

Kristen Mueller

From: Cox, Christopher <ccox6@wm.com>
Sent: Tuesday, June 15, 2021 10:17 AM
To: Kim Turner CtMgr; Flores Jr, Mike; Customer Srvc Box; DiVittori,Isabella
Cc: Veronica Hernandez UTBlg; Veronica HernandezUTAdm
Subject: RE: Universal City - Missed Collection ([REDACTED] Fern Meadow Drive Universal City 78148)

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 Kim,

We will research and share this with our WM Customer Support Center team members and supervisors. Thank you for sharing this customer concern.

WM: May we please get a recovery ticket in for Mr. Joe Sipper at [REDACTED] Fern Meadow Drive Universal City 78148? Contact number is [REDACTED] in the case we would like to make contact locally to ensure items are out.

From: Kim Turner CtMgr <citymanager@uctx.gov>
Sent: Tuesday, June 15, 2021 8:26 AM
To: Cox, Christopher <ccox6@wm.com>; Flores Jr, Mike <mflores2@wm.com>
Cc: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>; Veronica Hernandez UTAdm <utilityadmin@uctx.gov>
Subject: FW: Universal City Online Form Submittal: Fix It Form

Chris/Mike,

Please check into this and contact the customer.

Thanks.

Kim M. Turner
Universal City
210-659-0333 ext 705

From: Kristen Mueller <kmueller@uctx.gov>
Sent: Tuesday, June 15, 2021 8:13 AM
To: Kim Turner CtMgr <citymanager@uctx.gov>
Subject: FW: Online Form Submittal: Fix It Form

From: noreply@civicplus.com <noreply@civicplus.com>
Sent: Monday, June 14, 2021 9:22 PM
To: Kristen Mueller <kmueller@uctx.gov>
Subject: Online Form Submittal: Fix It Form

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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