

Kristen Mueller

From: Divittori, Isabella <idivitto@wm.com>
Sent: Tuesday, April 27, 2021 9:25 AM
To: Cox, Christopher; Veronica Hernandez UTBlg
Cc: Customer Srvc Box; Flores Jr, Mike; Villasenor, Pearl
Subject: RE: [Universal City] Re: [REDACTED] WAGON CROSSING.

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.

Hi Chris,

As I'm quickly scanning the customer internal comments I'm seeing we've had issues with this customer not having a can out dating back to 2014. There are many notes regarding this same issue.

I will give you further details regarding the current route/driver shortly.

Thank you,
Bella DiVittori
Waste Management
Operations Specialist
idivitto@wm.com

T: 210.368.5107
4730 SE Loop 410
San Antonio, TX 78222



From: Cox, Christopher <ccox6@wm.com>
Sent: Tuesday, April 27, 2021 9:20 AM
To: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>
Cc: Customer Srvc Box <customersrvc@wm.com>; Flores Jr, Mike <mflores2@wm.com>; Divittori, Isabella <idivitto@wm.com>; Villasenor, Pearl <PVillasenor@wm.com>
Subject: [Universal City] Re: [REDACTED] WAGON CROSSING.

Good morning Veronica,

Thank you for sharing this - I'll dig into this today with Mike and review the route records.

Do you happen to have a phone number for Ms Williams? I would like to contact her on behalf of the company.

As we research this for you and Ms. Williams we will ask that our Operations Specialist have the driver confirm when he is at the residence. We will ask that he take appropriate notes to reflect verified collection of the cart or that the cart is not out for the next 2-3 weeks. Additionally, we will take photos as support documentation during this time.

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](#)

On Apr 27, 2021, at 9:05 AM, Veronica Hernandez UTBlg
<utilitybilling@uctx.gov> wrote:

<image001.gif>

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

Utilities Administrator
2150 Universal City Blvd
Universal City, Tx 78148
210-659-0333 ext. 711
<image002.jpg>

Recycling is a good thing. Please recycle any printed emails.