

**From:** [Cox, Christopher](#)  
**To:** [Flores Jr, Mike](#)  
**Cc:** [Veronica Hernandez UTBlg](#); [Customer Srvc Box](#); [Michael Cassata](#); [publicworksdirector](#); [Kim Turner](#)  
**Subject:** Re: Orchard Park new resident  
**Date:** Thursday, August 5, 2021 4:17:01 PM

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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.

Thank you for your attention to this, Mike.

**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](#)

On Aug 5, 2021, at 3:30 PM, Flores Jr, Mike <[mflores2@wm.com](mailto:mflores2@wm.com)> wrote:

Let me get with the delivery folks right quick.

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**From:** Veronica Hernandez UTBlg <[utilitybilling@uctx.gov](mailto:utilitybilling@uctx.gov)>  
**Sent:** Thursday, August 5, 2021 3:23 PM  
**To:** Flores Jr, Mike <[mflores2@wm.com](mailto:mflores2@wm.com)>; Customer Srvc Box <[customersrvc@wm.com](mailto:customersrvc@wm.com)>; Cox, Christopher <[ccox6@wm.com](mailto:ccox6@wm.com)>  
**Cc:** Michael Cassata <[DSDirector@uctx.gov](mailto:DSDirector@uctx.gov)>; publicworksdirector <[pwdirector@uctx.gov](mailto:pwdirector@uctx.gov)>; Kim Turner <[ACM@uctx.gov](mailto: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  
[<image002.jpg>](#)

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**From:** Flores Jr, Mike <[mflores2@wm.com](mailto:mflores2@wm.com)>  
**Sent:** Thursday, August 5, 2021 3:07 PM  
**To:** Veronica Hernandez UTBlg <[utilitybilling@uctx.gov](mailto:utilitybilling@uctx.gov)>; Customer Srvc Box <[customersrvc@wm.com](mailto:customersrvc@wm.com)>; Cox, Christopher <[ccox6@wm.com](mailto:ccox6@wm.com)>  
**Cc:** Michael Cassata <[DSDirector@uctx.gov](mailto:DSDirector@uctx.gov)>; publicworksdirector <[pwdirector@uctx.gov](mailto:pwdirector@uctx.gov)>; Kim Turner <[ACM@uctx.gov](mailto:ACM@uctx.gov)>  
**Subject:** ?RE: Orchard Park new resident

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Hello Veronica, what is the address needing carts?

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**From:** Veronica Hernandez UTBlg <[utilitybilling@uctx.gov](mailto:utilitybilling@uctx.gov)>  
**Sent:** Thursday, August 5, 2021 3:03 PM  
**To:** Customer Srvc Box <[customersrvc@wm.com](mailto:customersrvc@wm.com)>; Cox, Christopher <[ccox6@wm.com](mailto:ccox6@wm.com)>  
**Cc:** Flores Jr, Mike <[mflores2@wm.com](mailto:mflores2@wm.com)>; Michael Cassata <[DSDirector@uctx.gov](mailto:DSDirector@uctx.gov)>; publicworksdirector <[pwdirector@uctx.gov](mailto:pwdirector@uctx.gov)>; Kim Turner <[ACM@uctx.gov](mailto: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  
[<image003.jpg>](#)

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**From:** Veronica Hernandez UTBlg  
**Sent:** Wednesday, July 21, 2021 5:47 PM  
**To:** 'Customer Srvc Box' <[customersrvc@wm.com](mailto:customersrvc@wm.com)>; utilityclerk <[utilityclerk@uctx.gov](mailto:utilityclerk@uctx.gov)>; Cox, Christopher <[ccox6@wm.com](mailto:ccox6@wm.com)>; Kim Turner <[ACM@uctx.gov](mailto:ACM@uctx.gov)>; [tonda.alexander@meritagehomes.com](mailto:tonda.alexander@meritagehomes.com); Michael Cassata <[DSDirector@uctx.gov](mailto:DSDirector@uctx.gov)>; publicworksdirector <[pwdirector@uctx.gov](mailto: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  
[<image003.jpg>](#)

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**From:** Customer Srvc Box <[customersrvc@wm.com](mailto:customersrvc@wm.com)>

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

**To:** utilityclerk <[utilityclerk@uctx.gov](mailto:utilityclerk@uctx.gov)>; Veronica Hernandez UTBIlg <[utilitybilling@uctx.gov](mailto:utilitybilling@uctx.gov)>; Customer Srvc Box <[customersrvc@wm.com](mailto:customersrvc@wm.com)>; Cox, Christopher <[ccox6@wm.com](mailto:ccox6@wm.com)>; Kim Turner <[ACM@uctx.gov](mailto:ACM@uctx.gov)>; [tonda.alexander@meritagehomes.com](mailto:tonda.alexander@meritagehomes.com); Michael Cassata <[DSDirector@uctx.gov](mailto:DSDirector@uctx.gov)>; publicworksdirector <[pwdirector@uctx.gov](mailto:pwdirector@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,

The account has being created in our system.

Best Regards,  
Leomaris

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**From:** utilityclerk <[utilityclerk@uctx.gov](mailto:utilityclerk@uctx.gov)>

**Sent:** Wednesday, July 21, 2021 4:14 PM

**To:** Veronica Hernandez UTBIlg <[utilitybilling@uctx.gov](mailto:utilitybilling@uctx.gov)>; Customer Srvc Box <[customersrvc@wm.com](mailto:customersrvc@wm.com)>; Cox, Christopher <[ccox6@wm.com](mailto:ccox6@wm.com)>; Kim Turner <[ACM@uctx.gov](mailto:ACM@uctx.gov)>; [tonda.alexander@meritagehomes.com](mailto:tonda.alexander@meritagehomes.com); Michael Cassata <[DSDirector@uctx.gov](mailto:DSDirector@uctx.gov)>; publicworksdirector <[pwdirector@uctx.gov](mailto: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

[<image004.jpg>](#)

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