

Kristen Mueller

From: Cox, Christopher <ccox6@wm.com>
Sent: Wednesday, March 31, 2021 9:16 AM
To: Veronica Hernandez UTBlg; Customer Srvc Box
Cc: Flores Jr, Mike; Kim Turner; Munoz,John; Villasenor, Pearl
Subject: (Universal City - Missed Recycle) Online Form Submittal: Fix It Form - 10243 Round Rock Way Live Oak, Texas

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 morning Veronica,

Thank you, as always, for sharing these concerns, allowing us the opportunity to research and clarify any questions you/residents may have.

I plan to contact Waste Management's customer call center supervisor, following up on Zarkia's recent notification. We may be able to pull any record of the call if the phone number shared was the same number the resident called from. As I have mentioned in the past, I am particularly interested in the following statement:

[Customers are calling in to Waste Management Customer Service and are being told they are not on the pick up list.](#)

In the meantime, our Operations team members and I will work to have any recyclable material the customer may have recovered as soon as possible.

I'll be sure to loop back around with you and follow up over email once we have further information.

Springwood Subdivision
Lisa Cantu: (210) 548-0114
[REDACTED] Round Rock Way

Christopher M. Cox
Manager, Public Sector Solutions
ccox6@wm.com

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

From: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>
Sent: Wednesday, March 31, 2021 8:37 AM
To: Customer Srvc Box <customersrvc@wm.com>

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

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



From: Kristen Mueller <kmueller@uctx.gov>

Sent: Wednesday, March 31, 2021 8:25 AM

To: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>; Kim Turner CtMgr <citymanager@uctx.gov>

Subject: Fwd: Online Form Submittal: Fix It Form

Get [Outlook for iOS](#)

From: noreply@civicplus.com <noreply@civicplus.com>

Sent: Tuesday, March 30, 2021 10:50 PM

To: kmueller@uctx.gov

Subject: Online Form Submittal: Fix It Form

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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!

To complete the FixiT Form:

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.

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."

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

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

Location of Problem Springwood Subdivision

Contact Information

Your Name: Lisa Cantu

Your Address: [REDACTED] Round Rock Way

Phone Number: 2105480114

Email Address: [REDACTED]

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.

Recycling is a good thing. Please recycle any printed emails.