

From: [Ramos, Raul](#)
To: [Veronica Hernandez UTBlg](#); [Kim Turner](#)
Cc: [Carr Jr., Jackie](#); [Flores Jr, Mike](#); [Jaclyn Redmon](#)
Subject: RE: [REDACTED] Cibolo Trail
Date: Thursday, July 1, 2021 2:58:33 PM

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.

Thank you, you do the same!

From: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>
Sent: Thursday, July 1, 2021 2:57 PM
To: Ramos, Raul <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

Hello,

I just called Mrs. [REDACTED] and explained to her, her garbage pick up area is the front of her house moving forward. Have a great weekend.

Happy 4th of July
Veronica Hernandez

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



From: Ramos, Raul <rramos13@wm.com>
Sent: Thursday, July 1, 2021 11:27 AM
To: Veronica Hernandez UTBlg <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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Good morning,

This customer has been taken care of, initially driver was at wrong address. However he was telling me that this address has always been collected on the street. He states that the alley way behind this house is never used and that all their neighbors are collected on the street. Please advise customer to put trash in the street in front of the house. Thank you

From: Ramos, Raul
Sent: Wednesday, June 30, 2021 5:04 PM
To: Veronica Hernandez UTBllg <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

Ok, I apologize for this. We will get it picked up first thing tomorrow.

From: Veronica Hernandez UTBllg <utilitybilling@uctx.gov>
Sent: Wednesday, June 30, 2021 5:02 PM
To: Ramos, Raul <rros13@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

I just spoke to Mrs. [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 <rros13@wm.com>

Sent: Wednesday, June 30, 2021 3:40 PM

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

Sent: Wednesday, June 30, 2021 3:35 PM

To: Ramos, Raul <rros13@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

Mrs. [REDACTED] called again this afternoon at 2:39 pm and the garbage is still not picked up. Mrs. [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 Mrs. [REDACTED] 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: [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
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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