

Kristen Mueller

From: utilitybilling@uctx.gov
Sent: Friday, June 25, 2021 4:57 PM
To: customersrv@wm.com; ccox6@wm.com; idivitto@wm.com
Cc: ACM@uctx.gov; BuildingInspector@uctx.gov
Subject: RE: [UC Missed Trash] [REDACTED] AESOP

Yes Chris, if I may have an update, so I can relate to the customer, I would really appreciate it.

Happy 4th of July
Veronica Hernandez

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



From: Customer Svc Box <customersrv@wm.com>
Sent: Friday, June 25, 2021 4:35 PM
To: Cox, Christopher <ccox6@wm.com>; Customer Svc Box <customersrv@wm.com>; Veronica Hernandez UTBlg <utilitybilling@uctx.gov>; DiVittori, Isabella <idivitto@wm.com>
Cc: Kim Turner <ACM@uctx.gov>; Jaclyn Redmon <BuildingInspector@uctx.gov>
Subject: RE: [UC Missed Trash] [REDACTED] AESOP

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Hello Chris,

The missed service ticket was entered by a customer service. See the confirmation number below.

468017 6/26/21 MPU HAND PICK

Best Regards,
Leomaris

From: Cox, Christopher <ccox6@wm.com>
Sent: Friday, June 25, 2021 4:17 PM
To: Customer Svc Box <customersrv@wm.com>; Veronica Hernandez UTBlg <utilitybilling@uctx.gov>; DiVittori, Isabella <idivitto@wm.com>

Cc: Kim Turner <ACM@uctx.gov>; Jaclyn Redmon <BuildingInspector@uctx.gov>

Subject: Re: [UC Missed Trash] [REDACTED] AESOP

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 an update may you please pass along the information to resident?

Christopher M. Cox

Manager, Public Sector Solutions

SATX & RGV District Areas

ccox6@wm.com

Waste Management

[1777 NE Loop 410, Ste 1001](#)

[San Antonio, TX 78217](#)

Cell [210 772 6074](tel:2107726074)

On Jun 25, 2021, at 3:36 PM, Veronica Hernandez UTBillg <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 4th of July

Veronica Hernandez

Utilities Administrator

2150 Universal City Blvd

Universal City, Tx 78148

210-659-0333 ext. 711

<image002.jpg>

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