

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: Wednesday, August 4, 2021 9:55:15 AM

Thank you.

Thank you
Veronica Hernandez

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



From: Flores Jr, Mike <mflores2@wm.com>
Sent: Wednesday, August 4, 2021 9:53 AM
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

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 [REDACTED] Cordoba Dr., has been serviced. Driver is looking around the area to be sure no other trash is out.

From: Flores Jr, Mike
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

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

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

Sent: Tuesday, August 3, 2021 4:18 PM

To: Flores Jr, Mike <mflores2@wm.com>; 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 <rramos13@wm.com>; Carr Jr., Jackie <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



From: Flores Jr, Mike <mflores2@wm.com>

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

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

Cc: Cox, Christopher <ccox6@wm.com>; Ramos, Raul <rramos13@wm.com>; Carr Jr., Jackie <jcarrjr@wm.com>

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

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.

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.

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

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

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

Cc: Flores Jr, Mike <mflores2@wm.com>; Munoz, John <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

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 UTBlg <utilitybilling@uctx.gov>

Date: August 3, 2021 at 3:42:28 PM CDT

To: Customer Srvc Box <customersrvc@wm.com>, "Cox, Christopher" <ccox6@wm.com>, [REDACTED]

Cc: publicworksdirector <pwdirector@uctx.gov>, pwmanager <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



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

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.

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



Recycling is a good thing. Please recycle any printed emails.