

Kristen Mueller

From: Customer Srvc Box <customersrvc@wm.com>
Sent: Wednesday, April 7, 2021 9:47 AM
To: Veronica Hernandez UTBlg; Customer Srvc Box
Cc: Flores Jr, Mike; Cox, Christopher; Kim Turner
Subject: RE: [REDACTED] COLLINGWOOD

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.

Hello Veronica,

I apologize for the missed service. I'm showing the missed service ticket is routed to be completed today.

We do try to recover the missed service tickets the day they are entered but if the routes are busy it may take until noon the following day.

Best Regards,
Leomaris

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
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