

Kristen Mueller

From: Cox, Christopher <ccox6@wm.com>
Sent: Tuesday, April 6, 2021 11:40 AM
To: Veronica Hernandez UTBlg; Customer Srvc Box
Cc: Flores Jr, Mike; Kim Turner
Subject: RE: (Universal City) [REDACTED] BERRY KNIOLL // [REDACTED] PARK OLYMPIA (Coronado Village)
Importance: High

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Good morning Veronica,

I have been informed that there was a portion of the route that was not completed and that recovery efforts are being made today. I am working with our Operations Team to proactively notify before the end of the collection day if the team anticipates not being able to finish a route. We want to make sure City staff has this information prior to the end of the day so you may be prepared for any contact made by residents.

If any resident did not leave out their container and needs to be recovered please shoot customersrvc@wm.com an email and we will issue a recovery service ticket for each address needing service.

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: Tuesday, April 6, 2021 11:07 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] BERRY KNIOLL // [REDACTED] PARK OLYMPIA
Importance: High

Customer came in to notify us, trash was not picked up for the whole neighborhood (Coronado Village) on 04/05/21 and also [REDACTED] Park Olympia's trash was not picked up. I am wondering if that subdivision was also missed.

Veronica Hernandez
Utilities Administrator

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



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