



In our continuing efforts to improve service...

We have made some changes to your monthly invoice that will help you better understand your service(s), the costs associated with them, and the status of your account. We have added some useful information and other details to make your invoice easier to use.

- 1 Account Number** – Your account number is in 2 locations on every invoice. Please refer to it when you call us so that we may better serve you.
- 2 Important Dates** – Displayed in this box is the invoice date and the date that payment is due to us.
- 3 Service Address** – Located here is address for which this invoice pertains. If you have more than one service location with us, please ask about having all of your invoices sent together.
- 4 Billing Address** – This is the address to which we sent your invoice(s). If you move, please make sure you notify us as soon as possible.
- 5 Total Amount Due** – This is a summary of your monthly activities and now includes the total amount due in a simple easy-to-understand way, including your total charges and the payments you made.

		Account Number: 899999-000 1																														
Invoice Date: 7/31/09 2 Due Date: 8/15/09 2 P.O. Number:		Current Invoice Amount: 222.02 Total Amount Due: 222.02																														
Billing Period: AUGUST 2009 Service Address: JOHN SMITH COMPANY, 485 ELM ST, LOS ANGELES CA 3	Pin #: 0512485 8 Billing Address: JOHN SMITH COMPANY, 123 MAIN ST, LOS ANGELES CA 90058-457 4	Amount: Previous Balance: 528.82 Credits and Adjustments: .00 Payments Received: 528.82 Current Charges: 201.83 Taxes and Fees: 20.29 Total Amount Due: 222.12 5																														
Visit our website: www.athensservices.com P O Box 60009 Industry, CA 91716-0009 Customer Service: (888) 336-6100																																
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7 ** YOU CAN NOW ORDER BULKY ITEM PICKUPS, ROLL-OFF BOXES AND OTHER TEMPORARY SERVICES ON-LINE AT WWW.ATHENSSERVICES.COM ! LEARN ABOUT OUR OTHER SERVICES SUCH AS STREET & PARKING LOT SWEEPING, SPECIAL WASTE COLLECTION - 888 336-6100																																
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Send payment to: Athens Services P.O. Box 60009 City Of Industry, CA 91716-0009		000002220299999900007312009																														

9 Holiday Schedule

As a reminder, we observe the following holidays:

New Year's Day	Fourth of July	Thanksgiving Day
Memorial Day	Labor Day	Christmas Day

When any one of these holidays is observed on a weekday, collections for the remainder of the week shall all be postponed one collection day.

10 Temporary Containers for Special Cleanups

We offer a variety of sizes of containers from 3-yard to 40-yard for cleanups and special projects. Please call our Customer Service Department or visit our web site @ www.athensservices.com to order.

Payment is due as indicated on the front of this invoice.
Delinquent balances may be subject to a late fee.

- 6 Itemized Charges** – This section now has more detail and shows the various charges for the month, including Basic Service Charges, Fuel Surcharges (due to significant increases in fuel costs), City Fees, Disposal costs (for Roll-Offs and Compactors), and other applicable charges and fees.
- 7 Important Information** – Check this area every month for useful tips and other important information.
- 8 Pin Number** – This is the number required to complete your on-line bill pay transaction.
- 9 Holiday Schedule** – One of the most frequently asked questions is, "What are your holidays?" The back of every invoice now has the answer! Please remember that on holiday weeks, your collection(s) will be delayed by one day.
- 10 Temporary Services** – In addition to the regular monthly services, we stand ready to assist you with any temporary needs. Whether you are cleaning out your garage, or tearing it down, we have the correct equipment and will exceed your expectations.

Thank You

We hope you find these changes useful. We greatly appreciate your business and strive to continuously improve our services. As always, you can reach us THREE ways:

888-336-6100

P.O. Box 60009
City of Industry, CA 91716

www.AthensServices.com