

Kristen Mueller

From: Cox, Christopher <ccox6@wm.com>
Sent: Tuesday, April 13, 2021 9:47 AM
To: Veronica Hernandez UTBllg
Subject: RE: [REDACTED] GUILDFORD FORGE Universal City (Repeat Missed Trash Collection)

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.

My pleasure.

From: Veronica Hernandez UTBllg <utilitybilling@uctx.gov>
Sent: Tuesday, April 13, 2021 9:40 AM
To: Cox, Christopher <ccox6@wm.com>
Subject: [EXTERNAL] RE: [REDACTED] GUILDFORD FORGE Universal City (Repeat Missed Trash Collection)

Thank you.

Veronica Hernandez

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



From: Cox, Christopher <ccox6@wm.com>
Sent: Tuesday, April 13, 2021 9:33 AM
To: Customer Svc Box <customersvc@wm.com>; Divittori, Isabella <divitto@wm.com>
Cc: Flores Jr, Mike <mflores2@wm.com>; Veronica Hernandez UTBllg <utilitybilling@uctx.gov>; Carr Jr., Jackie <jcarrjr@wm.com>; Ramos, Raul <rramos13@wm.com>
Subject: Re: [REDACTED] GUILDFORD FORGE Universal City (Repeat Missed Trash Collection)

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Good morning Veronica,

Thank you for sharing this for Ms. Alvarez.

@Public Sector: May we please issue an escalation on this customer concern?

@Operations: May we please collect Ms. Alvarez's garbage left at the curb ([REDACTED] Guilford Forge Universal City, TX 78148)

Christopher M. Cox

Manager, Public Sector Solutions
SATX & RGV District Areas
ccox6@wm.com

Waste Management

[1777 NE Loop 410, Ste 1001](#)
[San Antonio, TX 78217](#)
Cell [210 772 6074](tel:2107726074)

On Apr 13, 2021, at 9:23 AM, Veronica Hernandez UTBlg
<utilitybilling@uctx.gov> wrote:

<image001.gif>

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
2150 Universal City Blvd
Universal City, Tx 78148
210-659-0333 ext. 711
<[image002.jpg](#)>

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