

Kristen Mueller

From: Customer Srvc Box <customersrvc@wm.com>
Sent: Friday, June 11, 2021 10:37 AM
To: Veronica Hernandez UTBlg; Customer Srvc Box
Cc: Kim Turner; Cox, Christopher; Flores Jr, Mike
Subject: RE: [REDACTED] OAKSIDE

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 Morning Veronica,

I apologize for the missed service. Per operations a driver will go back today to recover the trash on the entire street.

Please let the resident know to leave the trash out at the front curb for service.

Best Regards,
Leomaris

From: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>
Sent: Friday, June 11, 2021 9:27 AM
To: Customer Srvc Box <customersrvc@wm.com>
Cc: Kim Turner <ACM@uctx.gov>; Cox, Christopher <ccox6@wm.com>; Flores Jr, Mike <mflores2@wm.com>
Subject: [EXTERNAL] [REDACTED] OAKSIDE
Importance: High

Good morning,
Mr. Long called his garbage was not picked up on 6/10/21 as well as the whole block. Mr. Long also mentioned Waste Management picked up on Monday 6/7/21 in the alley, but residents were already notified to put their garbage in front. Residents are a little confused and getting upset. Will there be another truck going back to pick up today 6/11/2021? I need to call the customer back with an answer, so he can leave his garbage out or bring it in. Mr. Long does not want to leave the trash can out over night, because of animals getting in trash and making a mess.

Veronica Hernandez

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



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