

## Kristen Mueller

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**From:** Veronica Hernandez UTBIlg <utilitybilling@uctx.gov>  
**Sent:** Wednesday, March 31, 2021 8:37 AM  
**To:** Customer Srvc Box (customersrvc@wm.com)  
**Cc:** Flores Jr, Mike; Cox, Christopher; Kim Turner  
**Subject:** FW: Online Form Submittal: Fix It Form

**Importance:** High

Good morning,

This is the third customer calling in from Springwood Subdivision, that their recycle has not been picked up for two weeks now. Customers are calling in to Waste Management Customer Service and are being told they are not on the pick up list. Is there a reason why they would not be on the list. This is an old subdivision, so I am not understanding why they would not be on the list. Can you please explain it to me, as to how an address gets removed from the pick up list. Is there something I need to do on my part to keep the customer on the pick up list?

*Veronica Hernandez*

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



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**From:** Kristen Mueller <kmueller@uctx.gov>  
**Sent:** Wednesday, March 31, 2021 8:25 AM  
**To:** Veronica Hernandez UTBIlg <utilitybilling@uctx.gov>; Kim Turner CtMgr <citymanager@uctx.gov>  
**Subject:** Fwd: Online Form Submittal: Fix It Form

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**From:** [noreply@civicplus.com](mailto:noreply@civicplus.com) <[noreply@civicplus.com](mailto:noreply@civicplus.com)>  
**Sent:** Tuesday, March 30, 2021 10:50 PM  
**To:** [kmueller@uctx.gov](mailto:kmueller@uctx.gov)  
**Subject:** Online Form Submittal: Fix It Form

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.

## Fix It Form

Do you have a question, comment or concern? Here's the way to get it addressed -- fast. Help us to help you -- use this "FixiT Form". Fill it in -- Send it in-- We will do the rest!

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To complete the FixiT Form:

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1. Mark the box which best describes the situation.
  2. Give us a brief description of the situation/concern and where it is located.
  3. Fill in your name, address, and daytime phone number so that we may keep you informed.
  4. We will forward your request to the appropriate department.  
Response to your request will be as prompt as possible.
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Should a situation require urgent attention, phone the City immediately at 210-659-0333. For Police, Fire, and Medical Emergencies always call 911. Thank you for your assistance and for using the "FixiT Form."

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Please indicate the situation to be addressed by checking the appropriate box:

|                          |
|--------------------------|
| Garbage Collection Issue |
|--------------------------|

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|   |  |
|---|--|
| Brief Description (or other problem not listed) | 2nd week without Waste Management picking up our recycling |
|---|--|

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|                     |                        |
|---------------------|------------------------|
| Location of Problem | Springwood Subdivision |
|---------------------|------------------------|

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### Contact Information

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|            |            |
|------------|------------|
| Your Name: | Lisa Cantu |
|------------|------------|

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|               |                       |
|---------------|-----------------------|
| Your Address: | ██████ Round Rock Way |
|---------------|-----------------------|

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|               |            |
|---------------|------------|
| Phone Number: | 2105480114 |
|---------------|------------|

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|                |                    |
|----------------|--------------------|
| Email Address: | ██████████████████ |
|----------------|--------------------|

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Please help us serve you better. Failure to accurately complete the above information may result in the City's inability to fully investigate or resolve the situation described above. The City assumes no responsibility for incomplete forms or misinformation provided on the Fix It Form. If you are unwilling or unable to supply the required information, please call or come by City Hall to obtain an answer to your question with the appropriate staff member.

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