

Kristen Mueller

From: pwuc@uctx.gov
Sent: Wednesday, June 16, 2021 11:02 AM
To: Customersrvc@wm.com
Cc: ccox6@wm.com; citymanager@uctx.gov
Subject: Missed Collection

Good Morning.

I had a very angry customer call this morning from [REDACTED] Sage Dr. in Universal City. She had been putting her trash and recycle out in the alley and they haven't picked it up the past 2 collection days.

I explained to her that the area she is in is currently collecting from the curb rather than the Alley and she stated that she had called WM customer service and they told her to put it in the alley.

She is moving it to the front curb now. Can we get a recovery out for her please?

Thank you.

Athena Ford

Utility Coordinator
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