

## Kristen Mueller

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**From:** utilitybilling@uctx.gov  
**Sent:** Friday, June 25, 2021 3:34 PM  
**To:** customersrvc@wm.com  
**Cc:** ccox6@wm.com; ACM@uctx.gov; BuildingInspector@uctx.gov  
**Subject:** [REDACTED] AESOP

**Importance:** High

Hello,

I received a call from Mrs. [REDACTED] because their trash was not picked up on 6/24/21. Mr. [REDACTED] called Waste Management and told him they may or may not pick up his trash on Friday 6/25/21 morning. It is Friday afternoon and they are requesting to have their garbage picked up. Mr. [REDACTED] did say he called three times and did not receive a ticket number or a name of who he spoke to. This address does not have alley pick up. Customer is requesting for a call back with a response. Thank you.

*Happy 4<sup>th</sup> of July*  
*Veronica Hernandez*

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

