

## Kristen Mueller

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**From:** Veronica Hernandez UTBIlg <utilitybilling@uctx.gov>  
**Sent:** Tuesday, February 9, 2021 11:42 AM  
**To:** Customer Srvc Box  
**Cc:** Flores Jr, Mike; Cox, Christopher; Kim Turner; Vicky Cortez  
**Subject:** RE: MISSED GARBAGE PICK UP

**Importance:** High

Please see below.

*Happy Valentine's Day*

*Veronica Hernandez*

Utilities Administrator  
2150 Universal City Blvd  
Universal City, Tx 78148  
210-659-0333 ext. 711



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**From:** Customer Srvc Box <customersrvc@wm.com>  
**Sent:** Tuesday, February 9, 2021 11:14 AM  
**To:** Veronica Hernandez UTBIlg <utilitybilling@uctx.gov>; Customer Srvc Box <customersrvc@wm.com>  
**Cc:** Flores Jr, Mike <mflores2@wm.com>; Cox, Christopher <ccox6@wm.com>; Kim Turner <ACM@uctx.gov>  
**Subject:** RE: MISSED GARBAGE PICK UP

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Hello Veronica,

I apologize for the missed service. I have entered a missed service request to ensure the trash is recover.

The ticket numbers are 167749-167751. Please inform the residents to leave the trash out for service.

We did not had an accounts in our system for this two addresses, however per our guidelines if there is not an account the reps are to created one and to assist the customer with what they need.

**But, if Waste Management has been servicing these addresses, why or how would they fall off the list?**

I have send an email to the service center for a coaching opportunity.

Once again I apologize for any inconvenience.

Best Regards,  
Leomaris

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

Utilities Administrator  
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Universal City, Tx 78148  
210-659-0333 ext. 711



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