

Kristen Mueller

From: Customer Srvc Box <customersrvc@wm.com>
Sent: Tuesday, June 15, 2021 9:54 AM
To: Veronica Hernandez UTBlg; Customer Srvc Box
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 morning,

I have entered a delivery ticket to get a recycle bin delivered. We will deliver the bin within the next 5-7 business days. Ticket number is 432521.

Thank you,
Zarkia

From: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>
Sent: Tuesday, June 15, 2021 9:24 AM
To: Customer Srvc Box <customersrvc@wm.com>
Subject: [EXTERNAL] FW: Online Form Submittal: Fix It Form
Importance: High

Can you please deliver a recycle bin. Thank you

Veronica Hernandez

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



From: Kristen Mueller <kmuller@uctx.gov>
Sent: Tuesday, June 15, 2021 9:20 AM
To: Veronica Hernandez UTBlg <utilitybilling@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: Tuesday, June 15, 2021 8:32 AM
To: Kristen Mueller <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!

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:

Brief Description (or other problem not listed)	Other Need a new recycling bin, I requested one last year, but it was never delivered
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Location of Problem	Wayne Dr. Universal City, Tx. 78148
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Contact Information

Your Name:	Carol S. Smoot
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Your Address:	Wayne Dr
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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 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.
