

Kristen Mueller

From: Customer Srvc Box <customersrvc@wm.com>
Sent: Tuesday, April 6, 2021 11:23 AM
To: Veronica Hernandez UTBlg; Customer Srvc Box
Cc: Cox, Christopher; Flores Jr, Mike; Kim Turner
Subject: RE: [REDACTED] GALICIA

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 do apologize about the missed service. I have entered a missed service ticket to get the bulk recovered. Ticket number is 289392.

Thank you,
Zarkia

From: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>
Sent: Tuesday, April 6, 2021 9:32 AM
To: Customer Srvc Box <customersrvc@wm.com>
Cc: Cox, Christopher <ccox6@wm.com>; Flores Jr, Mike <mflores2@wm.com>; Kim Turner <ACM@uctx.gov>
Subject: [EXTERNAL] [REDACTED] GALICIA
Importance: High

Good morning,
Mr. Weaver, came in to notify us, it has been two months his Bulk Brush has not been picked up. Mr. Weaver also mentioned all of Coronado Village, the bulk brush has not been picked up. Can we find out why the bulk brush has not been picked up. Mr. Weaver has been at this address since 2002, so I am wondering maybe he is not on the list? Can you please notify Mr. Weaver at [REDACTED]. Thank you.

Veronica Hernandez

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



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