

Kristen Mueller

From: Cox, Christopher <ccox6@wm.com>
Sent: Wednesday, April 7, 2021 9:20 AM
To: Kim Turner CtMgr
Cc: Munoz, John
Subject: RE: (ACTION NEEDED) [REDACTED] Collingwood, Universal City, TX 78148

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.

Kim,

It is our absolute pleasure. These repeat concerns are disappointing to hear, but we are blessed to have great partners at the City! As always, thank you for your patience and understanding as we work to address the issues.

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: Kim Turner CtMgr <citymanager@uctx.gov>
Sent: Wednesday, April 7, 2021 9:12 AM
To: Cox, Christopher <ccox6@wm.com>
Subject: [EXTERNAL] 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

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

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.

@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] █████ 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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