

From: [Veronica Hernandez UTBlg](#)
To: [Customer Srvc Box \(customersrvc@wm.com\)](#); [Cox, Christopher](#); [Kim Turner](#)
Cc: [Michael Cassata](#); [publicworksdirector](#)
Subject: FW: NEW RESIDENT ORCHARD PARK
Date: Monday, August 16, 2021 10:16:27 AM
Importance: High

Good morning,

I have the customer here at the window asking when will he receive their trash can and recycle can? I sent the email back on July 28,21. Please advise. What process do we need to make in order for the customers to receive their trash can and recycle can? Urgent, please.

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 28, 2021 1:42 PM
To: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>; Customer Srvc Box <customersrvc@wm.com>; Cox, Christopher <ccox6@wm.com>
Cc: publicworksdirector <pwdirector@uctx.gov>; Michael Cassata <DSDirector@uctx.gov>; Kim Turner <ACM@uctx.gov>
Subject: RE: NEW RESIDENT ORCHARD PARK

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Hello Veronica,

The accounts has being created in our system.

Best Regards,
Leomaris

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

Sent: Wednesday, July 28, 2021 1:13 PM

To: Customer Srvc Box <customersrv@wm.com>; Cox, Christopher <ccox6@wm.com>

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

Subject: NEW RESIDENT ORCHARD PARK

Importance: High

Hello,
New water service accounts for the Orchard park.

■■■■ MUSCAT WAY – NEW SERVICE – 7/29/21

■■■■ MUSCAT WAY – NEW SERVICE – 7/28/2021

■■■■ MUSCAT WAY – NEW SERVICE – 8/2/2021

Thank you

Veronica Hernandez

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Universal City, Tx 78148
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