

## Kristen Mueller

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**From:** Customer Srvc Box <customersrvc@wm.com>  
**Sent:** Tuesday, May 18, 2021 10:14 AM  
**To:** Veronica Hernandez UTBlg; Customer Srvc Box  
**Cc:** Cox, Christopher; Flores Jr, Mike; publicworksdirector  
**Subject:** RE: [REDACTED] MEADOWLAND

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.

Good morning,

I don't show any notes as to why the customer was missed. However, a missed service ticket has been entered to get the trash recovered as soon as possible. Ticket number is 370447.

Thank you,  
Zarkia

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**From:** Veronica Hernandez UTBlg <utilitybilling@uctx.gov>  
**Sent:** Tuesday, May 18, 2021 9:17 AM  
**To:** Customer Srvc Box <customersrvc@wm.com>  
**Cc:** Cox, Christopher <ccox6@wm.com>; Flores Jr, Mike <mflores2@wm.com>; publicworksdirector <pwdirector@uctx.gov>  
**Subject:** [EXTERNAL] [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*

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



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