

From: [Veronica Hernandez UTBlg](#)
To: ["Flores Jr, Mike"; Customer Srvc Box; Cox, Christopher](#)
Cc: [publicworksdirector; Kim Turner](#)
Subject: RE: [REDACTED] Circle Dr.
Date: Thursday, August 5, 2021 4:08:25 PM

Thank you everyone.

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 4:07 PM
To: Customer Srvc Box <customersrvc@wm.com>; Veronica Hernandez UTBlg <utilitybilling@uctx.gov>; Cox, Christopher <ccox6@wm.com>
Cc: publicworksdirector <pwdirector@uctx.gov>; Kim Turner <ACM@uctx.gov>
Subject: RE: [REDACTED] Circle Dr.

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Forwarded the request to the route managers.

From: Customer Srvc Box <customersrvc@wm.com>
Sent: Thursday, August 5, 2021 4:02 PM
To: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>; Customer Srvc Box <customersrvc@wm.com>; Cox, Christopher <ccox6@wm.com>; Flores Jr, Mike <mflores2@wm.com>
Cc: publicworksdirector <pwdirector@uctx.gov>; Kim Turner <ACM@uctx.gov>
Subject: RE: [REDACTED] Circle Dr.

Good afternoon,

I have entered an estimated time of arrival ticket to alert the driver to service the trash today. Ticket number is 552549.

Mike, are we able to make sure this customer gets serviced today?

Thank you,
Zarkia

From: Veronica Hernandez UTBillg <utilitybilling@uctx.gov>
Sent: Thursday, August 5, 2021 3:44 PM
To: Customer Srvc Box <customersrvc@wm.com>; Cox, Christopher <ccox6@wm.com>; Flores Jr, Mike <mflores2@wm.com>
Cc: publicworksdirector <pwdirector@uctx.gov>; Kim Turner <ACM@uctx.gov>
Subject: FW: [REDACTED] Circle Dr.
Importance: High

Please see email below. I did not receive the phone call and just forwarding the message.

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



From: pwmanager <pwmanager@uctx.gov>
Sent: Thursday, August 5, 2021 3:33 PM
To: Veronica Hernandez UTBillg <utilitybilling@uctx.gov>
Subject: [REDACTED] Circle Dr.

Veronica,

We just got a call from a woman who lives at [REDACTED] Circle Dr. and she said that Waste Management passes up her house regularly.

Is this something you can help her with? Her phone number is [REDACTED].

Let me know if you need anything else.

Thank you,

Matthew Otte
Project Manager
City of Universal City
(210) 658-5364



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