

Kristen Mueller

From: utilityclerk@uctx.gov
Sent: Monday, April 26, 2021 5:00 PM
To: customersrvc@wm.com
Subject: RE: [REDACTED] Kyle Cove Universal City

Thank you so much for your help! We really appreciate it!

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



From: Customer Srvc Box <customersrvc@wm.com>
Sent: Monday, April 26, 2021 4:50 PM
To: utilityclerk <utilityclerk@uctx.gov>; Customer Srvc Box <customersrvc@wm.com>
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,

I have entered an estimated time of arrival ticket to alert the driver to service. Please be advised the driver has until 7pm to service. Ticket number is 331202.

Thank you,
Zarkia

From: utilityclerk <utilityclerk@uctx.gov>
Sent: Monday, April 26, 2021 4:35 PM
To: Customer Srvc Box <customersrvc@wm.com>
Subject: [EXTERNAL] RE: [REDACTED] Kyle Cove Universal City

His trash pickup was missed today.

From: Customer Srvc Box <customersrvc@wm.com>
Sent: Monday, April 26, 2021 4:29 PM
To: utilityclerk <utilityclerk@uctx.gov>; Customer Srvc Box <customersrvc@wm.com>
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

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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