

## Kristen Mueller

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**From:** utilitybilling@uctx.gov  
**Sent:** Wednesday, June 30, 2021 3:35 PM  
**To:** rramos13@wm.com; ACM@uctx.gov  
**Cc:** jcarrjr@wm.com; mflores2@wm.com; BuildingInspector@uctx.gov  
**Subject:** RE: [REDACTED] Cibolo Trail

**Importance:** High

[REDACTED] called again this afternoon at 2:39 pm and the garbage is still not picked up. [REDACTED] did say between 12 pm and 1 pm a Waste Management truck passed through the front of her address oppose through the alley. I thought starting 6/28/21, resumes garbage pick up in the alley. I need to call [REDACTED] back this afternoon.

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

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



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**From:** Ramos, Raul <rramos13@wm.com>  
**Sent:** Wednesday, June 30, 2021 12:01 PM  
**To:** Veronica Hernandez UTBlg <utilitybilling@uctx.gov>  
**Cc:** Carr Jr., Jackie <jcarrjr@wm.com>; Flores Jr, Mike <mflores2@wm.com>  
**Subject:** [REDACTED] Cibolo Trail

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Good morning Veronica,

Please inform the customer at [REDACTED] Cibolo Trail that we will have a truck go through their alley way to service their trash. We have 2 trucks running in the area today to assist with the alley pickups. Drivers are aware of that particular alley. Thank you

Sincerely,

**Raul Ramos**  
Route Manager - Residential

WM of Texas - San Antonio  
[rramos13@wm.com](mailto:rramos13@wm.com)

**Waste Management**  
4730 S East Loop 410  
San Antonio, TX 78222  
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Office: 210-368-5102

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