

Kristen Mueller

From: Veronica Hernandez UTBIlg <utilitybilling@uctx.gov>
Sent: Wednesday, February 10, 2021 2:45 PM
To: Customer Srvc Box
Cc: Cox, Christopher; Flores Jr, Mike; Kim Turner
Subject: RE: 518 TUMBLE BROOK

Thank you.

Happy Valentine's Day

Veronica Hernandez

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



From: Customer Srvc Box <customersrvc@wm.com>
Sent: Wednesday, February 10, 2021 2:33 PM
To: Veronica Hernandez UTBIlg <utilitybilling@uctx.gov>; Customer Srvc Box <customersrvc@wm.com>
Cc: Cox, Christopher <ccox6@wm.com>; Flores Jr, Mike <mflores2@wm.com>; Kim Turner <ACM@uctx.gov>
Subject: RE: 518 TUMBLE BROOK

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Hello Veronica,

I apologize for the missed service. I created an account in our system for this address and entered a missed service request.

The confirmation number is 171196.

If we still have drivers in the area the recovery will be done today, if not at the latest by noon tomorrow.

Best Regards,
Leomaris

From: Veronica Hernandez UTBIlg <utilitybilling@uctx.gov>
Sent: Wednesday, February 10, 2021 2:26 PM
To: Customer Srvc Box <customersrvc@wm.com>

Cc: Cox, Christopher <ccox6@wm.com>; Flores Jr, Mike <mflores2@wm.com>; Kim Turner <ACM@uctx.gov>

Subject: [EXTERNAL] 518 TUMBLE BROOK

Importance: High

Hello,

We have another address that is not on the list for garbage pick up, even though this customer has service since 08/23/2007. I did advice customer to leave her garbage cans out. Will there be a ticket # created and when will her garbage be picked up?

Happy Valentine's Day

Veronica Hernandez

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