

Kristen Mueller

From: Cox, Christopher <ccox6@wm.com>
Sent: Monday, February 22, 2021 1:23 PM
To: Veronica Hernandez UTBlg; Flores Jr, Mike
Cc: Kim Turner; Customer Srvc Box
Subject: 110 Meadowland Universal City, Texas (Repeated Missed Collection)

Importance: High

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 Veronica,

I will ask our call center manager to pull any record kept of the phone call with Ms. Perry at [REDACTED]. I will also reach out to Ms. Perry personally to discuss and research further with operations along with the Public Sector Customer Service team.

As for the credit request, if the City wishes to provide a credit to Ms. Perry's next bill – I can work with my team to adjust the monthly house count invoice to reflect the credited amount not be charged to the City.

Christopher M. Cox

Manager, Public Sector Solutions
SATX & RGV District Areas
ccox6@wm.com

Waste Management

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

From: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>
Sent: Monday, February 22, 2021 1:00 PM
To: Cox, Christopher <ccox6@wm.com>
Cc: Kim Turner <ACM@uctx.gov>
Subject: [EXTERNAL] 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 <customersrvc@wm.com>
Sent: Wednesday, February 10, 2021 5:04 PM
To: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>; Customer Srvc Box <customersrvc@wm.com>
Cc: Cox, Christopher <ccox6@wm.com>; Flores Jr, Mike <mflores2@wm.com>
Subject: RE: NO GARBAGE PICK UP

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.

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
210-659-0333 ext. 711



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