

From: [DiVittori, Isabella](#)
To: [Veronica Hernandez UTBlg](#); [Cox, Christopher](#); [Customer Srvc Box](#); [Corey King](#); [Michael Cassata](#)
Cc: [Flores Jr, Mike](#); [Kim Turner](#); [Munoz, John](#); [Ramos, Raul](#); [Carr Jr., Jackie](#)
Subject: RE: [Universal City] Re: [REDACTED] WAGON CROSSING.
Date: Tuesday, July 20, 2021 8:55:58 AM
Attachments: [image002.png](#)
[image003.png](#)

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.

Good morning Veronica,

The driver had posted the photo and comment yesterday at 12:49pm that cans were not at the curb.



2021-07-19 12-49-25.png
772.63 KB

Orlando A Torres 12:49 PM

[REDACTED] wagon crssing cans not on curve

Thank you,
Bella DiVittori
Waste Management
Operations Specialist
divitto@wm.com

T: 210.368.5107
4730 SE Loop 410
San Antonio, TX 78222



From: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>
Sent: Tuesday, July 20, 2021 8:46 AM

To: Cox, Christopher <ccox6@wm.com>; Customer Srvc Box <customersrvc@wm.com>; Corey King <dso@uctx.gov>; Michael Cassata <DSDirector@uctx.gov>

Cc: Flores Jr, Mike <mflores2@wm.com>; Kim Turner <ACM@uctx.gov>; DiVittori, Isabella <idivitto@wm.com>

Subject: FW: [Universal City] Re: [REDACTED] WAGON CROSSING.

Importance: High

Good morning,

Code compliance received another call from Ms. [REDACTED] crying, no garbage pick up again. Ms. [REDACTED] also said, since she complaint last time the garbage men dislike her and thinking that is why they do not pick up her garbage. "Trash men hate me." I myself did not receive the call, so I am just relating the message as it was given to me. [REDACTED] phone number is [REDACTED]

Please see the email below from April, 2021.

Sent: Tuesday, April 27, 2021 9:46 AM

To: Cox, Christopher <ccox6@wm.com>

Subject: RE: [Universal City] Re: [REDACTED] WAGON CROSSING.

Hello Chris,

Yes, her phone number is [REDACTED]. Thank you.

Veronica Hernandez

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



From: Cox, Christopher <ccox6@wm.com>

Sent: Tuesday, April 27, 2021 9:20 AM

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

Cc: Customer Srvc Box <customersrvc@wm.com>; Flores Jr, Mike <mflores2@wm.com>; Divittori, Isabella <idivitto@wm.com>; Villasenor, Pearl <PVillasenor@wm.com>

Subject: [Universal City] Re: [REDACTED] WAGON CROSSING.

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.

Good morning Veronica,

Thank you for sharing this - I'll dig into this today with Mike and review the route records.

Do you happen to have a phone number for Ms. [REDACTED] I would like to contact her on behalf of the company.

As we research this for you and Ms. [REDACTED] we will ask that our Operations Specialist have the driver confirm when he is at the residence. We will ask that he take appropriate notes to reflect verified collection of the cart or that the cart is not out for the next 2-3 weeks. Additionally, we will take photos as support documentation during this time.

Christopher M. Cox

Manager, Public Sector Solutions
SATX & RGV District Areas
ccox6@wm.com

Waste Management

[1777 NE Loop 410, Ste 1001](#)
[San Antonio, TX 78217](#)
Cell [210 772 6074](#)

On Apr 27, 2021, at 9:05 AM, Veronica Hernandez UTBlg <utilitybilling@uctx.gov> wrote:

<image001.gif>

Good morning,

I just received a call from a VERY angry customer, questioning why her garbage is always hit and miss? Ms. [REDACTED] is taking it personal. She asked me what did she do wrong in order for Waste Management not to pick up her garbage. Ms. [REDACTED] calls in to Waste Management to report no garbage pick up and WM Cust service would just give a ticket number and by the end

of day her garbage was picked up. Ms. [REDACTED] argument is why does she have to call Waste Management to have her garbage picked. I also checked the list of active addresses, which I sent to Chris Cox and this address is on the list. Maybe we can ask the driver why her garbage is not being picked up? Please advice.

Veronica Hernandez

Utilities Administrator
2150 Universal City Blvd
Universal City, Tx 78148
210-659-0333 ext. 711
[<image002.jpg>](#)

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