From: Flores Jr, Mike

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

Cc: Michael Cassata; publicworksdirector; Kim Turner

Subject: RE: Orchard Park new resident

Date: Thursday, August 5, 2021 3:30:51 PM

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.

Let me get with the delivery folks right quick.

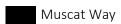
From: Veronica Hernandez UTBllg <utilitybilling@uctx.gov>

Sent: Thursday, August 5, 2021 3:23 PM

To: Flores Jr, Mike <mflores2@wm.com>; Customer Srvc Box <customersrvc@wm.com>; Cox, Christopher <ccox6@wm.com>

Cc: Michael Cassata <DSDirector@uctx.gov>; publicworksdirector <pwdirector@uctx.gov>; Kim Turner <ACM@uctx.gov>

Subject: [EXTERNAL] RE: Orchard Park new resident



Thank you Veronica Hernandez

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



From: Flores Jr, Mike <<u>mflores2@wm.com</u>>
Sent: Thursday, August 5, 2021 3:07 PM

To: Veronica Hernandez UTBllg < <u>utilitybilling@uctx.gov</u>>; Customer Srvc Box

<<u>customersrvc@wm.com</u>>; Cox, Christopher <<u>ccox6@wm.com</u>>

Cc: Michael Cassata < DSDirector@uctx.gov>; Fundamental Cassata < DSDirector@uctx.gov>; Fundamental Cassata < DSDirector@uctx.gov>; Fundamental Cassata < DSDirector@uctx.gov>; Simple Cassata DSDI

Turner <ACM@uctx.gov>

Subject: ?RE: Orchard Park new resident

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, what is the address needing carts?

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

Sent: Thursday, August 5, 2021 3:03 PM

To: Customer Srvc Box <<u>customersrvc@wm.com</u>>; Cox, Christopher <<u>ccox6@wm.com</u>>
Cc: Flores Jr, Mike <<u>mflores2@wm.com</u>>; Michael Cassata <<u>DSDirector@uctx.gov</u>>;

 $public works director < \underline{pwdirector@uctx.gov}; \ Kim \ Turner < \underline{ACM@uctx.gov} >$

Subject: FW: Orchard Park new resident

Importance: High

Hello,

Customer came in today asking when he will receive the POLYCARTS. An email was sent on July 21,2021 and we did receive a response that same day. May we please have an update, to forward the information to resident. Mr. started water service on 7/22/2021. Please see email Below.

Thank you Veronica Hernandez

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



From: Veronica Hernandez UTBllg

Sent: Wednesday, July 21, 2021 5:47 PM

To: 'Customer Srvc Box' < customersrvc@wm.com >; utilityclerk < utilityclerk@uctx.gov >; Cox,

Christopher < ccox6@wm.com; Kim Turner < ACM@uctx.gov;

tonda.alexander@meritagehomes.com; Michael Cassata < DSDirector@uctx.gov >;

 $public works director < \underline{pwdirector@uctx.gov} >$

Subject: RE: Orchard Park new resident

Thank you

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



From: Customer Srvc Box < <u>customersrvc@wm.com</u>>

Sent: Wednesday, July 21, 2021 4:52 PM

To: utilityclerk <utilityclerk@uctx.gov>; Veronica Hernandez UTBllg <utilitybilling@uctx.gov>; Customer Srvc Box <<u>customersrvc@wm.com</u>>; Cox, Christopher <<u>ccox6@wm.com</u>>; Kim Turner <<u>ACM@uctx.gov</u>>; <u>tonda.alexander@meritagehomes.com</u>; Michael Cassata <<u>DSDirector@uctx.gov</u>>; publicworksdirector <<u>pwdirector@uctx.gov</u>>

Subject: RE: Orchard Park new resident

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,

The account has being created in our system.

Best Regards, Leomaris

From: utilityclerk < utilityclerk@uctx.gov Sent: Wednesday, July 21, 2021 4:14 PM

To: Veronica Hernandez UTBllg < utilitybilling@uctx.gov; Customer Srvc Box < customersrvc@wm.com; Cox, Christopher < ccox6@wm.com; Kim Turner < ACM@uctx.gov; tonda.alexander@meritagehomes.com; Michael Cassata < DSDirector@uctx.gov; publicworksdirector < pwdirector@uctx.gov;

Subject: [EXTERNAL] Orchard Park new resident

Hello,

A new water account has been setup for Muscat Way. The customer was informed two Polly carts would be delivered to them, one for trash and one for recycle.

Thank you and have a great day!

Lilly Llamas Utility Clerk City of Universal City (210) 619-0710



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