Kristen Mueller

From: utilitybilling@uctx.gov

Sent: Tuesday, May 18, 2021 10:40 AM

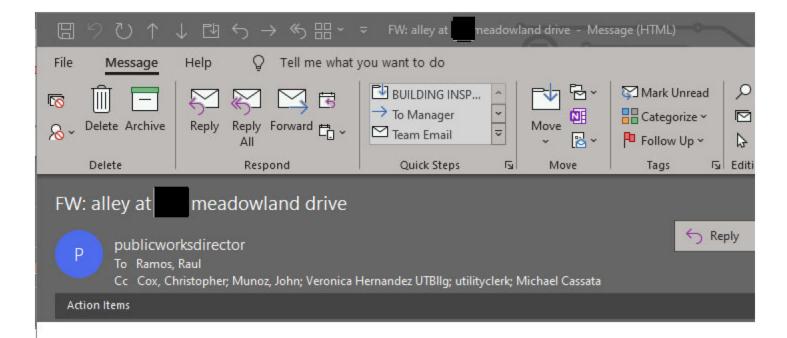
To: customersrvc@wm.com

Cc: cco<u>x6@</u>wm.com; mflores2@wm.com; pwdirector@uctx.gov; ACM@uctx.gov

Subject: RE: 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?



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

Randy Sucnsmann

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: 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] 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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