

## Kristen Mueller

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**From:** utilitybilling@uctx.gov  
**Sent:** Tuesday, April 13, 2021 9:26 AM  
**To:** customersrv@wm.com  
**Cc:** mflores2@wm.com; ccox6@wm.com  
**Subject:** FW: [REDACTED] GUILDFORD FORGE

**Importance:** High

Customer just called me again. She they did pick up her recycle. So my question is why not her trash, if they do pick up her recycle.

### *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:** Tuesday, April 13, 2021 9:21 AM  
**To:** Customer Srv Box (customersrv@wm.com) <customersrv@wm.com>  
**Cc:** 'Cox, Christopher' <ccox6@wm.com>; Flores Jr, Mike <mflores2@wm.com>  
**Subject:** 134 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*

Utilities Administrator

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