

Kristen Mueller

From: Flores Jr, Mike <mflores2@wm.com>
Sent: Tuesday, February 9, 2021 12:06 PM
To: Veronica Hernandez UTBlg
Cc: Cox, Christopher; Kim Turner; Vicky Cortez
Subject: Re: RE: MISSED GARBAGE PICK UP
Attachments: image004.jpg; image005.jpg

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good afternoon, I am looking into the issue we have. I did communicate with our Route managers to ensure all streets are collected. We will fix the street names on our route sheets.

Veronica I will call you this afternoon to discuss this afternoon.

Sent from my iPhone

On Feb 9, 2021, at 11:43 AM, Veronica Hernandez UTBlg <utilitybilling@uctx.gov> wrote:

<image001.gif>
Please see below.

Happy Valentine's Day

Veronica Hernandez

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

<image004.jpg>

From: Customer Srvc Box <customersrv@wm.com>
Sent: Tuesday, February 9, 2021 11:14 AM
To: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>; Customer Srvc Box <customersrv@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

From: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>
Sent: Tuesday, February 9, 2021 10:12 AM
To: Customer Srvc Box <customersrvc@wm.com>
Cc: Flores Jr, Mike <mflores2@wm.com>; Cox, Christopher <ccox6@wm.com>; Kim Turner <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
2150 Universal City Blvd
Universal City, Tx 78148
210-659-0333 ext. 711

<image005.jpg>

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