

## Kristen Mueller

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**From:** Kim Turner CtMgr <citymanager@uctx.gov>  
**Sent:** Tuesday, February 9, 2021 10:32 AM  
**To:** Veronica Hernandez UTBlg; Customer Srvc Box(customersrvc@wm.com)  
**Cc:** Flores Jr, Mike; Cox, Christopher; Kim Turner  
**Subject:** RE: MISSED GARBAGE PICK UP

Bigger questing is the WM reps can't seem to find the UC addresses. Is WM on a new system that perhaps has in incorrect address shape file?

Kim M. Turner  
Universal City  
210-659-0333 ext 705

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**From:** Veronica Hernandez UTBlg <utilitybilling@uctx.gov>  
**Sent:** Tuesday, February 9, 2021 10:12 AM  
**To:** Customer Srvc Box (customersrvc@wm.com) <customersrvc@wm.com>  
**Cc:** Flores Jr, Mike <mflores2@wm.com>; Cox, Christopher <ccox6@wm.com>; Kim Turner <ACM@uctx.gov>  
**Subject:** MISSED GARBAGE PICK UP  
**Importance:** High

Good morning,  
I had two customers call me today upset, wanting to know who they can talk to in Waste Management in reference to their garbage not being picked up. 134 and 135 Guilford Forge was not picked up yesterday 02/08/21. Both customers stated the whole block was not picked up and they both called Waste Management. 135 Guilford Forge was told she is not on the list and Ms. Kirksey told Joe in Waste Management customer service, "she has lived at this address for 10 years and her garbage has been picked up before". Ms. Kirksey asked me if I changed anything to her account? And she also noticed she is still being billed for garbage. Can we find out why Guilford Forge was not picked up yesterday?

*Happy Valentine's Day*

*Veronica Hernandez*

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