

From: [Flores Jr, Mike](#)
To: [Veronica Hernandez UTBlg](#); [Customer Srvc Box](#); [Cox, Christopher](#)
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 UTBlg <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

█ Muscat Way

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: Thursday, August 5, 2021 3:07 PM
To: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>; 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: ?RE: Orchard Park new resident

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attachments unless you recognize the sender and know the content is safe.

Hello Veronica, what is the address needing carts?

From: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>
Sent: Thursday, August 5, 2021 3:03 PM
To: Customer Srvc Box <customersrvc@wm.com>; Cox, Christopher <ccox6@wm.com>
Cc: Flores Jr, Mike <mflores2@wm.com>; Michael Cassata <DSDirector@uctx.gov>;
publicworksdirector <pwdirector@uctx.gov>; Kim Turner <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. [REDACTED] 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 UTBlg
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>;
publicworksdirector <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 <customersrvc@wm.com>
Sent: Wednesday, July 21, 2021 4:52 PM
To: utilityclerk <utilityclerk@uctx.gov>; Veronica Hernandez UTBlg <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: RE: Orchard Park new resident

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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 UTBlg <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 [REDACTED] 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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