

Kristen Mueller

From: Customer Svc Box <customersvc@wm.com>
Sent: Tuesday, April 6, 2021 11:54 AM
To: Veronica Hernandez UTBlg; Customer Svc Box
Cc: Cox, Christopher; Flores Jr, Mike; Kim Turner
Subject: RE: [REDACTED] BERRY KNIOLL // [REDACTED] PARK OLYMPIA

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,

I have entered a missed service request to have the customer serviced and the confirmation number is #289492. Please advise the customer to leave the items at the point of collection.

Thanks,
Vehada

From: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>
Sent: Tuesday, April 6, 2021 11:07 AM
To: Customer Svc Box <customersvc@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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