

Kristen Mueller

From: Veronica Hernandez UTBIlg <utilitybilling@uctx.gov>
Sent: Monday, February 22, 2021 1:00 PM
To: Cox, Christopher
Cc: Kim Turner
Subject: FW: NO GARBAGE PICK UP

Importance: High

I received a call from Ms. Perry requesting for a credit on her water bill, due to her garbage not being picked up Dec. till this day. Ms. Perry called Waste Management and spoke to Sarah, they told her there was no communication to Waste Management for missed garbage pick up and there is an email below, from 02/10/21 with a ticket number. Sarah also told the Ms. Perry, for every missed garbage pick up, she needs to call Waste Management every day. Ms. Perry even asked for instructions on how to put her trash out. Ms. **Perry's address is 110 Meadowland and her phone number is [REDACTED]** Can you please help with this customer's reason to why we are not picking up her garbage??

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 <customersrv@wm.com>
Sent: Wednesday, February 10, 2021 5:04 PM
To: Veronica Hernandez UTBIlg <utilitybilling@uctx.gov>; Customer Srvc Box <customersrv@wm.com>
Cc: Cox, Christopher <ccox6@wm.com>; Flores Jr, Mike <mflores2@wm.com>
Subject: RE: NO GARBAGE PICK UP

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Hello Veronica,

I apologize for the missed service. I have entered an alert on the accounts to ensure the trash is service tomorrow. See the ticket numbers below.

171443

171446

Best Regards,
Leomaris

From: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>
Sent: Wednesday, February 10, 2021 4:55 PM
To: Customer Srvc Box <customersrvc@wm.com>
Cc: Cox, Christopher <ccox6@wm.com>; Flores Jr, Mike <mflores2@wm.com>
Subject: [EXTERNAL] NO GARBAGE PICK UP
Importance: High

110 MEADOWLAND – has not been picked up in four weeks. I am wondering if it dropped of the list

636 MEADOWLAND – has not been picked up in several weeks. I am wondering if it also dropped of the list.

Tomorrow is garbage pick up for this area and just an FYI, customers are stating they do have a lot of garbage.

Happy Valentine's Day

Veronica Hernandez

Utilities Administrator
2150 Universal City Blvd
Universal City, Tx 78148
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