

**From:** [Veronica Hernandez UTBlg](#)  
**To:** "Flores Jr, Mike"; [Kim Turner](#); [publicworksdirector](#); [pwmanager](#); [Michael Cassata](#)  
**Cc:** [Cox, Christopher](#); [Ramos, Raul](#); [Carr Jr., Jackie](#)  
**Subject:** RE: [UC - Update Needed] FW: [REDACTED] Cordoba Dr  
**Date:** Tuesday, August 3, 2021 4:41:06 PM

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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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**From:** Flores Jr, Mike <mflores2@wm.com>  
**Sent:** Tuesday, August 3, 2021 4:26 PM  
**To:** Veronica Hernandez UTBlg <utilitybilling@uctx.gov>; Kim Turner <ACM@uctx.gov>; publicworksdirector <pwdirector@uctx.gov>; pwmanager <pwmanager@uctx.gov>; Michael Cassata <DSDirector@uctx.gov>  
**Cc:** Cox, Christopher <ccox6@wm.com>; Ramos, Raul <rros13@wm.com>; Carr Jr., Jackie <jcarrjr@wm.com>  
**Subject:** RE: [UC - Update Needed] FW: [REDACTED] Cordoba Dr

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Alrighty we will take a look tomorrow morning and collect it the resident and also provide service on Thursday.

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**From:** Veronica Hernandez UTBlg <[utilitybilling@uctx.gov](mailto:utilitybilling@uctx.gov)>  
**Sent:** Tuesday, August 3, 2021 4:18 PM  
**To:** Flores Jr, Mike <[mflores2@wm.com](mailto:mflores2@wm.com)>; Kim Turner <[ACM@uctx.gov](mailto:ACM@uctx.gov)>; publicworksdirector <[pwdirector@uctx.gov](mailto:pwdirector@uctx.gov)>; pwmanager <[pwmanager@uctx.gov](mailto:pwmanager@uctx.gov)>; Michael Cassata <[DSDirector@uctx.gov](mailto:DSDirector@uctx.gov)>  
**Cc:** Cox, Christopher <[ccox6@wm.com](mailto:ccox6@wm.com)>; Ramos, Raul <[rros13@wm.com](mailto:rros13@wm.com)>; Carr Jr., Jackie <[jcarrjr@wm.com](mailto:jcarrjr@wm.com)>  
**Subject:** RE: [UC - Update Needed] FW: [REDACTED] Cordoba Dr

**Importance:** High

For this area, garbage is picked up in the front.

*Thank you*

*Veronica Hernandez*

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



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**From:** Flores Jr, Mike <[mflores2@wm.com](mailto:mflores2@wm.com)>

**Sent:** Tuesday, August 3, 2021 4:07 PM

**To:** Veronica Hernandez UTBlg <[utilitybilling@uctx.gov](mailto:utilitybilling@uctx.gov)>

**Cc:** Cox, Christopher <[ccox6@wm.com](mailto:ccox6@wm.com)>; Ramos, Raul <[rramos13@wm.com](mailto:rramos13@wm.com)>; Carr Jr., Jackie <[jcarrjr@wm.com](mailto:jcarrjr@wm.com)>

**Subject:** RE: [UC - Update Needed] FW: [REDACTED] Cordoba Dr

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Hello Veronica, we can send a driver back tomorrow morning to be on the safe side. Unfortunately, the driver that might have run through the area today has gone home for the day. The drivers yesterday did experience some issues passing in the alley's due to the rain. Not sure if the pick up for the customer is normally alley pick up or street side.

We will update tomorrow morning.

Raul/Jackie please send a driver tomorrow morning to double check the area and collect any trash that might have been left behind due to the rain delay.

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**From:** Cox, Christopher <[ccox6@wm.com](mailto:ccox6@wm.com)>

**Sent:** Tuesday, August 3, 2021 3:57 PM

**To:** Carr Jr., Jackie <[jcarrjr@wm.com](mailto:jcarrjr@wm.com)>; Ramos, Raul <[rramos13@wm.com](mailto:rramos13@wm.com)>; DiVittori, Isabella <[divitto@wm.com](mailto:divitto@wm.com)>; Customer Srvc Box <[customersrvc@wm.com](mailto:customersrvc@wm.com)>

**Cc:** Flores Jr, Mike <[mflores2@wm.com](mailto:mflores2@wm.com)>; Munoz, John <[jmunoz9@wm.com](mailto:jmunoz9@wm.com)>

**Subject:** Fwd: [UC - Update Needed] FW: [REDACTED] Cordoba Dr

Good afternoon,

May we please provide an update to Veronica in Universal City's Utility Billing department?

**Christopher M. Cox**

Manager, Public Sector Solutions  
SATX & RGV District Areas  
[ccox6@wm.com](mailto:ccox6@wm.com)

**Waste Management**

[1777 NE Loop 410, Ste 1001](#)  
[San Antonio, TX 78217](#)  
Cell [210.772.6074](tel:210.772.6074)

Begin forwarded message:

**From:** Veronica Hernandez UTBillg <[utilitybilling@uctx.gov](mailto:utilitybilling@uctx.gov)>  
**Date:** August 3, 2021 at 3:42:28 PM CDT  
**To:** Customer Srvc Box <[customersrvc@wm.com](mailto:customersrvc@wm.com)>, "Cox, Christopher" <[ccox6@wm.com](mailto:ccox6@wm.com)>, [REDACTED]  
**Cc:** publicworksdirector <[pwdirector@uctx.gov](mailto:pwdirector@uctx.gov)>, pwmanager <[pwmanager@uctx.gov](mailto:pwmanager@uctx.gov)>  
**Subject:** [EXTERNAL] FW: [REDACTED] Cordoba Dr

Hello,

Can you please assist and may I please have a update. I need to call the customer back.

*Thank you*

*Veronica Hernandez*

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



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**From:** [REDACTED]  
**Sent:** Tuesday, August 3, 2021 2:50 PM  
**To:** Kim Turner CtMgr <[citymanager@uctx.gov](mailto:citymanager@uctx.gov)>; pwmanager <[pwmanager@uctx.gov](mailto:pwmanager@uctx.gov)>  
**Cc:** publicworksdirector <[pwdirector@uctx.gov](mailto:pwdirector@uctx.gov)>; Kristen Mueller <[kmueller@uctx.gov](mailto:kmueller@uctx.gov)>  
**Subject:** [REDACTED] Cordoba Dr

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Hello,

I am not sure who to ask this question to - and if I am in the wrong area, can you please forward this question to the correct person in charge?

I live at [REDACTED] Cordoba Dr - Coronado Village

- Was the garbage pickup off for yesterday - Monday?

We did not see a truck all day -

Trucks did drive by the house today (Tuesday) but did not take the trash.

- Should I put it back up at the house until Thursday?
- Will the Thursday pick up happen?

Please let me know

Thanks

[REDACTED]  
[REDACTED]

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