

## Kristen Mueller

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**From:** Customer Srvc Box <customersrvc@wm.com>  
**Sent:** Friday, April 9, 2021 3:00 PM  
**To:** Veronica Hernandez UTBlg; Customer Srvc Box  
**Cc:** Flores Jr, Mike; Cox, Christopher; Kim Turner; publicworksdirector; LacyDunn  
**Subject:** RE: 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.

Good afternoon,

I do apologize about the missed service. I have entered a missed service ticket to get the trash recovered. We have also reached out to the route managers to have this issue escalated as well. Ticket number is 296951.

Thank you,  
Zarkia

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**From:** Veronica Hernandez UTBlg <utilitybilling@uctx.gov>  
**Sent:** Friday, April 9, 2021 1:54 PM  
**To:** Customer Srvc Box <customersrvc@wm.com>  
**Cc:** Flores Jr, Mike <mflores2@wm.com>; Cox, Christopher <ccox6@wm.com>; Kim Turner <ACM@uctx.gov>; publicworksdirector <pwdirector@uctx.gov>; Lacy Dunn <codes2@uctx.gov>  
**Subject:** [EXTERNAL] FW: Online Form Submittal: Fix It Form  
**Importance:** High

Hello,

Can we please find out why Waste Management has not picked up their bulk brush? This account has been active since 7/31/2009. It should be on the list of active accounts, which I have sent Waste Management as a request from Waste Management.

*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>  
**Sent:** Friday, April 9, 2021 12:59 PM  
**To:** publicworksdirector <pwdirector@uctx.gov>; Lacy Dunn <codes2@uctx.gov>  
**Cc:** Veronica Hernandez UTBlg <utilitybilling@uctx.gov>; Kim Turner CtMgr <citymanager@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>  
**Sent:** Friday, April 9, 2021 11:27 AM  
**To:** Kristen Mueller <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: Other

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Brief Description (or other problem not listed)	To whom it may concern: I have a Brush Pick-up concern. The brush was set out per the directions for our zone. We placed the brush/shrubs out 1 week prior to pick-up time per the schedule. I called the waste management company Tuesday. They promised a call back with an answer afternoon Tuesday at the latest; however, I have not received a callback and the limbs are still here. It is not an aesthetically pleasing site and am not wanting to be penalized. Please advise. Thanks in advance.
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Location of Problem	At the front of my property (curb)
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Contact Information

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Your Name: Willie Black

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Your Address: [REDACTED] Iron Kettle

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Phone Number: 2105046044

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Email Address: [REDACTED]

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Please help us serve you better. Failure to accurately complete the above information may result in the City's inability to fully investigate or resolve the situation described above. The City assumes no responsibility for incomplete forms or misinformation provided on the Fix It Form. If you are unwilling or unable to supply the required information, please call or come by City Hall to obtain an answer to your question with the appropriate staff member.

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**Recycling is a good thing. Please recycle any printed emails.**