

Kristen Mueller

From: utilitybilling@uctx.gov
Sent: Friday, June 11, 2021 7:01 AM
To: ccox6@wm.com; customersrvc@wm.com
Cc: mflores2@wm.com
Subject: RE: Online Form Submittal: Fix It Form

Good morning,
Thank you Chris.

Veronica Hernandez

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



From: Cox, Christopher <ccox6@wm.com>
Sent: Thursday, June 10, 2021 6:57 PM
To: Customer Srvc Box <customersrvc@wm.com>
Cc: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>; Flores Jr, Mike <mflores2@wm.com>
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 evening everyone,

Please void this Missed Pickup request, if possible. I made direct contact with the residents and they acknowledged they had been placing the trash on the alleyway instead of the temporary placement at curb.

We are running curbside collection due to weather and they had not seen the updates from City Hall. They will now place their items at the curb for next service day.

Christopher M. Cox
Manager, Public Sector Solutions
SATX & RGV District Areas
ccox6@wm.com

Waste Management

[1777 NE Loop 410, Ste 1001](#)
[San Antonio, TX 78217](#)
Cell [210 772 6074](#)

On Jun 10, 2021, at 1:07 PM, Customer Srvc Box <customersrvc@wm.com> wrote:

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

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
<image001.jpg>

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

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

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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!

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.

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."

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

Garbage Collection Issue

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.

Location of Problem

■ Laural Lane

Contact Information

Your Name:

■

Your Address:

■ Laural Lane Universal City 78148

Phone Number:

■

Email Address:

■

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 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.

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