

## Kristen Mueller

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**From:** Customer Srvc Box <customersrvc@wm.com>  
**Sent:** Thursday, June 10, 2021 1:07 PM  
**To:** Veronica Hernandez UTBlg; Customer Srvc Box  
**Cc:** Cox, Christopher; Flores Jr, Mike  
**Subject:** RE: Online Form Submittal: Fix It Form

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 about the missed service. I have entered a ticket to get the trash recovered as soon as possible. Ticket number is 425980.

Thank you,  
Zarkia

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**From:** Veronica Hernandez UTBlg <utilitybilling@uctx.gov>  
**Sent:** Thursday, June 10, 2021 1:00 PM  
**To:** Customer Srvc Box <customersrvc@wm.com>  
**Cc:** Cox, Christopher <ccox6@wm.com>; Flores Jr, Mike <mflores2@wm.com>  
**Subject:** [EXTERNAL] FW: Online Form Submittal: Fix It Form  
**Importance:** High

### *Veronica Hernandez*

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



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**From:** Kristen Mueller <[kmueller@uctx.gov](mailto:kmueller@uctx.gov)>  
**Sent:** Thursday, June 10, 2021 11:35 AM  
**To:** Veronica Hernandez UTBlg <[utilitybilling@uctx.gov](mailto:utilitybilling@uctx.gov)>; utilityclerk <[utilityclerk@uctx.gov](mailto:utilityclerk@uctx.gov)>  
**Cc:** Kim Turner CtMgr <[citymanager@uctx.gov](mailto:citymanager@uctx.gov)>  
**Subject:** FW: Online Form Submittal: Fix It Form

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**From:** [noreply@civicplus.com](mailto:noreply@civicplus.com) <[noreply@civicplus.com](mailto:noreply@civicplus.com)>  
**Sent:** Thursday, June 10, 2021 11:07 AM  
**To:** Kristen Mueller <[kmueller@uctx.gov](mailto:kmueller@uctx.gov)>  
**Subject:** Online Form Submittal: Fix It Form

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.

## Fix It Form

Do you have a question, comment or concern? Here's the way to get it addressed -- fast. Help us to help you -- use this "FixiT Form". Fill it in -- Send it in-- We will do the rest!

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To complete the FixiT Form:

1. Mark the box which best describes the situation.
  2. Give us a brief description of the situation/concern and where it is located.
  3. Fill in your name, address, and daytime phone number so that we may keep you informed.
  4. We will forward your request to the appropriate department.
- Response to your request will be as prompt as possible.

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Should a situation require urgent attention, phone the City immediately at 210-659-0333. For Police, Fire, and Medical Emergencies always call 911. Thank you for your assistance and for using the "FixiT Form."

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Please indicate the situation to be addressed by checking the appropriate box:

Brief Description (or other problem not listed)	New to area and we have set up garbage collection but our garbage has not been collected since before Memorial Day.
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Location of Problem	■ Laural Lane
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### Contact Information

Your Name:	Riley and Alison Davison
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Your Address:	■ Laural Lane Universal City 78148
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Phone Number:	■
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Email Address:	■
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Please help us serve you better. Failure to accurately complete the above information may result in the City's inability to fully investigate or resolve the

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situation described above. The City assumes no responsibility for incomplete forms or misinformation provided on the Fix It Form. If you are unwilling or unable to supply the required information, please call or come by City Hall to obtain an answer to your question with the appropriate staff member.

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**Recycling is a good thing. Please recycle any printed emails.**