

Kristen Mueller

From: DiVittori, Isabella <idivitto@wm.com>
Sent: Thursday, June 3, 2021 5:58 PM
To: 'Veronica Hernandez UTBlg'; 'utilityclerk'; 'publicworksdirector'; 'pwuc'; 'Michael Cassata'; 'Jaclyn Redmon'
Cc: Cox, Christopher; Munoz, John; Flores Jr, Mike; Carr Jr., Jackie; Ramos, Raul; Rodriguez, Jason; Customer Svc Box
Subject: RE: Muddy alleys inaccessible 6.3.21

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Good evening everyone,
Just a quick update on the inaccessible alley ways due to the storm today.
The following alleys were unable to be accessed:

Trudy Lane
Winn Ave
High Oak
Oak Lane
West Oak
Clear Oak
E Langley Blvd
E Byrd
E Wright
E Lindbergh
E Aviation

Thank you,
Bella DiVittori
Waste Management
Operations Specialist
idivitto@wm.com

T: 210.368.5107
4730 SE Loop 410
San Antonio, TX 78222



From: Divittori, Isabella
Sent: Tuesday, June 1, 2021 2:26 PM
To: 'Veronica Hernandez UTBlg' <utilitybilling@uctx.gov>; 'utilityclerk' <utilityclerk@uctx.gov>; 'publicworksdirector' <pwdirector@uctx.gov>; 'pwuc' <pwuc@uctx.gov>; 'Michael Cassata' <DSDirector@uctx.gov>; 'Jaclyn Redmon' <BuildingInspector@uctx.gov>
Cc: Cox, Christopher <ccox6@wm.com>; Munoz, John <jmunoz9@wm.com>; Flores Jr, Mike <mflores2@wm.com>; Carr Jr., Jackie <jcarrjr@wm.com>; Ramos, Raul <rramos13@wm.com>; Rodriguez, Jason <jrodri24@wm.com>; Customer Svc Box <customersvc@wm.com>
Subject: RE: Muddy alleys inaccessible 6.1.21

Good afternoon,

The driver has completed his recycle route in UC today.

There were 315 addresses among 12 streets that had inaccessible alleyways (listed below).

In hopes of alleviating upset residents we have a couple options for recovery:

- Customers can wait till next service day, but take risk of us still not being able to service due to weather.
- Residents can place totes on the street for next service day and we pick-up.

Please let us know how you would like for us to handle.

Streets affected:

Clear Oak
Cynthia
Doris
El Dorado
High Oak
Kimberly
Oak Circle
Oaksdale
Persia
Rhonda
Sherri
Wayne

Thank you,
Bella DiVittori
Waste Management
Operations Specialist
divitto@wm.com

T: 210.368.5107
4730 SE Loop 410
San Antonio, TX 78222



From: Divittori, Isabella
Sent: Tuesday, June 1, 2021 10:43 AM
To: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>; utilityclerk <utilityclerk@uctx.gov>; publicworksdirector <pwdirector@uctx.gov>; pwuc <pwuc@uctx.gov>; Michael Cassata <DSDirector@uctx.gov>; Jaclyn Redmon <BuildingInspector@uctx.gov>
Cc: Cox, Christopher <ccox6@wm.com>; Munoz, John <jmunoz9@wm.com>; Flores Jr, Mike <mflores2@wm.com>; Carr Jr., Jackie <jcarrjr@wm.com>; Ramos, Raul <rramos13@wm.com>; Rodriguez, Jason <jrodri24@wm.com>; Customer Svc Box <customersvc@wm.com>
Subject: Muddy alleys inaccessible 6.1.21

Good morning everyone,

The driver on the recycle route has let me know he is unable to service the following streets due to the alleyways being too muddy. He attempted to go down the first one but the front tires started to sink.

- Clear Oak
- High Oak
- Oak Side

-Meadowland

He will keep me posted if there are more alleys along his route today that he finds inaccessible.

Thank you,
Bella DiVittori
Waste Management
Operations Specialist
[idivitto@wm.com](mailto:divitto@wm.com)

T: 210.368.5107
4730 SE Loop 410
San Antonio, TX 78222



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