

**From:** [Customer Srvc Box](#)  
**To:** [Veronica Hernandez UTBlg](#); [Customer Srvc Box](#); [Cox, Christopher](#)  
**Cc:** [Kim Turner](#); [publicworksdirector](#); [Michael Cassata](#)  
**Subject:** RE: ORCHARD PARK GARBAGE  
**Date:** Monday, July 12, 2021 7:54:59 AM

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Good Morning Veronica,

I have reached out to our operations team for further assistance. Once I have received a response, I will provide an update.

Thanks,  
Vehada

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**From:** Veronica Hernandez UTBlg <utilitybilling@uctx.gov>  
**Sent:** Friday, July 9, 2021 5:44 PM  
**To:** Customer Srvc Box <customersrvc@wm.com>; Cox, Christopher <ccox6@wm.com>  
**Cc:** Kim Turner <ACM@uctx.gov>; publicworksdirector <pwdirector@uctx.gov>; Michael Cassata <DSDirector@uctx.gov>  
**Subject:** ORCHARD PARK GARBAGE  
**Importance:** High

Hello,  
[REDACTED] with Orchard Park HOA called asking why garbage is not being picked up for this subdivision. I have sent the active service addresses in Orchard Park to Waste Management and Waste Management Customer Service told me they will be added to the pick up list. Do we know when their garbage will be picked up. I need to call [REDACTED] (HOA) back with dates. Thank you..

*Thank you*  
*Veronica Hernandez*  
Utilities Administrator  
2150 Universal City Blvd  
Universal City, Tx 78148  
210-659-0333 ext. 711



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