

## Kristen Mueller

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**From:** Cox, Christopher <ccox6@wm.com>  
**Sent:** Wednesday, April 7, 2021 8:39 AM  
**To:** Veronica Hernandez UTBlg  
**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.

Veronica: My Public Sector Customer Service Team and I are going to have a meeting with the Operations and their Sr. District Manager regarding this concern.

May you please assist in providing a map produced by the City which depicts the current city limit boundaries. If there are any areas projected to be annexed within the next year or so, it would be greatly appreciated to have this included also.

**Christopher M. Cox**  
Manager, Public Sector Solutions  
[ccox6@wm.com](mailto:ccox6@wm.com)

**Waste Management**  
1777 NE Loop 410, Ste 1001  
San Antonio, TX 78217  
210 772 6074

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**From:** Veronica Hernandez UTBlg <utilitybilling@uctx.gov>  
**Sent:** Wednesday, April 7, 2021 7:34 AM  
**To:** Customer Srvc Box <customersrv@wm.com>  
**Cc:** Flores Jr, Mike <mflores2@wm.com>; Cox, Christopher <ccox6@wm.com>  
**Subject:** [EXTERNAL] FW: Online Form Submittal: Fix It Form  
**Importance:** High

Is there anyway we can add a map in the truck for the driver to follow? Especially where Universal City ends. Or how can we help this customer? Please advice.

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



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**From:** Kristen Mueller <[kmueller@uctx.gov](mailto:kmueller@uctx.gov)>  
**Sent:** Tuesday, April 6, 2021 4:09 PM  
**To:** Veronica Hernandez UTBlg <[utilitybilling@uctx.gov](mailto:utilitybilling@uctx.gov)>; Kim Turner CtMgr <[citymanager@uctx.gov](mailto:citymanager@uctx.gov)>; utilityclerk <[utilityclerk@uctx.gov](mailto:utilityclerk@uctx.gov)>  
**Subject:** FW: Online Form Submittal: Fix It Form

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**From:** [noreply@civicplus.com](mailto:noreply@civicplus.com) <[noreply@civicplus.com](mailto:noreply@civicplus.com)>  
**Sent:** Tuesday, April 6, 2021 1:58 PM  
**To:** Kristen Mueller <[kmueller@uctx.gov](mailto:kmueller@uctx.gov)>  
**Subject:** Online Form Submittal: Fix It Form

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## 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!

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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.

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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."

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Please indicate the situation to be addressed by checking the appropriate box:

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Brief Description (or other problem not listed)	I live at a corner of Universal City and Selma, the driveway faces Phoenix and the house faces Parthenon Place. Several
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