

## Kristen Mueller

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**From:** Kim Turner CtMgr <citymanager@uctx.gov>  
**Sent:** Wednesday, April 7, 2021 9:12 AM  
**To:** Cox, Christopher  
**Subject:** RE: (ACTION NEEDED) [REDACTED] Collingwood, Universal City, TX 78148

Thanks Christ. Tough week for trash service—we will get through it together!

Kim M. Turner  
Universal City  
210-659-0333 ext 705

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**From:** Cox, Christopher <ccox6@wm.com>  
**Sent:** Wednesday, April 7, 2021 9:09 AM  
**To:** Veronica Hernandez UTBlg <utilitybilling@uctx.gov>; Customer Srvc Box <customersrvc@wm.com>; Villasenor, Pearl <PVillasenor@wm.com>  
**Cc:** Flores Jr, Mike <mflores2@wm.com>; Kim Turner <ACM@uctx.gov>  
**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](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](mailto:utilitybilling@uctx.gov)>  
**Sent:** Wednesday, April 7, 2021 9:04 AM  
**To:** Customer Srvc Box <[customersrvc@wm.com](mailto:customersrvc@wm.com)>  
**Cc:** Flores Jr, Mike <[mflores2@wm.com](mailto:mflores2@wm.com)>; Cox, Christopher <[ccox6@wm.com](mailto:ccox6@wm.com)>; Kim Turner <[ACM@uctx.gov](mailto: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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