

Kristen Mueller

From: Veronica Hernandez UTBIlg <utilitybilling@uctx.gov>
Sent: Wednesday, June 30, 2021 5:02 PM
To: Ramos, Raul; Kim Turner
Cc: Carr Jr., Jackie; Flores Jr, Mike; Jaclyn Redmon
Subject: RE: [REDACTED] Cibolo Trail

Importance: High

I just spoke to [REDACTED] and her garbage is still there.

Happy 4th of July
Veronica Hernandez

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



From: Ramos, Raul <r.rramos13@wm.com>
Sent: Wednesday, June 30, 2021 3:40 PM
To: Veronica Hernandez UTBIlg <utilitybilling@uctx.gov>; Kim Turner <ACM@uctx.gov>
Cc: Carr Jr., Jackie <jcarrjr@wm.com>; Flores Jr, Mike <mflores2@wm.com>; Jaclyn Redmon <BuildingInspector@uctx.gov>
Subject: RE: [REDACTED] Cibolo Trail

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I spoke to the driver again at 3:00 when he got in this afternoon and he assured me that he went through the alley and he even said he picked up some brush that they had out there. I will send him by there first thing in the morning to double check and I will also go by to ensure that she is serviced. I apologize for the inconvenience and we will get this corrected.

From: Veronica Hernandez UTBIlg <utilitybilling@uctx.gov>
Sent: Wednesday, June 30, 2021 3:35 PM
To: Ramos, Raul <r.rramos13@wm.com>; Kim Turner <ACM@uctx.gov>
Cc: Carr Jr., Jackie <jcarrjr@wm.com>; Flores Jr, Mike <mflores2@wm.com>; Jaclyn Redmon <BuildingInspector@uctx.gov>
Subject: RE: [REDACTED] Cibolo Trail
Importance: High

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

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



From: Ramos, Raul <rros13@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: ██████████ Cibolo Trail

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Good morning Veronica,

Please inform the customer at ██████████ 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
rros13@wm.com

Waste Management
4730 S East Loop 410
San Antonio, TX 78222
Cell: 210-501-2073
Office: 210-368-5102

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