

Kristen Mueller

From: Customer Srvc Box <customersrvc@wm.com>
Sent: Thursday, June 17, 2021 2:12 PM
To: Veronica Hernandez UTBllg; Customer Srvc Box
Cc: Cox, Christopher; Kim Turner; JaclynRedmon; publicworksdirector
Subject: RE: [REDACTED] E LANGLEY

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.

Hello Veronica,

I entered an estimated time of arrival request as a reminder to the driver that the customer still waiting for service today. The ticket number is 438336.

Please inform the customer to leave the trash can out for service.

Best Regards,
Leomaris

From: Veronica Hernandez UTBllg <utilitybilling@uctx.gov>
Sent: Thursday, June 17, 2021 2:04 PM
To: Customer Srvc Box <customersrvc@wm.com>
Cc: Cox, Christopher <ccox6@wm.com>; Kim Turner <ACM@uctx.gov>; Jaclyn Redmon <BuildingInspector@uctx.gov>; publicworksdirector <pwdirector@uctx.gov>
Subject: [EXTERNAL] [REDACTED] E LANGLEY
Importance: High

Mr. Steve Houston just came in, concerned that his garbage will not going to be picked up today. Mr. Houston said the garbage was picked up on the opposite side of E. Langley, but not on his side and it has been two weeks that his garbage has not been picked up and yes, his garbage is on the front side of his house [REDACTED] **E. Langley.**

Veronica Hernandez

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



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