

## Kristen Mueller

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**From:** Cox, Christopher <ccox6@wm.com>  
**Sent:** Thursday, April 8, 2021 3:36 PM  
**To:** utanalyst; Customer Svc Box; Flores Jr, Mike  
**Cc:** publicworksadmin  
**Subject:** RE: [Universal City] Universal City Spring Cleanup - Rolloff Dumpsters

**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.

Good afternoon Avery,

You are notifying the correct folks. Please send the requests in the group you included on your initial email.

*To: Public Sector Customer Service Team ([Customersrv@wm.com](mailto:Customersrv@wm.com)) & Mike Flores ([mflores2@wm.com](mailto:mflores2@wm.com))  
CC: Chris Cox ([ccox6@wm.com](mailto:ccox6@wm.com))*

There should already be daily tickets entered already, but please keep us all in the loop if you need any further movement. Mike's Operations Team and our Public Sector Customer Service group know to do everything possible to help move these request on through for quick turnaround.

**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:** utanalyst <utanalyst@uctx.gov>  
**Sent:** Thursday, April 8, 2021 3:29 PM  
**To:** Customer Svc Box <customersrv@wm.com>; Cox, Christopher <ccox6@wm.com>; publicworksadmin <pwadmin@uctx.gov>  
**Cc:** Flores Jr, Mike <mflores2@wm.com>  
**Subject:** [EXTERNAL] RE: [Universal City] Universal City Spring Cleanup - Rolloff Dumpsters

Good Afternoon,

Whom should we contact to request service for the cleanup dumpsters? Can I request to have some dumpsters emptied Saturday 4/9/21 and then have all six emptied every day between the days of 4/12/21 through 4/16/21 as we will get slammed the first weekend leaving a mountain debris to work through.

Thanks,

Avery Lunsford, Utilities Analyst  
Universal City Public Works Dept.  
2150 Universal City Blvd.  
Universal City, Texas 78148  
(210) 658-5364  
[utanalyst@uctx.gov](mailto:utanalyst@uctx.gov)

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**From:** Customer Srvc Box <[customersrvc@wm.com](mailto:customersrvc@wm.com)>  
**Sent:** Monday, April 5, 2021 10:49 AM  
**To:** Cox, Christopher <[ccox6@wm.com](mailto:ccox6@wm.com)>; publicworksadmin <[pwadmin@uctx.gov](mailto:pwadmin@uctx.gov)>; Customer Srvc Box <[customersrvc@wm.com](mailto:customersrvc@wm.com)>  
**Cc:** Flores Jr, Mike <[mflores2@wm.com](mailto:mflores2@wm.com)>  
**Subject:** RE: [Universal City] Universal City Spring Cleanup - Rolloff Dumpsters

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Good morning,

I have submitted a request to have the roll offs delivered on Thursday 04/08.

Thank you,  
Zarkia

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**From:** Cox, Christopher <[ccox6@wm.com](mailto:ccox6@wm.com)>  
**Sent:** Monday, April 5, 2021 8:40 AM  
**To:** Avery (UC) Lunsford <[PWAdmin@UCTX.Gov](mailto:PWAdmin@UCTX.Gov)>; Customer Srvc Box <[customersrvc@wm.com](mailto:customersrvc@wm.com)>  
**Cc:** Flores Jr, Mike <[mflores2@wm.com](mailto:mflores2@wm.com)>  
**Subject:** [Universal City] Universal City Spring Cleanup - Rolloff Dumpsters

Good morning Avery,

Thank you for this email. In the case you have not sent this to the Public Sector Customer Service Team, I am looping them in now along with local Operations team.

We will get the appropriate service tickets for delivery, (almost daily) swaps of containers and final removal scheduled ASAP.

\*\*WM Team: All information regarding contractual request is in the attachment.

**Christopher M. Cox**  
Manager, Public Sector Solutions  
SATX & RGV District Areas  
[ccox6@wm.com](mailto:ccox6@wm.com)

**Waste Management**  
[1777 NE Loop 410, Ste 1001](#)  
[San Antonio, TX 78217](#)  
Cell [210 772 6074](#)

Begin forwarded message:

**From:** utanalyst <[utanalyst@uctx.gov](mailto:utanalyst@uctx.gov)>  
**Date:** March 29, 2021 at 3:53:09 PM CDT  
**To:** "Cox, Christopher" <[ccox6@wm.com](mailto:ccox6@wm.com)>  
**Subject:** [EXTERNAL] Universal City Spring Cleanup

Good Afternoon Chris,

I have attached the letter requesting roll offs for the 2021 Universal City Spring Cleanup.

If you have any questions please feel free to contact me.

Thanks,

Avery Lunsford, Utilities Analyst  
Universal City Public Works Dept.  
2150 Universal City Blvd.  
Universal City, Texas 78148  
(210) 658-5364  
[utanalyst@uctx.gov](mailto:utanalyst@uctx.gov)

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