

## Kristen Mueller

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**From:** utilitybilling@uctx.gov  
**Sent:** Tuesday, April 13, 2021 9:21 AM  
**To:** customersrvc@wm.com  
**Cc:** ccx6@wm.com; mflores2@wm.com  
**Subject:** [REDACTED] GUILDFORD FORGE

**Importance:** High

Good morning,  
Ms. Alvarez called yesterday 4/12/21, that once again her garbage was not picked up. She saw the Waste Management truck pick up her neighbor's trash and just passed by her house, even though the trash can was sitting out there. The last time this happen it was 01/11/21, ticket #97700. Ms. Alvarez has lived at this address since 02/04/2011 and I also checked the Garbage Report list I sent to Mr. Mike Flores and Mr. Christopher Cox, and she is on the list. I did tell Ms. Alvarez to leave her garbage can out and hopefully WM will pick it up. Please advice.

*Veronica Hernandez*

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