

**From:** [Customer Srvc Box](#)  
**To:** [Veronica Hernandez UTBlg](#); [Customer Srvc Box](#); [Flores Jr, Mike](#)  
**Cc:** [Cox, Christopher](#); [Michael Cassata](#)  
**Subject:** RE: [REDACTED] COLLINGWOOD  
**Date:** Tuesday, August 17, 2021 11:07:39 AM

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.

Good Morning Veronica,

I show that the driver returned and serviced this location at 10:59 a.m. on today.

Thanks,  
Vehada

**From:** Veronica Hernandez UTBlg <utilitybilling@uctx.gov>  
**Sent:** Tuesday, August 17, 2021 10:24 AM  
**To:** Customer Srvc Box <customersrvc@wm.com>; Flores Jr, Mike <mflores2@wm.com>  
**Cc:** Cox, Christopher <ccox6@wm.com>; Michael Cassata <DSDirector@uctx.gov>  
**Subject:** [REDACTED] COLLINGWOOD  
**Importance:** High

Mr. [REDACTED] called in complaining about his garbage not picked up Monday.  
Mr. [REDACTED] called Waste Management and told him his garbage was not out on time, Mr. [REDACTED] told customer service it was out the night before. Mr. [REDACTED] also stated two other house's garbage was not picked up as well. I did advice Mr. [REDACTED] to leave his cans out and hopefully I can have it picked up today. Please advice. I need to call Mr. [REDACTED] back with an update.

*Thank you*

*Veronica Hernandez*

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

