/2016	2052686	TW	3YD-TRASH BIN-WEEKLY # P/U: 2	4	\$ 723.47	\$ 723.40	\$ 0.07	
	481087	U1	4/1/2016	2052686	TW	4YD-TRASH BIN-WEEKLY # P/U: 2	3	\$ 650.97	\$ 650.97	\$ -	
	481087	U1	4/1/2016	2052686	UT	PULLOUT-TRASH-WEEKLY # P/U: 2	3	\$ 36.83	\$ 36.84	\$ (0.01)	
	481087	U1	4/1/2016	2052686	UT	PULLOUT-TRASH-WEEKLY # P/U: 2	4	\$ 49.11	\$ 49.12	\$ (0.01)	
19	481067	U4	1/1/2016	1711733	TW	32GL TRASH BBL-WEEKLY	2	\$ 42.57	\$ 42.54	\$ 0.03	
	481067	U4	1/1/2016	1711733	RW	32GL-RECY BBL-WEEKLY	2	\$ -	\$ -	\$ -	
20	480145	C1	4/1/2016	2010984	TW	3YD-TRASH BIN-WEEKLY # P/U: 2	1	\$ 180.87	\$ 180.85	\$ 0.02	
	480145	C1	4/1/2016	2010984	UT	PULLOUT-TRASH-WEEKLY # P/U:	1	\$ 12.28	\$ 12.28	\$ -	
21	481779	C1	10/1/2015	1411661	TW	2YD-TRASH BIN-WEEKLY # P/U: 3	1	\$ 209.18	\$ 209.17	\$ 0.01	
22	479673	C1	10/1/2015	1411575	UT	PULLOUT-TRASH-WEEKLY # P/U:	1	\$ 12.28	\$ 12.28	\$ -	
	479673	C1	10/1/2015	1411575	TW	4YD-TRASH BIN-WEEKLY # P/U:	1	\$ 140.19	\$ 140.19	\$ -	
23	481719	U1	6/1/2016	2257962	TW	2YD-TRASH BIN-WEEKLY	1	\$ 99.55	\$ 99.55	\$ -	
24	150	U1	7/1/2015	1162236	TW	1YD-TRASH BIN-WEEKLY # P/U: 3	1	\$ 149.28	\$ 149.29	\$ (0.01)	
	150	U1	7/1/2015	1162236	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
25	481662	U4	10/1/2015	1412401	TW	64GL TRASH BBL-WEEKLY	3	\$ 102.05	\$ 101.97	\$ 0.08	
	481662	U4	10/1/2015	1412401	RW	64GL RECY BBL-WEEKLY	3	\$ -	\$ -	\$ -	
26	480184	U4	10/1/2015	1412040	TW	32GL TRASH BBL-WEEKLY	4	\$ 83.63	\$ 85.08	\$ (1.45)	Amount billed is less than the maximum City-approved rates.
	480184	U4	10/1/2015	1412040	RW	32GL-RECY BBL-WEEKLY	2	\$ -	\$ -	\$ -	
27	69	C1	7/1/2015	1162228	TW	96GL TRASH BBL-WEEKLY # P/U:	1	\$ 53.78	\$ 53.78	\$ -	
28	726	C1	3/31/2016	2007507	TD	3YD-TEMP TRASH BIN-DEL	0	\$ 106.47	\$ 106.47	\$ -	
	726	C1	3/31/2016	2007507	CC	PREPAID-CREDIT CARD	0	\$ -	\$ -	\$ -	
	726	C1	3/31/2016	2007507	TB	3YD-TEMP TRASH BIN-BI	0	\$ -	\$ -	\$ -	
29	480495	U4	1/1/2016	1711607	TW	32GL TRASH BBL-WEEKLY	2	\$ 42.57	\$ 42.54	\$ 0.03	
	480495	U4	1/1/2016	1711607	RW	32GL-RECY BBL-WEEKLY	2	\$ -	\$ -	\$ -	
30	481442	U1	4/1/2016	2052775	TW	3YD-TRASH BIN-WEEKLY # P/U: 2	1	\$ 180.87	\$ 180.85	\$ 0.02	
31	481160	U4	7/1/2015	1162726	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	481160	U4	7/1/2015	1162726	RW	32GL-RECY BBL-WEEKLY	2	\$ -	\$ -	\$ -	
	481160	U4	7/1/2015	1162726	GW	64GL G/W BBL-WEEKLY	1	\$ 13.37	\$ 13.38	\$ (0.01)	
32	481092	U4	4/1/2016	2052688	TW	64GL TRASH BBL-WEEKLY	3	\$ 102.05	\$ 101.97	\$ 0.08	

COM/M-F SAMPLE	ATHENS' BILLING DETAIL							HF&H TESTWORK			
	CUST #	CYCLE	DATE	INV #	CHG CD	DESCRIPTION	QTY	AMOUNT BILLED PER INVOICE	CITY APPROVED RATE	DIFFERENCES ⁽¹⁾	HF&H NOTES
	481092	U4	4/1/2016	2052688	RW	64GL RECY BBL-WEEKLY	3	\$ -	\$ -	\$ -	
33	481557	U1	10/1/2015	1412378	TW	1.5YD-TRASH BIN-WEEKLY	1	\$ 82.01	\$ 82.01	\$ -	
34	481075	U4	7/1/2015	1162705	TW	20GL-TRASH BBL-WEEKLY	1	\$ 18.08	\$ 18.09	\$ (0.01)	
	481075	U4	7/1/2015	1162705	RW	96GL RECY BBL-WEEKLY	3	\$ -	\$ -	\$ -	
	481075	U4	7/1/2015	1162705	TW	32GL TRASH BBL-WEEKLY	1	\$ 20.53	\$ 21.27	\$ (0.74)	
35	481486	U4	1/1/2016	1711842	TW	32GL TRASH BBL-WEEKLY	2	\$ 42.57	\$ 42.54	\$ 0.03	
	481486	U4	1/1/2016	1711842	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
36	523	C1	12/1/2015	1647928	TW	4YD-TRASH BIN-WEEKLY # P/U: 2	1	\$ 216.99	\$ 216.99	\$ -	
37	481319	U1	10/1/2015	1412309	ZT	3YD-CUSTOM SIZE-TRASH-W # P/U: 2	1	\$ 180.87	\$ 180.85	\$ 0.02	
38	481018	U1	11/1/2015	1550641	TW	3YD-TRASH BIN-WEEKLY # P/U:	1	\$ 180.87	\$ 180.85	\$ 0.02	
39	481123	U4	7/1/2015	1162717	RW	64GL RECY BBL-WEEKLY	2	\$ -	\$ -	\$ -	
	481123	U4	7/1/2015	1162717	DW	64GL TRASH BBL-SR-WEEKLY	2	\$ 60.62	\$ 61.18	\$ (0.56)	
40	481411	U1	6/1/2016	2257924	TW	1YD-TRASH BIN-WEEKLY # P/U:	1	\$ 110.85	\$ 110.85	\$ -	
41	479773	U1	3/1/2016	1948947	TW	3YD-TRASH BIN-WEEKLY	1	\$ 116.47	\$ 116.47	\$ -	
	479773	U1	3/1/2016	1948947	RW	3YD-RECY BIN-WEEKLY	1	\$ 51.21	\$ 51.22	\$ (0.01)	
	479773	U1	3/1/2016	1948947	UT	PULLOUT-TRASH-WEEKLY	2	\$ 24.56	\$ 24.56	\$ -	
42	479803	U4	1/1/2016	1711435	TW	64GL TRASH BBL-WEEKLY	2	\$ 68.03	\$ 67.98	\$ 0.05	
	479803	U4	1/1/2016	1711435	RW	64GL RECY BBL-WEEKLY	2	\$ -	\$ -	\$ -	
43	481777	U4	4/1/2016	2052858	TW	32GL TRASH BBL-WEEKLY	2	\$ 42.57	\$ 42.54	\$ 0.03	
	481777	U4	4/1/2016	2052858	RW	32GL-RECY BBL-WEEKLY	2	\$ -	\$ -	\$ -	
44	479925	U4	1/1/2016	1711464	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	479925	U4	1/1/2016	1711464	TW	32GL TRASH BBL-WEEKLY	3	\$ 63.10	\$ 63.81	\$ (0.71)	
45	480345	U4	4/1/2016	2052521	TW	64GL TRASH BBL-WEEKLY	6	\$ 204.10	\$ 203.94	\$ 0.16	
	480345	U4	4/1/2016	2052521	RW	64GL RECY BBL-WEEKLY	6	\$ -	\$ -	\$ -	
46	481492	C1	7/1/2015	1162846	TW	1YD-TRASH BIN-WEEKLY # P/U:	1	\$ 73.55	\$ 73.55	\$ -	
47	481218	C1	3/1/2016	1949046	TW	1YD-TRASH BIN-WEEKLY # P/U: 2	1	\$ 110.85	\$ 110.85	\$ -	
48	481456	C1	3/1/2016	1949085	TW	3YD-TRASH BIN-WEEKLY # P/U: 4	1	\$ 308.52	\$ 308.51	\$ 0.01	
49	49	UU	9/1/2015	1353324	TW	3YD-TRASH BIN-WEEKLY # P/U:	1	\$ 89.49	\$ 116.47	\$ (26.98)	Amount billed is less than the maximum City-approved rates.
50	480366	U4	7/1/2015	1162524	TW	32GL TRASH BBL-WEEKLY	2	\$ 42.57	\$ 42.54	\$ 0.03	
	480366	U4	7/1/2015	1162524	RW	32GL-RECY BBL-WEEKLY	2	\$ -	\$ -	\$ -	
51	808	U4	2/29/2016	1906516		START SERVICE 02/19-	0	\$ -	\$ -	\$ -	
	808	U4	2/29/2016	1906516	TW	64GL TRASH BBL-WEEKLY	2	\$ 31.28	\$ 31.38	\$ (0.10)	
52	480515	U4	1/1/2016	1711612	TW	64GL TRASH BBL-WEEKLY	2	\$ 68.03	\$ 67.98	\$ 0.05	
	480515	U4	1/1/2016	1711612	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
53	481182	U4	1/1/2016	1711755	TW	32GL TRASH BBL-WEEKLY	2	\$ 42.57	\$ 42.54	\$ 0.03	
	481182	U4	1/1/2016	1711755	RW	32GL-RECY BBL-WEEKLY	2	\$ -	\$ -	\$ -	
	481182	U4	1/1/2016	1711755	GW	32GL G/W BBL-WEEKLY	1	\$ 11.77	\$ 11.76	\$ 0.01	
54	62	CU	12/1/2015	1647898	TW	3YD-TRASH BIN-WEEKLY # P/U: 2	1	\$ 92.12	\$ 116.47	\$ (24.35)	Amount billed is less than the maximum City-approved rates.
55	479770	C1	1/1/2016	1711063	TW	1YD-TRASH BIN-WEEKLY # P/U:	1	\$ 73.55	\$ 73.55	\$ -	
	479770	C1	1/1/2016	1711063	LL	LOCK LIDS # P/U:	1	\$ 6.14	\$ 6.15	\$ (0.01)	
56	480411	U4	7/1/2015	1162543	TW	64GL TRASH BBL-WEEKLY	2	\$ 68.03	\$ 67.98	\$ 0.05	
	480411	U4	7/1/2015	1162543	RW	64GL RECY BBL-WEEKLY	2	\$ -	\$ -	\$ -	
	480411	U4	7/1/2015	1162543	GW	64GL G/W BBL-WEEKLY	1	\$ 13.37	\$ 13.38	\$ (0.01)	
57	479769	U1	12/1/2015	1647956	TW	3YD-TRASH BIN-WEEKLY # P/U: 6	2	\$ 870.09	\$ 870.04	\$ 0.05	
	479769	U1	12/1/2015	1647956	UT	PULLOUT-TRASH-WEEKLY # P/U:	1	\$ 12.28	\$ 12.28	\$ -	
58	480882	C1	11/1/2015	1550635	TW	3YD-TRASH BIN-WEEKLY # P/U: 3	1	\$ 244.13	\$ 244.12	\$ 0.01	
59	799	C1	6/1/2016	2257772	TW	64GL TRASH BBL-WEEKLY # P/U:	1	\$ 39.27	\$ 39.27	\$ -	
	799	C1	6/1/2016	2257772	RW	64GL RECY BBL-WEEKLY # P/U:	1	\$ 19.47	\$ 19.47	\$ -	
60	481414	C1	4/1/2016	2011021	LL	LOCK LIDS # P/U:	1	\$ 6.14	\$ 6.15	\$ (0.01)	
	481414	C1	4/1/2016	2011021	TW	3YD-TRASH BIN-WEEKLY # P/U:	1	\$ 116.47	\$ 116.47	\$ -	
61	480944	U4	7/1/2015	1162668	TW	64GL TRASH BBL-WEEKLY	2	\$ 68.03	\$ 67.98	\$ 0.05	
	480944	U4	7/1/2015	1162668	RW	64GL RECY BBL-WEEKLY	2	\$ -	\$ -	\$ -	
62	480852	U1	4/1/2016	2052630	TW	2YD-TRASH BIN-WEEKLY	1	\$ 99.55	\$ 99.55	\$ -	
63	480986	U1	1/1/2016	1711707	TW	2YD-TRASH BIN-WEEKLY	1	\$ 99.55	\$ 99.55	\$ -	
	480986	U1	1/1/2016	1711707	UT	PULLOUT-TRASH-WEEKLY	1	\$ 12.28	\$ 12.28	\$ -	
64	481766	C1	6/1/2016	2257963	TW	3YD-TRASH BIN-WEEKLY # P/U:	1	\$ 116.47	\$ 116.47	\$ -	
	481766	C1	6/1/2016	2257963	LL	LOCK LIDS # P/U:	1	\$ 6.14	\$ 6.15	\$ (0.01)	
65	481720	U1	8/1/2015	1259174	TW	1YD-TRASH BIN-WEEKLY	1	\$ 73.55	\$ 73.55	\$ -	

COM/M-F SAMPLE	ATHENS' BILLING DETAIL							HF&H TESTWORK			
	CUST #	CYCLE	DATE	INV #	CHG CD	DESCRIPTION	QTY	AMOUNT BILLED PER INVOICE	CITY APPROVED RATE	DIFFERENCES ⁽¹⁾	HF&H NOTES
66	481151	U1	4/1/2016	2052702	TW	1.5YD-TRASH BIN-WEEKLY	1	\$ 82.01	\$ 82.01	\$ -	
67	481037	U4	5/25/2016	2200952		CHANGE SERVICE 05/24-	0				N/A - Not a billing invoice.
	481037	U4	5/25/2016	2200952	GW	64GL G/W BBL-WEEKLY	2				
	481037	U4	5/25/2016	2200952	GW	64GL G/W BBL-WEEKLY	1				
	481037	U4	5/26/2016	2200952		CHANGE SERVICE 05/24-	0				
	481037	U4	5/26/2016	2200952	GW	64GL G/W BBL-WEEKLY	1				
	481037	U4	5/26/2016	2200952	GW	64GL G/W BBL-WEEKLY	2				
68	481129	U1	11/1/2015	1550651	TW	2YD-TRASH BIN-WEEKLY	1	\$ 99.55	\$ 99.55	\$ -	
69	286	C1	7/1/2015	1162248	TW	64GL TRASH BBL-WEEKLY # P/U:	1	\$ 39.27	\$ 39.27	\$ -	
70	481499	C1	12/1/2015	1648106	TW	4YD-TRASH BIN-WEEKLY # P/U:	1	\$ 448.51	\$ 448.50	\$ 0.01	
	481499	C1	12/1/2015	1648106	UO	PULLOUT-TRASH-OPS-WEEKL # P/U:	1	\$ -	\$ -	\$ -	
	481499	C1	12/1/2015	1648106	LL	LOCK LIDS # P/U:	1	\$ 6.14	\$ 6.15	\$ (0.01)	
71	480690	U4	4/1/2016	2052593	TW	64GL TRASH BBL-WEEKLY	2	\$ 68.03	\$ 67.98	\$ 0.05	
	480690	U4	4/1/2016	2052593	RW	64GL RECY BBL-WEEKLY	2	\$ -	\$ -	\$ -	
72	480435	U1	5/1/2016	2158844	TW	4YD-TRASH BIN-WEEKLY # P/U:	1	\$ 327.74	\$ 327.74	\$ -	
	480435	U1	5/1/2016	2158844	TW	2YD-TRASH BIN-WEEKLY # P/U:	2	\$ 418.36	\$ 418.34	\$ 0.02	
73	481411	U1	5/1/2016	2158911	TW	1YD-TRASH BIN-WEEKLY # P/U:	1	\$ 110.85	\$ 110.85	\$ -	
74	523	C1	1/1/2016	1711039	TW	4YD-TRASH BIN-WEEKLY # P/U:	1	\$ 216.99	\$ 216.99	\$ -	
75	546	CX	10/31/2015	1508852	TB	3YD-TEMP TRASH BIN-BI	1	\$ -	\$ -	\$ -	
	546	CX	10/31/2015	1508852	TB	3YD-TEMP TRASH BIN-BI	1	\$ -	\$ -	\$ -	
	546	CX	10/31/2015	1508852	CK	DEAD RUN-CUST KEPT LONGER	0	\$ -	\$ -	\$ -	
	546	CX	10/31/2015	1508852	TR	3YD-TEMP TRASH BIN-DUMP	1	\$ 106.47	\$ 106.47	\$ -	
	546	CX	10/31/2015	1508852	TD	3YD-TEMP TRASH BIN-DEL	1	\$ 106.47	\$ 106.47	\$ -	
	546	CX	10/31/2015	1508852	TB	3YD-TEMP TRASH BIN-BI	1	\$ -	\$ -	\$ -	
	546	CX	10/31/2015	1508852	TR	3YD-TEMP TRASH BIN-DUMP	1	\$ 106.47	\$ 106.47	\$ -	
	546	CX	10/31/2015	1508852	8	SUP RESOLUTION-AREA 08	0	\$ -	\$ -	\$ -	
76	428	C1	5/1/2016	2158742	TW	64GL TRASH BBL-WEEKLY # P/U:	1	\$ 39.27	\$ 39.27	\$ -	
	428	C1	5/1/2016	2158742	RW	64GL RECY BBL-WEEKLY # P/U:	1	\$ 19.47	\$ 19.47	\$ -	
77	479769	U1	8/1/2015	1259010	TW	3YD-TRASH BIN-WEEKLY # P/U:	2	\$ 870.09	\$ 870.04	\$ 0.05	
	479769	U1	8/1/2015	1259010	UO	PULLOUT-TRASH-OPS-WEEKL # P/U:	1	\$ -	\$ -	\$ -	
78	480145	C1	11/1/2015	1550590	TW	3YD-TRASH BIN-WEEKLY # P/U:	1	\$ 180.87	\$ 180.85	\$ 0.02	
	480145	C1	11/1/2015	1550590	UT	PULLOUT-TRASH-WEEKLY # P/U:	1	\$ 12.28	\$ 12.28	\$ -	
79	481474	C1	11/1/2015	1550699	TW	8YD-TRASH BIN-WEEKLY # P/U:	1	\$ 459.64	\$ 459.62	\$ 0.02	
80	481419	U1	6/1/2016	2257929	TW	2YD-TRASH BIN-WEEKLY # P/U:	1	\$ 153.79	\$ 153.79	\$ -	
	481419	U1	6/1/2016	2257929	LL	LOCK LIDS # P/U:	1	\$ 5.53	\$ 6.15	\$ (0.62)	
81	481264	C1	4/1/2016	2011015	TW	1.5YD-TRASH BIN-WEEKLY # P/U:	1	\$ 124.39	\$ 124.39	\$ -	
82	480332	U1	1/1/2016	1711564	TW	3YD-TRASH BIN-WEEKLY # P/U:	3	\$ 732.38	\$ 732.36	\$ 0.02	
	480332	U1	1/1/2016	1711564	UT	PULLOUT-TRASH-WEEKLY # P/U:	4	\$ 49.11	\$ 49.12	\$ (0.01)	
	480332	U1	1/1/2016	1711564	ZT	3YD-CUSTOM SIZE-TRASH-W # P/U:	1	\$ 244.13	\$ 244.12	\$ 0.01	
83	480722	U1	9/1/2015	1353457	TW	2YD-TRASH BIN-WEEKLY	1	\$ 99.55	\$ 99.55	\$ -	
84	480402	UT	4/1/2016	2062328	TW	64GL TRASH BBL-WEEKLY	2	\$ 67.28	\$ 67.98	\$ (0.70)	
	480402	UT	4/1/2016	2062328	RW	64GL RECY BBL-WEEKLY	2	\$ -	\$ -	\$ -	
85	481021	C1	2/1/2016	1851750	TW	3YD-TRASH BIN-WEEKLY # P/U:	1	\$ 116.47	\$ 116.47	\$ -	
86	146	C1	8/1/2015	1258967	TW	1YD-TRASH BIN-WEEKLY # P/U:	1	\$ 73.55	\$ 73.55	\$ -	
87	69	C1	12/1/2015	1647899	TW	96GL TRASH BBL-WEEKLY # P/U:	1	\$ 53.78	\$ 53.78	\$ -	
88	481443	U1	11/1/2015	1550691	TW	2YD-TRASH BIN-WEEKLY	1	\$ 99.55	\$ 99.55	\$ -	
89	480494	U4	7/1/2015	1162562	RW	32GL-RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	480494	U4	7/1/2015	1162562	TZ	32GL TRASH-UNIT-@ZERO-WK	1	\$ -	\$ -	\$ -	
	480494	U4	7/1/2015	1162562	PU	PER UNIT MONTHLY CHARGE	2	\$ 41.82	\$ 42.54	\$ (0.72)	
90	481479	C1	9/1/2015	1353536	TW	3YD-TRASH BIN-WEEKLY # P/U:	1	\$ 371.78	\$ 371.76	\$ 0.02	
91	480175	U4	10/1/2015	1412037	TW	64GL TRASH BBL-WEEKLY	2	\$ 68.03	\$ 67.98	\$ 0.05	
	480175	U4	10/1/2015	1412037	RW	64GL RECY BBL-WEEKLY	2	\$ -	\$ -	\$ -	
92	480332	U1	9/1/2015	1353435	TW	3YD-TRASH BIN-WEEKLY # P/U:	3	\$ 732.38	\$ 732.36	\$ 0.02	
	480332	U1	9/1/2015	1353435	UT	PULLOUT-TRASH-WEEKLY # P/U:	4	\$ 49.11	\$ 49.12	\$ (0.01)	
	480332	U1	9/1/2015	1353435	ZT	3YD-CUSTOM SIZE-TRASH-W # P/U:	1	\$ 244.13	\$ 244.12	\$ 0.01	
93	878	C1	4/1/2016	2010951	TW	2YD-TRASH BIN-WEEKLY # P/U:	1	\$ 99.55	\$ 99.55	\$ -	
	878	C1	4/1/2016	2010951	LL	LOCK LIDS # P/U:	1	\$ 6.14	\$ 6.15	\$ (0.01)	

COM/M-F SAMPLE	ATHENS' BILLING DETAIL							HF&H TESTWORK			
	CUST #	CYCLE	DATE	INV #	CHG CD	DESCRIPTION	QTY	AMOUNT BILLED PER INVOICE	CITY APPROVED RATE	DIFFERENCES ⁽¹⁾	HF&H NOTES
94	481027	U1	9/1/2015	1353479	TW	4YD-TRASH BIN-WEEKLY	1	\$ 140.19	\$ 140.19	\$ -	
	481027	U1	9/1/2015	1353479	UT	PULLOUT-TRASH-WEEKLY	1	\$ 12.28	\$ 12.28	\$ -	
95	480153	C1	9/1/2015	1353427	TW	2YD-TRASH BIN-WEEKLY # P/U:	1	\$ 99.55	\$ 99.55	\$ -	
	480153	C1	9/1/2015	1353427	UT	PULLOUT-TRASH-WEEKLY # P/U:	1	\$ 12.28	\$ 12.28	\$ -	
96	480256	U4	1/1/2016	1711549	LW	32GL TRASH BBL-MANUAL SVC	2	\$ 41.82	\$ 42.54	\$ (0.72)	
	480256	U4	1/1/2016	1711549	LV	32GL-RECY BBL-MANUAL SVC-	2	\$ -	\$ -	\$ -	
97	481373	U4	7/1/2015	1162794	TW	64GL TRASH BBL-WEEKLY	2	\$ 67.28	\$ 67.98	\$ (0.70)	
	481373	U4	7/1/2015	1162794	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	
	481373	U4	7/1/2015	1162794	GW	64GL G/W BBL-WEEKLY	2	\$ 26.73	\$ 26.76	\$ (0.03)	
98	480384	U1	5/1/2016	2158840	TW	1YD-TRASH BIN-WEEKLY # P/U:	1	\$ 110.85	\$ 110.85	\$ -	
99	480444	U4	1/1/2016	1711598	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
100	480444	U4	7/1/2015	1162554	TW	64GL TRASH BBL-WEEKLY	1	\$ 34.02	\$ 33.99	\$ 0.03	
	480444	U4	7/1/2015	1162554	RW	64GL RECY BBL-WEEKLY	1	\$ -	\$ -	\$ -	

⁽¹⁾ Differences less than \$1 are determined to be rounding errors.

Commercial/Multi-Family Roll-Off Sample Invoice Listing:

COMM/ MF R-O	ATHENS' BILLING DETAIL							HF&H TESTWORK			
	CUST #	CYCLE	DATE	INV #	CHG CD	DESCRIPTION	QTY	AMOUNT BILLED PER INVOICE	CITY APPROVED RATE	DIFFERENCES ⁽¹⁾	HF&H Notes
1	425	C1	12/31/2015	1708863	AD	40YD-C&D R/O-DEL	1	\$ 199.19	\$ 199.19	\$ -	
	425	C1	12/31/2015	1708863	AB	40YD-C&D R/O-BI	1	\$ -	\$ -	\$ -	
	425	C1	12/31/2015	1708863	CC	DISPOSAL FEE-C & D R/O	4.03	\$ 257.02	\$ 257.03	\$ (0.01)	
	425	C1	12/31/2015	1708863	TD	3YD-TEMP TRASH BIN-DEL	1	\$ 106.47	\$ 106.47	\$ -	
	425	C1	12/31/2015	1708863	TB	3YD-TEMP TRASH BIN-BI	1	\$ -	\$ -	\$ -	
	425	C1	12/31/2015	1708863	OW	DEAD RUN-OVER WEIGHT	0	\$ -	\$ -	\$ -	
	425	C1	12/31/2015	1708863	DR	BIN-DEAD RUN-TEMP SVCS	0	\$ 53.07	\$ 53.07	\$ -	
	425	C1	12/31/2015	1708863	TR	3YD-TEMP TRASH BIN-DUMP	0	\$ 106.47	\$ 106.47	\$ -	
	425	C1	12/31/2015	1708863	8	SUP RESOLUTION-AREA 08	0	\$ -	\$ -	\$ -	
	425	C1	12/31/2015	1708863	TR	3YD-TEMP TRASH BIN-DUMP	1	\$ 106.47	\$ 106.47	\$ -	
2	627	C1	11/30/2015	1606065	TD	3YD-TEMP TRASH BIN-DEL	0	\$ 106.47	\$ 106.47	\$ -	
	627	C1	11/30/2015	1606065	QS	10YD-INERT R/O-BI	0	\$ -	\$ -	\$ -	
	627	C1	11/30/2015	1606065	99	SUP RESOLUTION-AREA CS	0	\$ -	\$ -	\$ -	
	627	C1	11/30/2015	1606065	IN	DISPOSAL FEE-INERTS	8.58	\$ 547.21	\$ 547.23	\$ (0.02)	
	627	C1	11/30/2015	1606065	QS	10YD-INERT R/O-BI	0	\$ -	\$ -	\$ -	
	627	C1	11/30/2015	1606065	99	SUP RESOLUTION-AREA CS	0	\$ -	\$ -	\$ -	
	627	C1	11/30/2015	1606065	IN	DISPOSAL FEE-INERTS	9.83	\$ 626.93	\$ 626.96	\$ (0.03)	
	627	C1	11/30/2015	1606065	AB	40YD-C&D R/O-BI	0	\$ -	\$ -	\$ -	
	627	C1	11/30/2015	1606065	99	SUP RESOLUTION-AREA CS	0	\$ -	\$ -	\$ -	
	627	C1	11/30/2015	1606065	CC	DISPOSAL FEE-C & D R/O	6.24	\$ 397.98	\$ 397.99	\$ (0.01)	
	627	C1	11/30/2015	1606065	X9	CANCELLED WO-40YD-TRASH R/O-DU	0	\$ -	\$ -	\$ -	
	627	C1	11/30/2015	1606065	99	SUP RESOLUTION-AREA CS	0	\$ -	\$ -	\$ -	
	627	C1	11/30/2015	1606065	AD	10YD-C&D R/O-DEL	0	\$ 191.69	\$ 191.69	\$ -	
	627	C1	11/30/2015	1606065	AB	10YD-C&D R/O-BI	0	\$ -	\$ -	\$ -	
	627	C1	11/30/2015	1606065	CC	DISPOSAL FEE-C & D R/O	5.32	\$ 339.30	\$ 339.31	\$ (0.01)	
	627	C1	11/30/2015	1606065	AD	10YD-C&D R/O-DEL	0	\$ 191.69	\$ 191.69	\$ -	
	627	C1	11/30/2015	1606065	AB	10YD-C&D R/O-BI	0	\$ -	\$ -	\$ -	
	627	C1	11/30/2015	1606065	CC	DISPOSAL FEE-C & D R/O	4.42	\$ 281.90	\$ 281.91	\$ (0.01)	
	627	C1	11/30/2015	1606065	AD	40YD-C&D R/O-DEL	0	\$ 199.19	\$ 199.19	\$ -	
	627	C1	11/30/2015	1606065	AB	40YD-C&D R/O-BI	0	\$ -	\$ -	\$ -	
	627	C1	11/30/2015	1606065	CC	DISPOSAL FEE-C & D R/O	5.01	\$ 319.52	\$ 319.54	\$ (0.02)	
	627	C1	11/30/2015	1606065	AA	10YD-C&D R/O-DUMP	0	\$ 191.69	\$ 191.69	\$ -	
	627	C1	11/30/2015	1606065	CC	DISPOSAL FEE-C & D R/O	4.65	\$ 296.57	\$ 296.58	\$ (0.01)	
	627	C1	11/30/2015	1606065	X9	CANCELLED WO-10AA	1	\$ -	\$ -	\$ -	
	627	C1	11/30/2015	1606065	99	SUP RESOLUTION-AREA CS	0	\$ -	\$ -	\$ -	
	627	C1	11/30/2015	1606065	AA	10YD-C&D R/O-DUMP	1	\$ 191.69	\$ 191.69	\$ -	
	627	C1	11/30/2015	1606065	CC	DISPOSAL FEE-C & D R/O	5.96	\$ 380.11	\$ 380.13	\$ (0.02)	
	627	C1	11/30/2015	1606065	AA	40YD-C&D R/O-DUMP	0	\$ 199.19	\$ 199.19	\$ -	
627	C1	11/30/2015	1606065	CC	DISPOSAL FEE-C & D R/O	4.07	\$ 259.58	\$ 259.58	\$ (0.00)		
627	C1	11/30/2015	1606065	AD	40YD-C&D R/O-DEL	1	\$ 199.19	\$ 199.19	\$ -		
627	C1	11/30/2015	1606065	AB	40YD-C&D R/O-BI	1	\$ -	\$ -	\$ -		
627	C1	11/30/2015	1606065	CC	DISPOSAL FEE-C & D R/O	6.77	\$ 431.78	\$ 431.79	\$ (0.01)		
627	C1	11/30/2015	1606065	AD	40YD-C&D R/O-DEL	0	\$ 199.19	\$ 199.19	\$ -		
627	C1	11/30/2015	1606065	AB	40YD-C&D R/O-BI	0	\$ -	\$ -	\$ -		
627	C1	11/30/2015	1606065	CC	DISPOSAL FEE-C & D R/O	6.33	\$ 403.71	\$ 403.73	\$ (0.02)		
3	546	C1	9/30/2015	1408704	AB	40YD-C&D R/O-BI	0	\$ -	\$ -	\$ -	
	546	C1	9/30/2015	1408704	CC	DISPOSAL FEE-C & D	2.52	\$ 160.72	\$ 160.73	\$ (0.01)	
	546	C1	9/30/2015	1408704	TD	3YD-TEMP TRASH BIN-DEL	1	\$ 106.47	\$ 106.47	\$ -	
	546	C1	9/30/2015	1408704	TR	3YD-TEMP TRASH BIN-DUMP	1	\$ 106.47	\$ 106.47	\$ -	
	546	C1	9/30/2015	1408704	8	SUP RESOLUTION-AREA 08	0	\$ -	\$ -	\$ -	
	546	C1	9/30/2015	1408704	TD	3YD-TEMP TRASH BIN-DEL	1	\$ 106.47	\$ 106.47	\$ -	
	546	C1	9/30/2015	1408704	TR	3YD-TEMP TRASH BIN-DUMP	1	\$ 106.47	\$ 106.47	\$ -	
	546	C1	9/30/2015	1408704	8	SUP RESOLUTION-AREA 08	0	\$ -	\$ -	\$ -	
	546	C1	9/30/2015	1408704	TR	3YD-TEMP TRASH BIN-DUMP	0	\$ 106.47	\$ 106.47	\$ -	
	546	C1	9/30/2015	1408704	8	SUP RESOLUTION-AREA 08	0	\$ -	\$ -	\$ -	
4	578	C1	2/29/2016	1906494	AB	40YD-C&D R/O-BI	0	\$ -	\$ -	\$ -	
	578	C1	2/29/2016	1906494	99	SUP RESOLUTION-AREA CS	0	\$ -	\$ -	\$ -	

COMM/ MF R-O	ATHENS' BILLING DETAIL							HF&H TESTWORK			
	CUST #	CYCLE	DATE	INV #	CHG CD	DESCRIPTION	QTY	AMOUNT BILLED PER INVOICE	CITY APPROVED RATE	DIFFERENCES ⁽¹⁾	HF&H Notes
	578	C1	2/29/2016	1906494	CC	DISPOSAL FEE-C & D R/O	1.17	\$ 74.62	\$ 74.62	\$ (0.00)	
	578	C1	2/29/2016	1906494	AA	40YD-C&D R/O-DUMP	0	\$ 199.19	\$ 199.19	\$ -	
	578	C1	2/29/2016	1906494	CC	PREPAID-CREDIT CARD	0	\$ -	\$ -	\$ -	
	578	C1	2/29/2016	1906494	99	SUP RESOLUTION-AREA CS	0	\$ -	\$ -	\$ -	
	578	C1	2/29/2016	1906494	CC	DISPOSAL FEE-C & D R/O	4.12	\$ 262.77	\$ 262.77	\$ (0.00)	
	578	C1	2/29/2016	1906494	AA	40YD-C&D R/O-DUMP	1	\$ 199.19	\$ 199.19	\$ -	
	578	C1	2/29/2016	1906494	CC	PREPAID-CREDIT CARD	0	\$ -	\$ -	\$ -	
	578	C1	2/29/2016	1906494	CC	DISPOSAL FEE-C & D R/O	1.17	\$ 74.62	\$ 74.62	\$ (0.00)	
	578	C1	2/29/2016	1906494	AD	40YD-C&D R/O-DEL	1	\$ 199.19	\$ 199.19	\$ -	
	578	C1	2/29/2016	1906494	CC	PREPAID-CREDIT CARD	0	\$ -	\$ -	\$ -	
	578	C1	2/29/2016	1906494	AA	40YD-C&D R/O-DUMP	0	\$ 199.19	\$ 199.19	\$ -	
	578	C1	2/29/2016	1906494	CC	PREPAID-CREDIT CARD	0	\$ -	\$ -	\$ -	
	578	C1	2/29/2016	1906494	CC	DISPOSAL FEE-C & D R/O	2.04	\$ 130.11	\$ 130.11	\$ (0.00)	
5	481532	U4	12/31/2015	1708947	TB	20YD-TRASH R/O-BI	0	\$ -	\$ -	\$ -	
	481532	U4	12/31/2015	1708947	CB	DEAD RUN-CARS BLOCKING	0	\$ -	\$ -	\$ -	
	481532	U4	12/31/2015	1708947	DR	R/O OR COMP-DEAD RUN	0	\$ 55.12	\$ 55.13	\$ (0.01)	
	481532	U4	12/31/2015	1708947	TV	DISPOSAL FEE-TRASH R/O	3.32	\$ 211.74	\$ 211.75	\$ (0.01)	
	481532	U4	1/27/2016	1708947	RC	CR- REF WO 1796065 DEAD RUN	0	\$ (55.12)	\$ (55.13)	\$ 0.01	
6	481427	CN	4/20/2016	2089818	BA	FEE REV-Aug 2015	1	\$ -	\$ -	\$ -	
	481427	CN	4/20/2016	2089818	RC	R/O REV-Aug 2015	1	\$ -	\$ -	\$ -	
	481427	CN	4/21/2016	2089818	TB	40YD-TRASH R/O-BI	1	\$ -	\$ -	\$ -	
	481427	CN	4/21/2016	2089818	TV	DISPOSAL FEE	2.08	\$ 132.66	\$ 132.66	\$ (0.00)	
	481427	CN	4/21/2016	2089818	GB	40YD-G/W R/O-BI	0	\$ -	\$ -	\$ -	
	481427	CN	4/21/2016	2089818	99	SUP RESOLUTION-AREA CS	0	\$ -	\$ -	\$ -	
	481427	CN	4/21/2016	2089818	GV	DISPOSAL FEE	1.95	\$ 124.37	\$ 124.37	\$ (0.00)	
	481427	CN	4/21/2016	2089818	RH	REMINDER	1	\$ -	\$ -	\$ -	
	481427	CN	4/21/2016	2089818	8	SUP RESOLUTION-AREA 08	0	\$ -	\$ -	\$ -	
	481427	CN	4/21/2016	2089818	20	STREET BLOCKED-CONSTRUCTI	0	\$ -	\$ -	\$ -	
7	425	C1	8/31/2015	1311506	TD	40YD-TRASH R/O-DEL	0	\$ 199.19	\$ 199.19	\$ -	
	425	C1	8/31/2015	1311506	AB	40YD-C&D R/O-BI	0	\$ -	\$ -	\$ -	
	425	C1	8/31/2015	1311506	99	SUP RESOLUTION-AREA CS	0	\$ -	\$ -	\$ -	
	425	C1	8/31/2015	1311506	CC	DISPOSAL FEE	9.96	\$ 635.22	\$ 635.25	\$ (0.03)	
8	957	C1	6/30/2016	2318765	AD	20YD-C&D R/O-DEL	1	\$ 194.19	\$ 194.19	\$ -	
	957	C1	6/30/2016	2318765	CC	PREPAID-CREDIT CARD	0	\$ -	\$ -	\$ -	
	957	C1	6/30/2016	2318765	AB	20YD-C&D R/O-BI	1	\$ -	\$ -	\$ -	
	957	C1	6/30/2016	2318765	CC	PREPAID-CREDIT CARD	0	\$ -	\$ -	\$ -	
	957	C1	6/30/2016	2318765	CC	DISPOSAL FEE-C & D R/O	4.6	\$ 293.38	\$ 293.39	\$ (0.01)	
	957	C1	6/30/2016	2318765	AD	20YD-C&D R/O-DEL	0	\$ 194.19	\$ 194.19	\$ -	
	957	C1	6/30/2016	2318765	CC	PREPAID-CREDIT CARD	0	\$ -	\$ -	\$ -	
9	964	C1	6/30/2016	2318767	#	PO#: 89962	0	\$ -	\$ -	\$ -	
	964	C1	6/30/2016	2318767	TD	30YD-TRASH R/O-DEL	0	\$ 196.69	\$ 196.69	\$ -	
	964	C1	6/30/2016	2318767	BL	BILLED	0	\$ -	\$ -	\$ -	
	964	C1	6/30/2016	2318767	#	PO#: 625-96322	0	\$ -	\$ -	\$ -	
	964	C1	6/30/2016	2318767	AA	30YD-C&D R/O-DUMP	1	\$ 196.69	\$ 196.69	\$ -	
	964	C1	6/30/2016	2318767	BL	BILLED	0	\$ -	\$ -	\$ -	
	964	C1	6/30/2016	2318767	99	SUP RESOLUTION-AREA CS	0	\$ -	\$ -	\$ -	
	964	C1	6/30/2016	2318767	CC	DISPOSAL FEE-C & D R/O	1.81	\$ 115.43	\$ 115.44	\$ (0.01)	
	964	C1	6/30/2016	2318767	#	PO#: 625-96322	0	\$ -	\$ -	\$ -	
	964	C1	6/30/2016	2318767	AA	30YD-C&D R/O-DUMP	1	\$ 196.69	\$ 196.69	\$ -	
	964	C1	6/30/2016	2318767	BL	BILLED	0	\$ -	\$ -	\$ -	
	964	C1	6/30/2016	2318767	99	SUP RESOLUTION-AREA CS	0	\$ -	\$ -	\$ -	
	964	C1	6/30/2016	2318767	CC	DISPOSAL FEE-C & D R/O	1	\$ 63.78	\$ 63.78	\$ -	
10	559	U4	10/31/2015	1508853	AB	40YD-C&D R/O-BI	1	\$ -	\$ -	\$ -	
	559	U4	10/31/2015	1508853	RM	R/O DEMURRAGE	13	\$ 143.29	\$ 143.39	\$ (0.10)	
	559	U4	10/31/2015	1508853	CC	DISPOSAL FEE-C & D R/O	3.66	\$ 233.42	\$ 233.43	\$ (0.01)	
11	164	U1	12/31/2015	1708855	QS	10YD-INERT R/O-BI	0	\$ -	\$ -	\$ -	
	164	U1	12/31/2015	1708855	99	SUP RESOLUTION-AREA CS	0	\$ -	\$ -	\$ -	

COMM/ MF R-O	ATHENS' BILLING DETAIL							HF&H TESTWORK			
	CUST #	CYCLE	DATE	INV #	CHG CD	DESCRIPTION	QTY	AMOUNT BILLED PER INVOICE	CITY APPROVED RATE	DIFFERENCES ⁽¹⁾	HF&H Notes
	164	U1	12/31/2015	1708855	IN	DISPOSAL FEE-INERTS	11.2	\$ 715.59	\$ 715.61	\$ (0.02)	
	164	U1	12/31/2015	1708855	AA	40YD-C&D R/O-DUMP	0	\$ 199.19	\$ 199.19	\$ -	
	164	U1	12/31/2015	1708855	CC	DISPOSAL FEE-C & D R/O	6.12	\$ 390.32	\$ 390.33	\$ (0.01)	
	164	U1	12/31/2015	1708855	AA	40YD-C&D R/O-DUMP	0	\$ 199.19	\$ 199.19	\$ -	
	164	U1	12/31/2015	1708855	CC	DISPOSAL FEE-C & D R/O	6.19	\$ 394.79	\$ 394.80	\$ (0.01)	
	164	U1	12/31/2015	1708855	AA	40YD-C&D R/O-DUMP	0	\$ 199.19	\$ 199.19	\$ -	
	164	U1	12/31/2015	1708855	CC	DISPOSAL FEE-C & D R/O	6.05	\$ 385.86	\$ 385.87	\$ (0.01)	
	164	U1	12/31/2015	1708855	QT	10YD-INERT R/O-DEL	0	\$ 191.69	\$ 191.69	\$ -	
12	503	C1	3/31/2016	2007498	AD	40YD-C&D R/O-DEL	1	\$ 199.19	\$ 199.19	\$ -	
	503	C1	3/31/2016	2007498	CC	PREPAID-CREDIT CARD	0	\$ -	\$ -	\$ -	
	503	C1	3/31/2016	2007498	AB	40YD-C&D R/O-BI	1	\$ -	\$ -	\$ -	
	503	C1	3/31/2016	2007498	CC	DISPOSAL FEE-C & D R/O	3.59	\$ 228.97	\$ 228.97	\$ (0.00)	
	503	C1	3/31/2016	2007498	20	STREET BLOCKED-CONSTRUCTI	0	\$ -	\$ -	\$ -	
	503	C1	3/31/2016	2007498	3	VEHICLE IN THE WAY	0	\$ -	\$ -	\$ -	
	503	C1	3/31/2016	2007498	4	GATE WAS LOCKED	0	\$ -	\$ -	\$ -	
	503	C1	3/31/2016	2007498	TD	40YD-TRASH R/O-DEL	1	\$ 199.19	\$ 199.19	\$ -	
	503	C1	3/31/2016	2007498	BL	BILLED	0	\$ -	\$ -	\$ -	
	503	C1	3/31/2016	2007498	TB	40YD-TRASH R/O-BI	1	\$ -	\$ -	\$ -	
	503	C1	3/31/2016	2007498	TP	DISPOSAL FEE-PROC TRASH	2.48	\$ 158.17	\$ 158.17	\$ (0.00)	
	503	C1	3/31/2016	2007498	3	VEHICLE IN THE WAY	0	\$ -	\$ -	\$ -	
13	503	C1	10/31/2015	1508849	AB	40YD-C&D R/O-BI	1	\$ -	\$ -	\$ -	
	503	C1	10/31/2015	1508849	CC	DISPOSAL FEE-C & D R/O	6.47	\$ 412.64	\$ 412.66	\$ (0.02)	
	503	C1	10/31/2015	1508849	TD	10YD-TRASH R/O-DEL	1	\$ 191.69	\$ 191.69	\$ -	
	503	C1	10/31/2015	1508849	QS	10YD-INERT R/O-BI	0	\$ -	\$ -	\$ -	
	503	C1	10/31/2015	1508849	99	SUP RESOLUTION-AREA CS	0	\$ -	\$ -	\$ -	
	503	C1	10/31/2015	1508849	IN	DISPOSAL FEE-INERTS	4.05	\$ 258.30	\$ 258.31	\$ (0.01)	
	503	C1	10/31/2015	1508849	AD	40YD-C&D R/O-DEL	0	\$ 199.19	\$ 199.19	\$ -	
	503	C1	10/31/2015	1508849	AB	40YD-C&D R/O-BI	0	\$ -	\$ -	\$ -	
	503	C1	10/31/2015	1508849	CC	DISPOSAL FEE-C & D R/O	5.06	\$ 322.71	\$ 322.73	\$ (0.02)	
14	559	U4	9/30/2015	1408705	AD	40YD-C&D R/O-DEL	1	\$ 170.27	\$ 199.19	\$ (28.92)	Amount billed is less than the maximum City-approved rates.
	559	U4	9/30/2015	1408705	AA	40YD-C&D R/O-DUMP	1	\$ 199.19	\$ 199.19	\$ -	
	559	U4	9/30/2015	1408705	CC	DISPOSAL FEE-C & D	6.36	\$ 405.62	\$ 405.64	\$ (0.02)	
	559	U4	9/30/2015	1408705	RM	R/O DEMURRAGE	11	\$ 121.24	\$ 121.33	\$ (0.09)	
15	858	C1	3/31/2016	2007518	QT	10YD-INERT R/O-DEL	0	\$ 191.69	\$ 199.19	\$ (7.50)	
	858	C1	3/31/2016	2007518	CC	PREPAID-CREDIT CARD	0	\$ -	\$ -	\$ -	
	858	C1	3/31/2016	2007518	QS	10YD-INERT R/O-BI	0	\$ -	\$ -	\$ -	
	858	C1	3/31/2016	2007518	RM	R/O DEMURRAGE	4	\$ 44.09	\$ 44.12	\$ (0.03)	
	858	C1	3/31/2016	2007518	CC	PREPAID-CREDIT CARD	0	\$ -	\$ -	\$ -	
	858	C1	3/31/2016	2007518	IN	DISPOSAL FEE-INERTS	13.1	\$ 835.49	\$ 835.52	\$ (0.03)	
	858	C1	3/31/2016	2007518	QU	10YD-INERT R/O-DUMP	0	\$ 191.69	\$ 191.69	\$ -	
	858	C1	3/31/2016	2007518	CC	PREPAID-CREDIT CARD	0	\$ -	\$ -	\$ -	
	858	C1	3/31/2016	2007518	IN	DISPOSAL FEE-INERTS	10.2	\$ 651.17	\$ 651.19	\$ (0.02)	
	858	C1	3/31/2016	2007518	SR	SPECIAL CUSTOMER REQUEST	1	\$ -	\$ -	\$ -	
	858	C1	3/31/2016	2007518	99	SUP RESOLUTION-AREA CS	0	\$ -	\$ -	\$ -	

⁽¹⁾ Differences less than \$1 are determined to be rounding errors.

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ATTACHMENT C
RECONCILIATION OF COLLECTOR FEES (OBJECTIVE 2)

Period	Amounts Per Athens Reports			HF&H Calculation		
	Gross Receipts ⁽¹⁾	AB 939 Fees	Gross Receipts Less AB 939 Fees	Collector Fee Due	Collector Fees Paid to City	Difference Due to/(Due From) City
FY 14/15						
July	\$ 269,858	\$ 7,580	\$ 262,278	\$ 26,228	\$ 27,757	\$ (1,529)
August	\$ 112,215	\$ 3,795	\$ 108,420	\$ 10,842	\$ 11,656	\$ (814)
September	\$ 108,662	\$ 3,828	\$ 104,834	\$ 10,483	\$ 11,782	\$ (1,299)
October	\$ 288,144	\$ 7,583	\$ 280,561	\$ 28,056	\$ 27,570	\$ 486
November	\$ 134,150	\$ 4,053	\$ 130,097	\$ 13,010	\$ 11,572	\$ 1,438
December	\$ 149,713	\$ 3,909	\$ 145,804	\$ 14,580	\$ 13,405	\$ 1,175
January	\$ 293,064	\$ 7,411	\$ 285,653	\$ 28,565	\$ 28,607	\$ (42)
February	\$ 121,251	\$ 3,543	\$ 117,708	\$ 11,771	\$ 11,519	\$ 252
March	\$ 129,829	\$ 3,741	\$ 126,088	\$ 12,609	\$ 12,102	\$ 507
April	\$ 289,055	\$ 7,268	\$ 281,787	\$ 28,179	\$ 28,130	\$ 49
May	\$ 130,357	\$ 3,546	\$ 126,811	\$ 12,681	\$ 12,298	\$ 383
June	\$ 132,855	\$ 3,775	\$ 129,080	\$ 12,908	\$ 12,317	\$ 591
FY 14/15 Total Due to/(Due From) City	\$ 2,159,153	\$ 60,032	\$ 2,099,121	\$ 209,912	\$ 208,715	\$ 1,197
FY 15/16						
July	\$ 309,918	\$ 7,421	\$ 302,497	\$ 30,250	\$ 30,223	\$ 27
August	\$ 126,599	\$ 3,534	\$ 123,065	\$ 12,307	\$ 11,646	\$ 661
September	\$ 120,283	\$ 3,600	\$ 116,683	\$ 11,668	\$ 11,364	\$ 304
October	\$ 326,911	\$ 7,768	\$ 319,143	\$ 31,914	\$ 31,787	\$ 127
November	\$ 145,849	\$ 3,682	\$ 142,167	\$ 14,217	\$ 13,850	\$ 367
December	\$ 135,011	\$ 3,412	\$ 131,599	\$ 13,160	\$ 12,373	\$ 787
January	\$ 308,000	\$ 7,342	\$ 300,658	\$ 30,066	\$ 30,052	\$ 14
February	\$ 172,033	\$ 4,077	\$ 167,956	\$ 16,796	\$ 16,443	\$ 353
March	\$ 138,714	\$ 3,766	\$ 134,948	\$ 13,495	\$ 13,388	\$ 107
April	\$ 308,138	\$ 6,894	\$ 301,244	\$ 30,124	\$ 29,262	\$ 862
May	\$ 151,007	\$ 3,819	\$ 147,188	\$ 14,719	\$ 14,489	\$ 230
June	\$ 135,425	\$ 3,390	\$ 132,035	\$ 13,204	\$ 12,863	\$ 341
FY 15/16 Total Due to/(Due From) City	\$ 2,377,888	\$ 58,705	\$ 2,319,183	\$ 231,920	\$ 227,740	\$ 4,180
Total Due to/(Due From) City	\$ 4,537,041	\$ 118,737	\$ 4,418,304	\$ 441,832	\$ 436,455	\$ 5,377

⁽¹⁾ Includes gross receipts received from late fees paid on delinquent customer accounts.

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ATTACHMENT D

TONNAGE REPORTS SUBMITTED TO THE CITY (OBJECTIVE 3)

Hermosa Beach										
Athens Services Monthly Solid Waste Tonnage Report For the Year Ended June 30, 2014										
Waste Hauled Summary in Tons										
Facility	Residential Rubbish Barrel	Residential Green Waste Barrel	Residential Recycling Barrel	Multi-family Mixed Waste Bin	Multi-family Rubbish Barrel	Commercial Mixed Waste Bin	Commercial Rubbish Barrel	Industrial Rubbish Roll-off	Industrial Recycle Roll-off	Total Tonnage
Puente Hills	315.86	98.76	-	4.83	179.36	6.06	1.32	49.74	-	655.93
United Waste (MRF/Transfer)	3,016.39	-	-	2,910.01	1,455.75	3,665.21	16.21	1,644.52	-	12,708.10
California Waste	-	-	-	-	-	-	-	-	231.59	231.59
Potential Industries	-	-	100.25	-	-	-	-	-	-	100.25
Rock Tenn	-	-	2,384.24	-	-	-	-	-	-	-
Mid Valley Landfill (ADC)	-	181.75	-	-	-	-	-	-	5.54	-
Waste Resources Recovery	-	25.67	-	-	-	-	-	-	-	25.67
Downy Area Recovery/Transfer	-	-	-	-	-	-	-	-	98.13	98.13
Long Beach SERRF	-	-	-	-	-	-	-	2.38	-	2.38
Total Tonnage	3,332.26	306.18	2,484.49	2,914.84	1,635.11	3,671.27	17.53	1,696.64	335.26	16,393.58
Diversion Summary in Tons										
Green Waste/ADC/Wood/Fines	-	306.18	-	-	-	-	-	34.62	-	340.80
Commingled Residential Recycling	-	-	2,484.49	-	-	-	-	-	-	2,484.49
Mixed Waste MRF Recycling	335.19	-	-	1,198.05	161.97	1,507.90	-	678.06	-	3,881.18
C&D Recycling	-	-	-	-	-	-	-	-	230.80	230.80
Transformation	-	-	-	610.00	-	700.00	-	-	-	1,310.00
Total	335.19	306.18	2,484.49	1,808.05	161.97	2,207.90	-	712.68	230.80	8,247.27
Diversion %	10%	100%	100%	62%	10%	60%	0%	42%	69%	50%

Hermosa BeachAthens Services Monthly Solid Waste Tonnage Report
For the Year Ended June 30, 2015**Waste Hauled Summary in Tons**

Facility	Residential Rubbish Barrel	Residential Green Waste Barrel	Residential Recycling Barrel	Multi-family Mixed Waste Bin	Multi-family Rubbish Barrel	Commercial Mixed Waste Bin	Commercial Rubbish Barrel	Industrial Rubbish Roll-off	Industrial Recycle Roll-off	Total Tonnage
Puente Hills	-	-	-	-	-	-	-	-	-	-
United Waste (MRF/Transfer)	3,245.64	8.88	-	2,613.99	1,583.23	3,577.55	33.04	2,399.83	-	13,462.17
California Waste	-	-	-	-	-	-	-	-	610.92	610.92
Azusa Land Reclamation	-	-	-	-	-	-	-	-	14.67	14.67
RockTenn	-	-	2,520.18	-	-	-	-	-	-	2,520.18
Mid Valley Landfill (ADC)	-	-	-	-	-	-	-	-	-	-
Waste Resources Recovery	-	224.34	-	-	-	-	-	-	-	224.34
Downy Area Recovery/Transfer	11.27	149.69	-	-	2.45	-	0.10	-	77.98	241.50
Long Beach SERRF	-	-	-	-	-	-	-	-	-	-
Total Tonnage	3,256.92	382.91	2,520.18	2,613.99	1,585.69	3,577.55	33.14	2,399.83	703.57	17,073.78

Diversion Summary in Tons

Green Waste/ADC/Wood/Fines	-	382.91	-	-	-	-	-	-	-	382.91
Commingled Residential Recycling	-	-	2,493.78	-	-	-	-	-	-	2,493.78
Mixed Waste MRF Recycling	362.19	-	-	1,079.15	176.72	1,476.42	0.40	993.15	-	4,088.03
C&D Recycling	-	-	-	-	-	-	-	-	476.43	476.43
Transformation & Non-Disposed Tons	-	-	-	479.00	-	645.00	-	-	-	1,124.00
Total	362.19	382.91	2,493.78	1,558.15	176.72	2,121.42	0.40	993.15	476.43	8,565.16

Diversion %	11%	100%	99%	60%	11%	59%	1%	41%	68%	50%
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Hermosa Beach

Athens Services Monthly Solid Waste Tonnage Report
For the Year Ended June 30, 2016

Waste Hauled Summary in Tons

Facility	Residential Rubbish Barrel	Residential Green Waste Barrel	Residential Recycling Barrel	Multi-family Mixed Waste Bin	Multi-family Rubbish Barrel	Commercial Mixed Waste Bin	Commercial Rubbish Barrel	Industrial Rubbish Roll-off	Industrial Recycle Roll-off	Total Tonnage
Mid Valley Landfill (ADC)	-	29.25	-	-	-	-	-	-	-	29.25
United Waste (MRF/Transfer)	3,081.04	-	-	2,596.77	1,496.83	3,480.03	31.17	2,690.79	-	13,376.63
California Waste	-	-	-	-	-	-	-	-	1,723.48	1,723.48
Waste Resources Recovery	-	0.01	-	-	-	-	-	-	2.58	2.59
Potential Industries	7.56	-	-	-	4.07	-	0.08	-	-	11.71
Downy Area Recovery/Transfer	20.15	309.67	-	-	2.77	-	0.12	-	-	332.70
RockTenn	-	-	2,405.74	-	-	-	-	-	-	2,405.74
Total Tonnage	3,108.75	338.93	2,405.74	2,596.77	1,503.67	3,480.03	31.36	2,690.79	1,726.06	17,882.11

Diversion Summary in Tons

Green Waste/ADC/Wood/Fines	-	338.93	-	-	-	-	-	-	-	338.93
Commingled Residential Recycling	7.56	-	2,405.74	-	4.07	-	0.08	-	-	2,417.45
Mixed Waste MRF Recycling	324.67	-	-	1,046.48	155.06	1,398.72	-	1,080.58	-	4,005.51
C&D Recycling	-	-	-	-	-	-	-	-	1,208.24	1,208.24
Transformation & Non-Disposed Tons	-	-	-	504.00	-	504.00	-	-	-	1,008.00
Total	332.23	338.93	2,405.74	1,550.48	159.13	1,902.72	0.08	1,080.58	1,208.24	8,978.13

Diversion %	11%	100%	100%	60%	11%	55%	0%	40%	70%	50%
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
ATTACHMENT E

ATHENS CERTIFICATES OF INSURANCE (OBJECTIVE 5)

Certificate of Insurance obtained from Athens covering the audit period that does not include Pollution and/or Environmental Impairment Liability Insurance:

		ATHESER-01 WRIGHTDU					
CERTIFICATE OF LIABILITY INSURANCE			DATE (MM/DD/YYYY) 3/1/2016				
THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.							
IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).							
PRODUCER Willis Insurance Services of California, Inc. c/o 20 Century Blvd P.O. Box 305191 Nashville, TN 37230-5191		CONTACT NAME: Willis Towers Watson Certificate Center PHONE (A/C No. Ext.): (877) 945-7378 FAX (A/C No.): (888) 467-2378 E-MAIL ADDRESS: certificates@willis.com					
INSURED Athens Services, Inc. 14048 Valley Blvd. City of Industry, CA 91746		INSURER(S) AFFORDING COVERAGE NAIC #					
		INSURER A: AIG Specialty Insurance Company 26883					
		INSURER B: Greenwich Insurance Company 22322					
		INSURER C: XL Insurance America, Inc. 24554					
		INSURER D:					
		INSURER E:					
INSURER F:							
COVERAGES		CERTIFICATE NUMBER:					
		REVISION NUMBER:					
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.							
INSR LTR	TYPE OF INSURANCE	ADDITIONAL INSURED	SUBROGATION	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC OTHER:	X		EG6439324	03/01/2016	03/01/2017	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 25,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
B	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS <input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED: RETENTION \$	X		RAD500042702	03/01/2016	03/01/2017	COMBINED SINGLE LIMIT (Ea accident) \$ 5,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ EACH OCCURRENCE \$ AGGREGATE \$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		Y/N N/A	RWD500042602	03/01/2016	03/01/2017	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required) City of Hermosa Beach is named as Additional Insured with respects to the General Liability and Automobile Liability policy, but only as required by written contract.							
CERTIFICATE HOLDER				CANCELLATION			
City of Hermosa Beach Attn: Ken Reamey 1315 Valley Drive Hermosa Beach, CA 90254				SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 			
© 1988-2014 ACORD CORPORATION. All rights reserved.							
ACORD 25 (2014/01)		The ACORD name and logo are registered marks of ACORD					

Certificate of Insurance obtained from Athens covering the post-audit period that includes Pollution and/or Environmental Impairment Liability Insurance:

		ATHESER-01	DSOUZAAL			
CERTIFICATE OF LIABILITY INSURANCE			DATE (MM/DD/YYYY) 4/6/2017			
<p>THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.</p> <p>IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).</p>						
PRODUCER Willis Insurance Services of California, Inc. c/o 26 Century Blvd P.O. Box 305191 Nashville, TN 37230-5191		CONTACT NAME: Willis Towers Watson Certificate Center PHONE (A/C. No. Ext): (877) 945-7378 FAX (A/C. No.): (888) 467-2378 E-MAIL ADDRESS: Certificates@Willis.com				
INSURED		INSURER(S) AFFORDING COVERAGE				
Athens Services, Inc. 14048 Valley Blvd. City of Industry, CA 91746		INSURER A : AIG Specialty Insurance Company	NAIC # 26883			
		INSURER B : Greenwich Insurance Company	22322			
		INSURER C : Endurance Risk Solutions Assurance Company	43630			
		INSURER D : XL Insurance America, Inc.	24554			
		INSURER E :				
		INSURER F :				
COVERAGES		CERTIFICATE NUMBER:	REVISION NUMBER:			
<p>THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.</p>						
INSR LTR	TYPE OF INSURANCE	ADDD SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PER <input checked="" type="checkbox"/> LOC <input type="checkbox"/> OTHER:	X	EG6439324	03/01/2017	03/01/2018	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 25,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
B	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY	X	RAD500042703	03/01/2017	03/01/2018	COMBINED SINGLE LIMIT (Ea accident) \$ 5,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
C	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$		XSC30000062901	03/01/2017	03/01/2018	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000
D	<input checked="" type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N	RWD500042603	03/01/2017	03/01/2018	<input checked="" type="checkbox"/> PER <input type="checkbox"/> OTH <input type="checkbox"/> STATUTE <input type="checkbox"/> ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required) THIS CERTIFICATE VOIDS & REPLACES THE PREVIOUSLY ISSUED CERTIFICATE DATED 3/1/2017. City of Hermosa Beach is named as Additional Insured with respects to the General Liability and Automobile Liability policy, but only as required by written contract. Pollution and/ or Environmental Impairment Liability coverage is part of General Liability.						
CERTIFICATE HOLDER				CANCELLATION		
City of Hermosa Beach Attn: Ken Reamey 1315 Valley Drive Hermosa Beach, CA 90254				SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 		
ACORD 25 (2016/03)				© 1988-2015 ACORD CORPORATION. All rights reserved.		
The ACORD name and logo are registered marks of ACORD						

ENDORSEMENT NO. 30

This endorsement, effective 12:01 AM, March 1, 2017

Forms a part of Policy No: EG 6439324
Issued to: ARAKELIAN ENTERPRISES, INC
ATHENS SERVICES
By: AIG SPECIALTY INSURANCE COMPANY

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

ADDITIONAL INSURED PRIMARY AND NON-CONTRIBUTORY ENDORSEMENT – OWNERS, LESSEES OR CONTRACTORS – YOUR WORK

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY AND POLLUTION LEGAL LIABILITY POLICY

SCHEDULE

Name of Additional Insured Person(s) or Organization(s): Blanket where required By written Contract.

Location(s) of Covered Operation(s): Blanket where required By written Contract.

I. Solely as respects COVERAGE A – BODILY INJURY AND PROPERTY DAMAGE LIABILITY, COVERAGE B – PERSONAL AND ADVERTISING INJURY LIABILITY, and COVERAGE E – ADDITIONAL POLLUTION LEGAL LIABILITY, SECTION II – WHO IS AN INSURED is amended to include as an additional insured the person(s) or organization(s) shown in the Schedule, but only with respect to liability for bodily injury, property damage, personal and advertising injury, or environmental damage arising out of your work for the additional insured(s) by or for you at the location(s) designated above.

II. As respects the coverage afforded the additional insured(s) scheduled above, this insurance is primary and non-contributory, and our obligations are not affected by any other insurance carried by such additional insured(s) whether primary, excess, contingent, or on any other basis.

All other terms, conditions and exclusions shall remain the same.

[Handwritten signature]

AUTHORIZED REPRESENTATIVE or countersignature (in states where applicable)

107427 (12/10) C14835

PAGE 1 OF 1

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ATTACHMENT F

PERFORMANCE BOND CERTIFICATE (OBJECTIVE 6)

REPLACES BOND NO. 82153284
PREMIUM: \$2,500.00
Bond No. 1966504

Performance Bond - Annual Form

KNOW ALL MEN BY THESE PRESENTS: That
ARAKELIAN ENTERPRISES, INC. DBA ATHENS SERVICES
(hereinafter called the Principal), and THE HANOVER INSURANCE COMPANY (hereinafter called the Surety), are held and firmly bound unto
CITY OF HERMOSA BEACH

(hereinafter called the Oblige), in the full and just sum of
FIVE HUNDRED THOUSAND AND 00/100THS DOLLARS (\$ 500,000.00),
the payment of which sum, well and truly to be made, the said Principal and Surety bind themselves, and each of their heirs, administrators,
executors, and assigns, jointly and severally, firmly by these presents.

WHEREAS, the Principal has by written agreement dated the 06/05/2013 entered into a contract with the Oblige for
CITY OF HERMOSA BEACH CONTRACT FOR INTEGRATED SOLID WASTE MANAGEMENT SERVICES

which contract is hereby referred to and made a part hereof.

NOW, THEREFORE, THE CONDITIONS OF THE ABOVE OBLIGATION IS SUCH, that if the Principal shall well and truly perform each and every obligation in said contract at the time and in the manner specified during the term of this bond, and shall reimburse said Oblige all loss and damage which said Oblige may sustain by reason of failure or default on the part of said Principal, then this obligation shall be void, otherwise to remain in full force and effect.

PROVIDED, HOWEVER, that this bond is subject to the following conditions:

1. This bond is for the term beginning 07/01/2016 and ending 06/30/2017
2. In the event of a default by the Principal in the performance of the contract during the term of this bond, the Surety shall be liable only for the loss to the Oblige due to actual excess costs of performance that occurred during the effective period of the bond, up to the maximum penalty of this bond. The Surety's liability under this bond and all continuation certificates issued in connection therewith shall not be cumulative and shall in no event exceed the amount as set forth in this bond or in any additions, riders, or endorsements properly issued by the Surety as supplements thereto.
3. No claim, action, suit or proceeding, except as hereinafter set forth, shall be had or maintained against the Surety on this instrument unless same be brought or instituted upon the Surety within one year from termination or expiration of the bond term.
4. This bond may be extended for additional terms at the option of the surety, by continuation certificate executed by the Surety.
5. Neither non-renewal by the surety, nor failure, nor inability of the Principal to file a replacement bond shall constitute loss to the Oblige recoverable under this bond.
6. No right of action shall accrue on this bond to or for the use of any person or corporation other than the Oblige named herein or the heirs, executors, administrator or successors of Oblige.
7. If any conflict or inconsistency exists between the Surety's obligation or undertakings as described in this Bond and as described in the underlying Contract, then the terms of this Bond shall prevail.

Signed and sealed this 20TH day of JUNE, 2016.

PRINCIPAL NAME
ARAKELIAN ENTERPRISES, INC. DBA ATHENS SERVICES

By: *[Signature]*
Authorized Signatory

THE HANOVER INSURANCE COMPANY
By: *[Signature]*
DENNIS LANGER
Attorney-In-Fact



CALIFORNIA ALL-PURPOSE ACKNOWLEDGMENT

CIVIL CODE § 1189

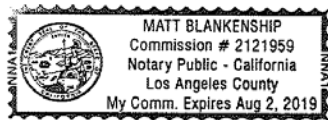
A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California)
County of LOS ANGELES)

On JUNE 20, 2016 before me, MATT BLANKENSHIP, NOTARY PUBLIC
Date Here Insert Name and Title of the Officer

personally appeared DENNIS LANGER
Name(s) of Signer(s)

who proved to me on the basis of satisfactory evidence to be the person(x) whose name(x) is/xxx
subscribed to the within instrument and acknowledged to me that he/xxxxxxx executed the same in
his/xxxxxxx authorized capacity(xxx) and that by his/hxxxxxxx signature(x) on the instrument the person(x)
or the entity upon behalf of which the person(x) acted, executed the instrument.



I certify under PENALTY OF PERJURY under the laws
of the State of California that the foregoing paragraph
is true and correct.

WITNESS my hand and official seal.

Signature [Handwritten Signature]
Signature of Notary Public
MATT BLANKENSHIP, NOTARY PUBLIC

Place Notary Seal Above

OPTIONAL

Though this section is optional, completing this information can deter alteration of the document or
fraudulent reattachment of this form to an unintended document.

Description of Attached Document

Title or Type of Document: PERFORMANCE BOND Document Date: JUNE 20, 2016
Number of Pages: Signer(s) Other Than Named Above: NONE

Capacity(ies) Claimed by Signer(s)

Signer's Name: DENNIS LANGER
Corporate Officer - Title(s):
Partner - Limited General
Individual x Attorney in Fact
Trustee Guardian or Conservator
Other:
Signer Is Representing:

Signer's Name:
Corporate Officer - Title(s):
Partner - Limited General
Individual Attorney in Fact
Trustee Guardian or Conservator
Other:
Signer Is Representing:

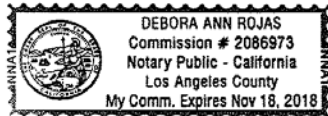
CALIFORNIA ALL-PURPOSE ACKNOWLEDGMENT

CIVIL CODE § 1189

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California)
County of Los Angeles)
On June 29, 2016 before me, Debora Ann Rojas, Notary Public,
Date Here Insert Name and Title of the Officer
personally appeared - Gary M Clifford -
Name(s) of Signer(s)

who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) ~~is/are~~ subscribed to the within instrument and acknowledged to me that ~~he/she/they~~ executed the same in ~~his/her/their~~ authorized capacity(ies), and that by ~~his/her/their~~ signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.



I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.

Signature Debora Ann Rojas
Signature of Notary Public

Place Notary Seal Above

OPTIONAL

Though this section is optional, completing this information can deter alteration of the document or fraudulent reattachment of this form to an unintended document.

Description of Attached Document

Title or Type of Document: Performance Bond # 1966504 Athero / Hermosa Beach

Document Date: _____ Number of Pages: _____

Signer(s) Other Than Named Above: _____

Capacity(ies) Claimed by Signer(s)

Signer's Name: _____

Corporate Officer — Title(s): _____

Partner — Limited General

Individual Attorney in Fact

Trustee Guardian or Conservator

Other: _____

Signer Is Representing: _____

Signer's Name: _____

Corporate Officer — Title(s): _____

Partner — Limited General

Individual Attorney in Fact

Trustee Guardian or Conservator

Other: _____

Signer Is Representing: _____

THE HANOVER INSURANCE COMPANY
MASSACHUSETTS BAY INSURANCE COMPANY
CITIZENS INSURANCE COMPANY OF AMERICA

POWERS OF ATTORNEY
CERTIFIED COPY

KNOW ALL MEN BY THESE PRESENTS: That THE HANOVER INSURANCE COMPANY and MASSACHUSETTS BAY INSURANCE COMPANY, both being corporations organized and existing under the laws of the State of New Hampshire, and CITIZENS INSURANCE COMPANY OF AMERICA, a corporation organized and existing under the laws of the State of Michigan, do hereby constitute and appoint

Timothy Noonan, Dennis Langer, Janina Monroe and/or Paul Boucher

of Los Angeles, CA and each is a true and lawful Attorney(s)-in-fact to sign, execute, seal, acknowledge and deliver for, and on its behalf, and as its act and deed any place within the United States, or, if the following line be filled in, only within the area therein designated any and all bonds, recognizances, undertakings, contracts of indemnity or other writings obligatory in the nature thereof, as follows:

Any such obligations in the United States, not to exceed Ten Million and No/100 (\$10,000,000) in any single instance

and said companies hereby ratify and confirm all and whatsoever said Attorney(s)-in-fact may lawfully do in the premises by virtue of these presents. These appointments are made under and by authority of the following Resolution passed by the Board of Directors of said Companies which resolutions are still in effect:

"RESOLVED, That the President or any Vice President, in conjunction with any Vice President, be and they are hereby authorized and empowered to appoint Attorneys-in-fact of the Company, in its name and as its acts, to execute and acknowledge for and on its behalf as Surety any and all bonds, recognizances, contracts of indemnity, waivers of citation and all other writings obligatory in the nature thereof, with power to attach thereto the seal of the Company. Any such writings so executed by such Attorneys-in-fact shall be as binding upon the Company as if they had been duly executed and acknowledged by the regularly elected officers of the Company in their own proper persons." (Adopted October 7, 1981 - The Hanover Insurance Company; Adopted April 14, 1982 - Massachusetts Bay Insurance Company; Adopted September 7, 2001 - Citizens Insurance Company of America)

IN WITNESS WHEREOF, THE HANOVER INSURANCE COMPANY, MASSACHUSETTS BAY INSURANCE COMPANY and CITIZENS INSURANCE COMPANY OF AMERICA have caused these presents to be sealed with their respective corporate seals, duly attested by two Vice Presidents, this 19th day of March 2012.



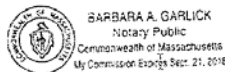
THE HANOVER INSURANCE COMPANY
MASSACHUSETTS BAY INSURANCE COMPANY
CITIZENS INSURANCE COMPANY OF AMERICA

Robert Thomas
Robert Thomas, Vice President

Joe Brenstrom
Joe Brenstrom, Vice President

THE COMMONWEALTH OF MASSACHUSETTS)
COUNTY OF WORCESTER) ss.

On this 19th day of March 2012 before me came the above named Vice Presidents of The Hanover Insurance Company, Massachusetts Bay Insurance Company and Citizens Insurance Company of America, to me personally known to be the individuals and officers described herein, and acknowledged that the seals affixed to the preceding instrument are the corporate seals of The Hanover Insurance Company, Massachusetts Bay Insurance Company and Citizens Insurance Company of America, respectively, and that the said corporate seals and their signatures as officers were duly affixed and subscribed to said instrument by the authority and direction of said Corporations.



Barbara A. Garlick
Barbara A. Garlick, Notary Public
My Commission Expires September 21, 2018

I, the undersigned Vice President of The Hanover Insurance Company, Massachusetts Bay Insurance Company and Citizens Insurance Company of America, hereby certify that the above and foregoing is a full, true and correct copy of the Original Power of Attorney issued by said Companies, and do hereby further certify that the said Powers of Attorney are still in force and effect.

This Certificate may be signed by facsimile under and by authority of the following resolution of the Board of Directors of The Hanover Insurance Company, Massachusetts Bay Insurance Company and Citizens Insurance Company of America.

"RESOLVED, That any and all Powers of Attorney and Certified Copies of such Powers of Attorney and certification in respect thereto, granted and executed by the President or any Vice President in conjunction with any Vice President of the Company, shall be binding on the Company to the same extent as if all signatures therein were manually affixed, even though one or more of any such signatures thereon may be facsimile." (Adopted October 7, 1981 - The Hanover Insurance Company; Adopted April 14, 1982 - Massachusetts Bay Insurance Company; Adopted September 7, 2001 - Citizens Insurance Company of America)

GIVEN under my hand and the seals of said Companies, at Worcester, Massachusetts, this 20th day of JUNE 2016.

THE HANOVER INSURANCE COMPANY
MASSACHUSETTS BAY INSURANCE COMPANY
CITIZENS INSURANCE COMPANY OF AMERICA

Gleff Margosian
Gleff Margosian, Vice President

ATTACHMENT G
RECORDS OF SERVICE DISCREPANCIES (OBJECTIVE 8)

Customer complaints not resolved within the goal of two (2) business days, as specified in the Agreement:

#	Acct #	Enter Date	To do Date	Complete Date	Complete Time	Work Order	Description	Completed By	Status Closed	# of Days to Complete
1	483475	4/28/2016	4/28/2016	5/19/2016	19:38:34	2105211	REFERRAL TO SUPERVISOR	MATTHEW	Y	21
2	514270	11/9/2015	11/9/2015	11/28/2015	7:01:59	1564533	REFERRAL TO SUPERVISOR	OCTAVIO	Y	19
3	514238	10/13/2015	10/13/2015	10/30/2015	16:44:34	1472502	SPECIAL CUSTOMER REQUEST	ARTM	Y	17
4	481322	11/16/2015	11/16/2015	11/30/2015	7:45:08	1575822	DRIVER PROBLEM	THOMAS	Y	14
5	483354	1/18/2016	1/19/2016	1/30/2016	13:30:21	1781353	REFERRAL TO SUPERVISOR	CLAUDIAA	Y	11
6	404018	11/16/2015	11/16/2015	11/25/2015	16:40:37	1575251	SPECIAL CUSTOMER REQUEST	THOMAS	Y	9
7	481927	6/8/2016	6/8/2016	6/16/2016	13:40:37	2273470	REFERRAL TO SUPERVISOR	VICTOR	Y	8
8	514263	11/20/2015	11/20/2015	11/27/2015	8:38:57	1582357	REFERRAL TO SUPERVISOR	CARLOSCUY	Y	7
9	75	1/8/2016	1/8/2016	1/13/2016	17:54:08	1766673	REFERRAL TO SUPERVISOR	CARLOSCUY	Y	5
10	75	9/25/2015	9/25/2015	9/29/2015	9:19:44	1393321	REFERRAL TO SUPERVISOR	CARLOSCUY	Y	4
11	52	12/18/2015	12/18/2015	12/22/2015	8:46:57	1678050	SPECIAL CUSTOMER REQUEST	CARLOSCUY	Y	4
12	481416	1/15/2016	1/15/2016	1/19/2016	9:47:10	1778207	SPECIAL CUSTOMER REQUEST	CARLOSCUY	Y	4
13	484547	4/26/2016	4/26/2016	4/30/2016	14:53:04	2101436	REFERRAL TO SUPERVISOR	EMMANUEL	Y	4
14	483026	6/7/2016	6/13/2016	6/17/2016	12:17:59	2271610	REFERRAL TO SUPERVISOR	VICTOR	Y	4
15	484173	7/28/2015	7/28/2015	7/31/2015	10:27:51	1202812	DRIVER PROBLEM	ARTM	Y	3
16	514253	8/28/2015	8/28/2015	8/31/2015	11:25:55	1299425	SPECIAL CUSTOMER REQUEST	OCTAVIO	Y	3