

Kristen Mueller

From: Customer Srvc Box <customersrvc@wm.com>
Sent: Wednesday, June 16, 2021 11:44 AM
To: pwuc; Customer Srvc Box
Cc: Cox, Christopher; Kim Turner CtMgr
Subject: RE: Missed Collection

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Good Morning Athena,

I apologize that the customer was provided the incorrect information. I show that the customer has contacted customer service and that a courtesy request has been entered to have the driver return and service. The confirmation number is #435220. Please advise the customer to leave the items at the point of collection as this may take up to 72 business hours to service.

Thanks,
Vehada

From: pwuc <pwuc@uctx.gov>
Sent: Wednesday, June 16, 2021 11:02 AM
To: Customer Srvc Box <customersrvc@wm.com>
Cc: Cox, Christopher <ccox6@wm.com>; Kim Turner CtMgr <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
265 Kitty Hawk Rd.
Universal City, TX 78148
(210)658-5364



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