

Kristen Mueller

From: utilitybilling@uctx.gov
Sent: Wednesday, April 7, 2021 9:04 AM
To: customersrvc@wm.com
Cc: mflores2@wm.com; ccox6@wm.com; ACM@uctx.gov
Subject: [REDACTED] COLLINGWOOD

Importance: High

Customer called in very upset and he did apologize to me, he did not mean to take it out on me, but his garbage was missed several times. He did call Waste Management customer service and he talked with Tanya and Sarah. Tanya scheduled for his missed pick up for 04/06/21 and it was not picked up and called back again and spoke with Sarah and told Sarah personnel issues.

Veronica Hernandez

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