

Kristen Mueller

From: Customer Srvc Box <customersrvc@wm.com>
Sent: Monday, June 28, 2021 12:08 PM
To: Veronica Hernandez UTBlg; Customer Srvc Box
Cc: Cox, Christopher; Kim Turner
Subject: RE: Recycle Bin Question

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 information.

A delivery request has being entered. The ticket number is 470062. The delivery will be done in 5-7 business days.

Best Regards,
Leomaris

From: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>
Sent: Monday, June 28, 2021 10:42 AM
To: Customer Srvc Box <customersrvc@wm.com>
Cc: Cox, Christopher <ccox6@wm.com>; Kim Turner <ACM@uctx.gov>
Subject: FW: Recycle Bin Question
Importance: High

Hello,

Please see below. Customer went to our website for information, the right thing to do and Waste Management gave them the wrong information.

Happy 4th of July
Veronica Hernandez
Utilities Administrator
2150 Universal City Blvd
Universal City, Tx 78148
210-659-0333 ext. 711



From: Brenton Burney <brentonburney@aol.com>
Sent: Monday, June 28, 2021 8:08 AM

To: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>

Subject: Recycle Bin Question

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 morning,

My fiancée ([REDACTED]) who is the account holder and I are trying to get a recycling bin so we can start recycling. We went on the UC website and it said to call Waste Management, but when we called them, they stated since the services are through the City, we have to request it from the City. Would you please be able to help us out? Our address is [REDACTED] E Langley.

Thank you,

[REDACTED]