From: Customer Srvc Box

To: <u>Veronica Hernandez UTBllq</u>; <u>Customer Srvc Box</u>; <u>Cox, Christopher</u>

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

From: Veronica Hernandez UTBllg <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

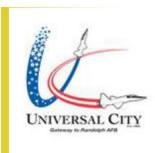
Importance: High

Hello,

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 (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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