

From: [Customer Srvc Box](#)
To: [Veronica Hernandez UTBlg](#); [Customer Srvc Box](#); [Flores Jr, Mike](#); [Cox, Christopher](#)
Cc: [Kim Turner](#); [publicworksdirector](#); [Michael Cassata](#)
Subject: RE: [REDACTED] MONDAVI CREST / ORCHARD PARK / NEW RESIDENT. / TICKET #544679
Date: Tuesday, August 17, 2021 1:37:22 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.

Hello Veronica,

I apologize for the delay on this delivery. Per operations the cans will be delivered tomorrow.

Best Regards,
Leomaris

From: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>
Sent: Tuesday, August 17, 2021 1:06 PM
To: Customer Srvc Box <customersrvc@wm.com>; Flores Jr, Mike <mflores2@wm.com>; Cox, Christopher <ccox6@wm.com>
Cc: Kim Turner <ACM@uctx.gov>; publicworksdirector <pwdirector@uctx.gov>; Michael Cassata <DSDirector@uctx.gov>
Subject: [REDACTED] MONDAVI CREST / ORCHARD PARK / NEW RESIDENT. / TICKET #544679
Importance: High

Hello,
Another resident that has not received their polycarts.

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: Tuesday, August 3, 2021 7:07 AM

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

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 apologize for the delayed response. I have submitted the request to have the account setup and the recycle bin delivered and the confirmation number is #544679.

Thanks,
Vehada

From: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>
Sent: Monday, August 2, 2021 3:30 PM
To: Customer Srvc Box <customersrvc@wm.com>; Cox, Christopher <ccox6@wm.com>; Kim Turner <ACM@uctx.gov>
Cc: Michael Cassata <DSDirector@uctx.gov>; publicworksdirector <pwdirector@uctx.gov>
Subject: NEW RESIDENT ORCHARD PARK
Importance: High

Hello,
New water service account for the Orchard park

■■■■ MONDAVI CREST / start date 8/2/21.

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



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