



July 15th, 2011

Dear Altadena and Kinneloa Mesa Resident:

Welcome to Athens Services!

Athens Services is proud to be the exclusive waste hauler selected to provide residential trash collection services in the Altadena and Kinneloa Mesa community beginning September 1, 2011.

Athens Services has been serving parts of the Altadena and Kinneloa Mesa community for many years and we take great pride in enhancing the quality of our service in your community and improving your neighborhoods on collection day.

If you are an existing Athens Services customer or a new Athens Services customer, you will be receiving new automated carts during the month of August. However, your collection day may change, due to street sweeping conflicts. You will receive additional information regarding the new automated cart service and possible service day change in the upcoming weeks.

Please refer to the Welcome Packet attached to your cart which you will receive in August. In your Welcome Packet you will find the following...

- A subscription order form that must be filled out which details the new services offered and the reduced rates.
- A "Recycle Me" sticker to be placed on your **EMPTY** containers to be picked up the week following your start date.
- An Athens Services Brochure which will include details about the new service and how it works, as well as additional information regarding enhanced services and contact information.

Athens Services and the Los Angeles County Department of Public Works will conduct three community meetings to provide additional information and answer any questions you may have concerning the new service. The meetings will be held at the following locations and times...

Altadena Community Center  
730 E. Altadena Dr., Altadena, Ca.  
Wednesday, July 20<sup>th</sup> at 7PM

Saturday, July 23<sup>rd</sup> at 10AM

High Point Academy  
1720 Kinneloa Canyon Rd. Pasadena, Ca.  
Friday, July 29<sup>th</sup> at 7PM

Please see additional timeline information below...

**August** – Athens Services will be delivering new carts during the entire month of August. Please do not use these new carts until September 1<sup>st</sup>. You must continue to use the containers you have until August 31<sup>st</sup>. This is very important! You will also receive a post card reminding you of the new service start date and your service day a week before your start date.

**September 1<sup>st</sup>** – Athens Services will start servicing all the residents of the Altadena and Kinneloa Mesa area. Please feel free to put out your **EMPTY** plastic cans for us to collect and recycle on your next collection day. We will provide a welcome packet attached to your cart that includes a “Recycle Me” sticker to be placed on your **EMPTY** containers.

**Senior Discount Application** - If you currently receive a senior discount for your service or meet the criteria required to receive the 25% reduction in your service rate, you must fill out the attached senior discount form and return it by **August 19<sup>th</sup>**.

We look forward to continuing to serve the Altadena and Kinneloa Mesa community. If you have any questions regarding your new service, please call our Customer Service Department at 1-877-764-5551. Please go to our website for additional information on the new services [www.athensservices.com/Altadena.htm](http://www.athensservices.com/Altadena.htm)

Sincerely,

Athens Services