

## Kristen Mueller

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**From:** utilitybilling@uctx.gov  
**Sent:** Tuesday, May 18, 2021 9:17 AM  
**To:** customersvc@wm.com  
**Cc:** ccox6@wm.com; mflores2@wm.com; pwdirector@uctx.gov  
**Subject:** [REDACTED] MEADOWLAND

**Importance:** High

Good morning,  
Linda Iglehart (Development dept) received a call from Ms. [REDACTED] complaining her garbage and the whole alley was not picked up yesterday 5/17/21. Ms. [REDACTED] called WM customer service spoke with Francis and Francis was rude with Ms. [REDACTED] I did not get a ticket # from Ms. [REDACTED] Can we find out why her garbage was not picked up, so I can call Ms. [REDACTED] back.

*Veronica Hernandez*

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