

## Kristen Mueller

---

**From:** Cox, Christopher <ccox6@wm.com>  
**Sent:** Friday, June 25, 2021 4:17 PM  
**To:** Customer Srvc Box; Veronica Hernandez UTBlg; DiVittori, Isabella  
**Cc:** Kim Turner; Jaclyn Redmon  
**Subject:** Re: [UC Missed Trash] [REDACTED] AESOP  
**Attachments:** image002.jpg

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.

Good afternoon all,

Public Sector: May we please issue a missed service recovery ticket for this address?

Ops/Bella: May we please get this route and updated Veronica on the anticipated recovery time so she may relay to the resident?

Veronica: I do not see a number listed here for the resident. If Isabella provides you with and update May you please pass along the information to resident?

### **Christopher M. Cox**

Manager, Public Sector Solutions  
SATX & RGV District Areas  
[ccox6@wm.com](mailto:ccox6@wm.com)

### **Waste Management**

[1777 NE Loop 410, Ste 1001](#)  
[San Antonio, TX 78217](#)  
Cell [210 772 6074](#)

On Jun 25, 2021, at 3:36 PM, Veronica Hernandez UTBlg  
<utilitybilling@uctx.gov> wrote:

<image001.gif>

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

<image002.jpg>

---

**Recycling is a good thing. Please recycle any printed emails.**