

Kristen Mueller

From: utilitybilling@uctx.gov
Sent: Tuesday, May 18, 2021 10:40 AM
To: customersrvc@wm.com
Cc: ccox6@wm.com; mflores2@wm.com; pwdirector@uctx.gov; ACM@uctx.gov
Subject: RE: [REDACTED] MEADOWLAND

Importance: High

Also Randy Luensmann sent an email to Waste Management on 05/06/21 @ 5:50 pm Raul Ramos responded to Randy's email with "Yes I will send a truck in the morning to recover. ". So it is not the first time and also 07/28/2020 Case number 11825877. I am wondering what is the problem?

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FW: alley at [redacted] meadowland drive - Message (HTML)

publicworksdirector
To Ramos, Raul
Cc Cox, Christopher; Munoz, John; Veronica Hernandez UTBlIlg; utilityclerk; Michael Cassata

Action Items

I have a resident that says that the trash hasn't been pickup today in the alley behind [redacted] Meadowland drive that serv is always getting missed on trash day. Can you please send a truck by tomorrow to pick up these accounts?

Randy Lucnsmann

Director of Public Works
City of Universal City
Ph: 210-658-5364

Veronica Hernandez

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



From: Customer Srvc Box <customersrvc@wm.com>
Sent: Tuesday, May 18, 2021 10:14 AM
To: Veronica Hernandez UTBllg <utilitybilling@uctx.gov>; Customer Srvc Box <customersrvc@wm.com>
Cc: Cox, Christopher <ccox6@wm.com>; Flores Jr, Mike <mflores2@wm.com>; publicworksdirector <pwdirector@uctx.gov>
Subject: RE: [REDACTED] MEADOWLAND

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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

From: Veronica Hernandez UTBllg <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. Luna, complaining her garbage and the whole alley was not picked up yesterday 5/17/21. Ms. Luna called WM customer service spoke with Francis and Francis was rude with Ms. Luna. I did not get a ticket # from Ms. Luna. Can we find out why her garbage was not picked up, so I can call Ms. Luna back.

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



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