

Kristen Mueller

From: utilitybilling@uctx.gov
Sent: Wednesday, June 2, 2021 3:27 PM
To: customersrvc@wm.com
Cc: ccox6@wm.com; mflores2@wm.com
Subject: RE: [REDACTED] COTTAGE VIEW

Thank you

Veronica Hernandez

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



From: Customer Svc Box <customersrvc@wm.com>
Sent: Wednesday, June 2, 2021 3:18 PM
To: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>; Customer Svc Box <customersrvc@wm.com>
Cc: Cox, Christopher <ccox6@wm.com>; Flores Jr, Mike <mflores2@wm.com>
Subject: RE: [REDACTED] COTTAGE VIEW

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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

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