

## Kristen Mueller

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**From:** utilitybilling@uctx.gov  
**Sent:** Thursday, April 8, 2021 3:05 PM  
**To:** ccox6@wm.com  
**Subject:** FW: Boundary Map  
**Attachments:** CityBoundaries\_2021.pdf

**Importance:** High

### *Veronica Hernandez*

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



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**From:** Stormwater <stormwater@uctx.gov>  
**Sent:** Thursday, April 8, 2021 2:41 PM  
**To:** Veronica Hernandez UTBlg <utilitybilling@uctx.gov>  
**Subject:** Boundary Map

Veronica,

I was able to compress the PDF so it's small enough for an e-mail.

Wesley Keller  
City of Universal City

[stormwater@uctx.gov](mailto:stormwater@uctx.gov)  
210-659-0333 x722

2150 Universal City Blvd  
Universal City, TX 78148



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**From:** Veronica Hernandez UTBlg <[utilitybilling@uctx.gov](mailto:utilitybilling@uctx.gov)>  
**Sent:** Thursday, April 8, 2021 10:23 AM  
**To:** Stormwater <[stormwater@uctx.gov](mailto:stormwater@uctx.gov)>  
**Subject:** FW: Online Form Submittal: Fix It Form  
**Importance:** High

Your Address: 8539 Parthenon Place - Universal City, Tx 78148

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*Veronica Hernandez*

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



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**From:** Veronica Hernandez UTBlg  
**Sent:** Wednesday, April 7, 2021 7:34 AM  
**To:** Customer Srvc Box ([customersrvc@wm.com](mailto:customersrvc@wm.com)) <[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)>  
**Subject:** FW: Online Form Submittal: Fix It Form  
**Importance:** High

Is there anyway we can add a map in the truck for the driver to follow? Especially where Universal City ends. Or how can we help this customer? Please advice.

*Veronica Hernandez*

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



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**From:** Kristen Mueller <[kmueller@uctx.gov](mailto:kmueller@uctx.gov)>

**Sent:** Tuesday, April 6, 2021 4:09 PM

**To:** Veronica Hernandez UTBlg <[utilitybilling@uctx.gov](mailto:utilitybilling@uctx.gov)>; Kim Turner CtMgr <[citymanager@uctx.gov](mailto:citymanager@uctx.gov)>; utilityclerk <[utilityclerk@uctx.gov](mailto:utilityclerk@uctx.gov)>

**Subject:** FW: Online Form Submittal: Fix It Form

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**From:** [noreply@civicplus.com](mailto:noreply@civicplus.com) <[noreply@civicplus.com](mailto:noreply@civicplus.com)>

**Sent:** Tuesday, April 6, 2021 1:58 PM

**To:** Kristen Mueller <[kmueller@uctx.gov](mailto:kmueller@uctx.gov)>

**Subject:** Online Form Submittal: Fix It Form

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.

## Fix It Form

Do you have a question, comment or concern? Here's the way to get it addressed -- fast. Help us to help you -- use this "FixiT Form". Fill it in -- Send it in-- We will do the rest!

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To complete the FixiT Form:

1. Mark the box which best describes the situation.
  2. Give us a brief description of the situation/concern and where it is located.
  3. Fill in your name, address, and daytime phone number so that we may keep you informed.
  4. We will forward your request to the appropriate department.
- Response to your request will be as prompt as possible.

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Should a situation require urgent attention, phone the City immediately at 210-659-0333. For Police, Fire, and Medical Emergencies always call 911. Thank you for your assistance and for using the "FixiT Form."

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Please indicate the situation to be addressed by checking the appropriate box:

Brief Description (or other problem not listed)

Garbage Collection Issue

I live at a corner of Universal City and Selma, the driveway faces Phoenix and the house faces Parthenon Place. Several times a year, over the past 20 some years, I assume when WM gets a new driver or otherwise the normal drivers changes, my garbage gets skipped as they think I'm Selma. Calling WM is a 50/50 chance getting that week's pickup rescheduled, no less resolve the issue.

I don't know if anything can be done. It's frustrating enough living within WM's restrictive pickup requirements (# yard bags, loose branches/such cut and bundled, etc.), but when they just

