

## Kristen Mueller

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**From:** Kim Turner CtMgr <citymanager@uctx.gov>  
**Sent:** Monday, February 22, 2021 8:42 AM  
**To:** Cox, Christopher  
**Cc:** publicworksdirector  
**Subject:** RE: Waste Management Force Majeure Event Notice (Universal City)

Received. City staff is prepared to take the calls and monitor the trash pick ups in conjunction with WM. We have recorded new messages regarding trash service and will resend the PSA again this week. Here is what was sent out.

### PSA Trash Service:

The inclement weather has effected the ability to provide regularly scheduled Waste Management trash service in Universal City. Businesses and residents are advised that trash service has been suspended until the week of February 22<sup>nd</sup>. Universal City businesses and households should put out whatever trash they have on their next service day. For example, If your **first** trash day is Monday, then put your trash out by 7:00 AM on Monday, February 22<sup>nd</sup>. If your **first** trash day of the week is Tuesday, then put your trash out trashy out by 7:00 AM on Tuesday, February 23<sup>rd</sup>. If your **first** trash day of the week is on Wednesday, then put your trash out by 7:00 AM on Wednesday, February 24<sup>th</sup>. All excess trash that is not in a trash can, bin, or dumpster *must be neatly bagged* and set next to the trash containers; this will expedite the pick-up process.

Be advised that waste tonnage will be an issue. Each Waste Management vehicle only hold so much trash before it has to head back to the landfill. In the event that the tonnage is more than what can be picked up in one trash day, Waste Management respectfully requests that all trash cans, containers, and neatly bagged trash remain at the curb. Missed trash service may happen later in the day, the following day, or picked up on your second trash day of the week. Again, leave all trash at the curb or pick up area. Waste Management and City staff will monitor the City for any missed trash pick-ups. If possible, we ask that residents refrain from calling about missed trash service until Monday, 01 March.

Waste Management Customer Service:210-368-5000

Universal City Utilities: 210-619-0711

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

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**From:** Cox, Christopher <ccox6@wm.com>  
**Sent:** Saturday, February 20, 2021 5:32 PM  
**To:** Kim Turner CtMgr <citymanager@uctx.gov>  
**Cc:** publicworksdirector <pwdirector@uctx.gov>  
**Subject:** FW: Waste Management Force Majeure Event Notice (Universal City)

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.

Kim,

Please disregard my previous email – I inadvertently attached your file to the incorrect email window. Its been one of those weeks – we all need some rest! Here is the correct email text for your records.

*Good afternoon Kim,*

*Please see the attached Notice of Force Majeure Event Preventing Full Contract Performance from Waste Management. If any member of the Universal City staff/council have any questions or concerns please feel free to contact me at any time.*

*\*\*This does not change any plans we have already shared regarding collections efforts – simply a compliance communication speaking to a Force Majeure/Disaster Event/ Storm Debris within our current operating agreement.*

**Christopher M. Cox**

Manager, Public Sector Solutions  
SATX & RGV District Areas  
[ccox6@wm.com](mailto:ccox6@wm.com)

**Waste Management**

1777 NE Loop 410, Ste 1001  
San Antonio, TX 78217  
Cell 210 772 6074

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**From:** Cox, Christopher  
**Sent:** Saturday, February 20, 2021 5:27 PM  
**To:** 'Kim Turner CtMgr' <[citymanager@uctx.gov](mailto:citymanager@uctx.gov)>  
**Cc:** 'publicworksdirector' <[pwdirector@uctx.gov](mailto:pwdirector@uctx.gov)>  
**Subject:** Waste Management Force Majeure Event Notice (Universal City)

Good Afternoon Scott,

Please see the attached Notice of Force Majeure Event Preventing Full Contract Performance from Waste Management. If any member of the City staff/council have any questions or concerns please feel free to contact me at any time.

*\*\*This does not change any plans we have already shared regarding collections efforts – simply a compliance communication speaking to a Force Majeure/Disaster Event within our current operating agreement.*

**Christopher M. Cox**

Manager, Public Sector Solutions  
SATX & RGV District Areas  
[ccox6@wm.com](mailto:ccox6@wm.com)

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