

Kristen Mueller

From: Customer Srvc Box <customersrvc@wm.com>
Sent: Monday, June 14, 2021 9:33 AM
To: pwuc; Customer Srvc Box
Cc: Cox, Christopher
Subject: RE: Anchor Bluff

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 Athena,

I have entered a missed service request to have the customer serviced and the confirmation number is # [REDACTED]. Please advise the customer to leave the items at the point of collection.

Thanks,
Vehada

From: pwuc <pwuc@uctx.gov>
Sent: Monday, June 14, 2021 8:43 AM
To: Customer Srvc Box <customersrvc@wm.com>
Cc: Cox, Christopher <ccox6@wm.com>
Subject: [EXTERNAL] Anchor Bluff

Good Morning!

I received a call from a customer at [REDACTED] Anchor Bluff and he sad that their trash wasn't picked up last Thursday so he reached out to customer service and they ensured a truck would go out on Friday but never came.

He is saying that the whole streets trash is piling up and requested for us to reach out now to get a truck.

Please advise.

Thank you.

Athena Ford

Utility Coordinator
265 Kitty Hawk Rd.
Universal City, TX 78148
(210)658-5364

