

## Kristen Mueller

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**From:** utilitybilling@uctx.gov  
**Sent:** Wednesday, April 14, 2021 6:21 PM  
**To:** jcarrjr@wm.com; pwdirector@uctx.gov  
**Cc:** customersrvc@wm.com; ccox6@wm.com; rramos13@wm.com; mflores2@wm.com; jmunoz9@wm.com  
**Subject:** RE: UC Gold Brush Route - Completed

Yes please. This way if they call I will have an answer for the customer.

### *Veronica Hernandez*

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



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**From:** Carr Jr., Jackie <jcarrjr@wm.com>  
**Sent:** Wednesday, April 14, 2021 6:14 PM  
**To:** Veronica Hernandez UTBlg <utilitybilling@uctx.gov>; publicworksdirector <pwdirector@uctx.gov>  
**Cc:** Customer Srvc Box <customersrvc@wm.com>; Cox, Christopher <ccox6@wm.com>; Ramos, Raul <rramos13@wm.com>; Flores Jr, Mike <mflores2@wm.com>; Munoz, John <jmunoz9@wm.com>  
**Subject:** RE: UC Gold Brush Route - Completed

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Also,

One of our operators mentioned that there were about (6) piles that he could not service due to cars blocking the pile and some that were up against the mailbox. I will try and get the streets that these were on from him in the morning.

Thank you,

**Jackie L Carr Jr**  
Route Manager – Residential  
WM Texas Oklahoma  
[jcarrjr@wm.com](mailto:jcarrjr@wm.com)

## Waste Management

4730 S. East Loop 410  
San Antonio, Texas 78222  
(210) 514-9485 Cell  
(210) 368-5051 Office



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**From:** Veronica Hernandez UTBlg <[utilitybilling@uctx.gov](mailto:utilitybilling@uctx.gov)>  
**Sent:** Wednesday, April 14, 2021 6:10 PM  
**To:** Carr Jr., Jackie <[jcarrjr@wm.com](mailto:jcarrjr@wm.com)>; publicworksdirector <[pwdirector@uctx.gov](mailto:pwdirector@uctx.gov)>  
**Cc:** Customer Srvc Box <[customersrvc@wm.com](mailto:customersrvc@wm.com)>; Cox, Christopher <[ccox6@wm.com](mailto:ccox6@wm.com)>; Ramos, Raul <[rramos13@wm.com](mailto:rramos13@wm.com)>; Flores Jr, Mike <[mflores2@wm.com](mailto:mflores2@wm.com)>; Munoz, John <[jmunoz9@wm.com](mailto:jmunoz9@wm.com)>  
**Subject:** RE: UC Gold Brush Route - Completed

Thank you

### *Veronica Hernandez*

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



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**From:** Carr Jr., Jackie <[jcarrjr@wm.com](mailto:jcarrjr@wm.com)>  
**Sent:** Wednesday, April 14, 2021 5:01 PM  
**To:** publicworksdirector <[pwdirector@uctx.gov](mailto:pwdirector@uctx.gov)>; Veronica Hernandez UTBlg <[utilitybilling@uctx.gov](mailto:utilitybilling@uctx.gov)>  
**Cc:** Customer Srvc Box <[customersrvc@wm.com](mailto:customersrvc@wm.com)>; Cox, Christopher <[ccox6@wm.com](mailto:ccox6@wm.com)>; Ramos, Raul <[rramos13@wm.com](mailto:rramos13@wm.com)>; Flores Jr, Mike <[mflores2@wm.com](mailto:mflores2@wm.com)>; Munoz, John <[jmunoz9@wm.com](mailto:jmunoz9@wm.com)>  
**Subject:** UC Gold Brush Route - Completed

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,

Just an FYI that we completed the area today. Thanks!

Thank you,

**Jackie L Carr Jr**

Route Manager – Residential

WM Texas Oklahoma

[jcarrjr@wm.com](mailto:jcarrjr@wm.com)

**Waste Management**

4730 S. East Loop 410

San Antonio, Texas 78222

(210) 514-9485 Cell

(210) 368-5051 Office



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