

Kristen Mueller

From: utilitybilling@uctx.gov
Sent: Tuesday, April 27, 2021 9:46 AM
To: ccox6@wm.com
Subject: RE: [Universal City] Re: [REDACTED] WAGON CROSSING.

Hello Chris,
Yes, her phone number is [REDACTED]. Thank you.

Veronica Hernandez

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



From: Cox, Christopher <ccox6@wm.com>
Sent: Tuesday, April 27, 2021 9:20 AM
To: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>
Cc: Customer Svc Box <customersvc@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.

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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>

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