

Comparison of ESB form completed by Customer First for Services that have been Channel-Shifted

| ESB Form                 | Brown Sacks |            |                       | Bulky Matters Bookings |            |                       | Flytipping |            |                       | Total       |             |                       | Missed Collection Reports |            |                       |
|--------------------------|-------------|------------|-----------------------|------------------------|------------|-----------------------|------------|------------|-----------------------|-------------|-------------|-----------------------|---------------------------|------------|-----------------------|
|                          | 2016        | 2015       | Percentage Difference | 2016                   | 2015       | Percentage Difference | 2016       | 2015       | Percentage Difference | 2016        | 2015        | Percentage Difference | 2016                      | 2015       | Percentage Difference |
| Week ending              |             |            |                       |                        |            |                       |            |            |                       |             |             |                       |                           |            |                       |
| 22nd to 28th Feb         | 30          | 52         | -42.3%                | 44                     | 78         | -43.6%                | 74         | 46         | 60.9%                 | 148         | 176         | -15.9%                | 21                        | 39         | -46.2%                |
| 29th to 6th March        | 49          | 53         | -7.5%                 | 42                     | 60         | -30.0%                | 57         | 51         | 11.8%                 | 148         | 164         | -9.8%                 | 14                        | 34         | -58.8%                |
| 7th to 13th March        | 25          | 40         | -37.5%                | 34                     | 67         | -49.3%                | 79         | 58         | 36.2%                 | 138         | 165         | -16.4%                | 26                        | 41         | -36.6%                |
| 14th to 20th March       | 32          | 37         | -13.5%                | 46                     | 68         | -32.4%                | 73         | 62         | 17.7%                 | 151         | 167         | -9.6%                 | 24                        | 51         | -52.9%                |
| 21st to 27th March       | 22          | 41         | -46.3%                | 23                     | 60         | -61.7%                | 57         | 84         | -32.1%                | 102         | 185         | -44.9%                | 14                        | 39         | -64.1%                |
| 28th March to 3rd April  | 29          | 48         | -39.6%                | 26                     | 59         | -55.9%                | 48         | 43         | 11.6%                 | 103         | 150         | -31.3%                | 17                        | 31         | -45.2%                |
| 4th April to 10th April  | 25          | 44         | -43.2%                | 39                     | 60         | -35.0%                | 70         | 73         | -4.1%                 | 134         | 177         | -24.3%                | 19                        | 25         | -24.0%                |
| 11th April to 17th April | 32          | 48         | -33.3%                | 40                     | 70         | -42.9%                | 74         | 71         | 4.2%                  | 146         | 189         | -22.8%                | 7                         | 31         | -77.4%                |
| 18th April to 24th April | 28          | 42         | -33.3%                | 45                     | 73         | -38.4%                | 78         | 91         | -14.3%                | 151         | 206         | -26.7%                | 19                        | 36         | -47.2%                |
| 25th April to 1st May    | 45          | 50         | -10.0%                | 50                     | 66         | -24.2%                | 49         | 67         | -26.9%                | 144         | 183         | -21.3%                | 12                        | 31         | -61.3%                |
| 2nd May to 8th May       | 21          | 44         | -52.3%                | 35                     | 43         | -18.6%                | 51         | 48         | 6.3%                  | 107         | 135         | -20.7%                | 12                        | 36         | -66.7%                |
| <b>Total</b>             | <b>338</b>  | <b>499</b> | <b>-32.3%</b>         | <b>424</b>             | <b>704</b> | <b>-39.8%</b>         | <b>710</b> | <b>694</b> | <b>2.3%</b>           | <b>1472</b> | <b>1897</b> | <b>-22.4%</b>         | <b>161</b>                | <b>327</b> | <b>-50.8%</b>         |

Comparison of ESB form completed by Non-Customer First for Services that have been Channel-Shifted

| ESB Form                 | Brown Sacks |            |                       | Flytipping |            |                       | Missed Collection |            |                       |
|--------------------------|-------------|------------|-----------------------|------------|------------|-----------------------|-------------------|------------|-----------------------|
|                          | 2016        | 2015       | Percentage Difference | 2016       | 2015       | Percentage Difference | 2016              | 2015       | Percentage Difference |
| Week ending              |             |            |                       |            |            |                       |                   |            |                       |
| 22nd to 28th Feb         | 62          | 38         | 63.2%                 | 29         | 40         | -27.5%                | 21                | 39         | -46.2%                |
| 29th to 6th March        | 51          | 56         | -8.9%                 | 20         | 14         | 42.9%                 | 14                | 34         | -58.8%                |
| 7th to 13th March        | 56          | 39         | 43.6%                 | 8          | 24         | -66.7%                | 26                | 41         | -36.6%                |
| 14th to 20th March       | 70          | 44         | 59.1%                 | 19         | 58         | -67.2%                | 24                | 51         | -52.9%                |
| 21st to 27th March       | 42          | 41         | 2.4%                  | 12         | 47         | -74.5%                | 14                | 39         | -64.1%                |
| 28th March to 3rd April  | 35          | 35         | 0.0%                  | 18         | 62         | -71.0%                | 17                | 31         | -45.2%                |
| 4th April to 10th April  | 61          | 40         | 52.5%                 | 28         | 11         | 154.5%                | 19                | 25         | -24.0%                |
| 11th April to 17th April | 42          | 49         | -14.3%                | 32         | 28         | 14.3%                 | 7                 | 31         | -77.4%                |
| 18th April to 24th April | 67          | 39         | 71.8%                 | 22         | 51         | -56.9%                | 19                | 36         | -47.2%                |
| 25th April to 1st May    | 54          | 53         | 1.9%                  | 26         | 41         | -36.6%                | 12                | 31         | -61.3%                |
| 2nd May to 8th May       | 60          | 37         | 62.2%                 | 10         | 19         | -47.4%                | 12                | 36         | -66.7%                |
| <b>Total</b>             | <b>600</b>  | <b>471</b> | <b>28.4%</b>          | <b>221</b> | <b>395</b> | <b>-44.1%</b>         | <b>161</b>        | <b>327</b> | <b>-50.8%</b>         |