

Kristen Mueller

From: utilitybilling@uctx.gov
Sent: Tuesday, April 27, 2021 9:00 AM
To: customersrvc@wm.com
Cc: ccox6@wm.com; mflores2@wm.com
Subject: ■ WAGON CROSSING.

Importance: High

Good morning,

I just received a call from a VERY angry customer, questioning why her garbage is always hit and miss? Ms. Williams is taking it personal. She asked me what did she do wrong in order for Waste Management not to pick up her garbage. Ms. Williams calls in to Waste Management to report no garbage pick up and WM Cust service would just give a ticket number and by the end of day her garbage was picked up. Ms. Williams argument is why does she have to call Waste Management to have her garbage picked. I also checked the list of active addresses, which I sent to Chris Cox and this address is on the list. Maybe we can ask the driver why her garbage is not being picked up? Please advice.

Veronica Hernandez

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