

Kristen Mueller

From: Veronica Hernandez UTBIlg <utilitybilling@uctx.gov>
Sent: Wednesday, March 31, 2021 10:05 AM
To: Customer Srvc Box
Cc: Flores Jr, Mike; Cox, Christopher; Kim Turner
Subject: RE: Online Form Submittal: Fix It Form

Thank you.

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, March 31, 2021 9:02 AM
To: Veronica Hernandez UTBIlg <utilitybilling@uctx.gov>; Customer Srvc Box <customersrvc@wm.com>
Cc: Flores Jr, Mike <mflores2@wm.com>; Cox, Christopher <ccox6@wm.com>; Kim Turner <ACM@uctx.gov>
Subject: RE: 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.

Good morning,

I'm sorry. I am not sure where the agents are getting their false information but I have made the supervisor aware.

Operations, please advise on when we can get this subdivision recovered for recycle.

Thank you,
Zarkia

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 <mflores2@wm.com>; Cox, Christopher <ccox6@wm.com>; Kim Turner <ACM@uctx.gov>

Subject: [EXTERNAL] 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

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!

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:

| | |
|---|--------------------------|
| Brief Description (or other problem not listed) | Garbage Collection Issue |
|---|--------------------------|

| | |
|---------------------|--|
| Location of Problem | 2nd week without Waste Management picking up our recycling |
|---------------------|--|

Contact Information

| | |
|------------|------------------------|
| Your Name: | Springwood Subdivision |
|------------|------------------------|

| | |
|---------------|------------|
| Your Address: | Lisa Cantu |
|---------------|------------|

| | |
|---------------|---------------------------|
| Phone Number: | ██████████ Round Rock Way |
|---------------|---------------------------|

| | |
|----------------|------------|
| Email Address: | 2105480114 |
|----------------|------------|

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.