

Kristen Mueller

From: Customer Srvc Box <customersrv@wm.com>
Sent: Friday, June 25, 2021 4:16 PM
To: Veronica Hernandez UTBlg; Customer Srvc Box
Cc: Cox, Christopher; Kim Turner; JaclynRedmon
Subject: RE: [REDACTED] AESOP

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 apologize for the missed service. I'm showing the customer spoke with a rep around 3pm and a recovery ticket was entered. If there still drivers in the area we will try our best to recover the trash today.

If not the recovery will be done by the end of the next business days.

Best Regards,
Leomaris

From: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>
Sent: Friday, June 25, 2021 3:34 PM
To: Customer Srvc Box <customersrv@wm.com>
Cc: Cox, Christopher <ccox6@wm.com>; Kim Turner <ACM@uctx.gov>; Jaclyn Redmon <BuildingInspector@uctx.gov>
Subject: [EXTERNAL] [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 4th of July
Veronica Hernandez
Utilities Administrator
2150 Universal City Blvd
Universal City, Tx 78148
210-659-0333 ext. 711



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