

Kristen Mueller

From: Cox, Christopher <ccox6@wm.com>
Sent: Wednesday, April 7, 2021 9:09 AM
To: Veronica Hernandez UTBlg; Customer Srvc Box; Villasenor, Pearl
Cc: Flores Jr, Mike; Kim Turner
Subject: (ACTION NEEDED) [REDACTED] Collingwood, Universal City, TX 78148

Importance: High

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@Public Sector: Please issue an escalated complaint on this customer complaint.

@Pearl: May we please get a recovery done on this address today?

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: Wednesday, April 7, 2021 9:04 AM
To: Customer Srvc Box <customersrvc@wm.com>
Cc: Flores Jr, Mike <mflores2@wm.com>; Cox, Christopher <ccox6@wm.com>; Kim Turner <ACM@uctx.gov>
Subject: [EXTERNAL] [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

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



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