

## Kristen Mueller

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**From:** Customer Srvc Box <customersrvc@wm.com>  
**Sent:** Monday, April 26, 2021 4:29 PM  
**To:** utilityclerk; Customer Srvc Box  
**Subject:** RE: [REDACTED] Kyle Cove Universal City

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.

Hello Lilly,

We did not had an account in our system for this address. I just created one.

Can you advise when the trash was missed?

Best Regards,  
Leomaris

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**From:** utilityclerk <utilityclerk@uctx.gov>  
**Sent:** Monday, April 26, 2021 4:14 PM  
**To:** Customer Srvc Box <customersrvc@wm.com>  
**Subject:** [EXTERNAL] [REDACTED] Kyle Cove Universal City

Hello,

The customer at [REDACTED] Kyle Cove is having trouble having his trash picked up. He has called customer service and they said he is not in your system. He has lived at this home since September and has had an active account since then.

Please let me know if you need any further information or there is more I can do.

Thank you and have a great day!

Lilly Llamas  
Utility Clerk  
City of Universal City  
(210) 619-0710



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