

Kristen Mueller

From: Veronica Hernandez UTBillg <utilitybilling@uctx.gov>
Sent: Tuesday, April 6, 2021 12:03 PM
To: Cox, Christopher; Customer Srvc Box
Cc: Flores Jr, Mike; Kim Turner
Subject: RE: (Universal City) [REDACTED] BERRY KNIOLL // [REDACTED] PARK OLYMPIA (Coronado Village)

Thank you Chris. That would be great if we can get the information by the end of the day. This way we can share with the residents who call in.

Veronica Hernandez

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



From: Cox, Christopher <ccox6@wm.com>
Sent: Tuesday, April 6, 2021 11:40 AM
To: Veronica Hernandez UTBillg <utilitybilling@uctx.gov>; Customer Srvc Box <customersrvc@wm.com>
Cc: Flores Jr, Mike <mflores2@wm.com>; Kim Turner <ACM@uctx.gov>
Subject: RE: (Universal City) [REDACTED] BERRY KNIOLL // [REDACTED] PARK OLYMPIA (Coronado Village)
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,

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



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