

Kristen Mueller

From: Customer Srvc Box <customersrvc@wm.com>
Sent: Wednesday, June 2, 2021 3:18 PM
To: Veronica Hernandez UTBlg; Customer Srvc Box
Cc: Cox, Christopher; Flores Jr, Mike
Subject: RE: [REDACTED] COTTAGE VIEW

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 afternoon,

I do apologize the customer was not serviced. I have entered note tickets to be sure the customer is service for trash and recycle starting tomorrow. Ticket numbers are below.

411397
411396
411395

Thank you,
Zarkia

From: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>
Sent: Wednesday, June 2, 2021 3:02 PM
To: Customer Srvc Box <customersrvc@wm.com>
Cc: Cox, Christopher <ccox6@wm.com>; Flores Jr, Mike <mflores2@wm.com>
Subject: [EXTERNAL] [REDACTED] COTTAGE VIEW
Importance: High

Customer called in, his garbage was not picked up on 5/27/21 and 5/31/21. This customer is the only one on the this street for now, so maybe that is why he is being missed, but can we add this address to the list for pick up on garbage and recycle.

Veronica Hernandez

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



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