

From: [Customer Srvc Box](#)
To: [Veronica Hernandez UTBlg](#); [Customer Srvc Box](#); [Cox, Christopher](#); [Flores Jr, Mike](#)
Cc: [publicworksdirector](#); [Kim Turner](#)
Subject: RE: [REDACTED] MONDAVI CREST RECYCLE POLYCART
Date: Friday, September 3, 2021 2:30:18 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.

Good afternoon,

I have entered a swap ticket to get the cart swapped out. We will swap the cart within the next 5-7 business days. Ticket number is 623574.

Thank you,
Zarkia

From: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>
Sent: Friday, September 3, 2021 2:19 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: [EXTERNAL] [REDACTED] MONDAVI CREST RECYCLE POLYCART

[REDACTED] [REDACTED] called he received a recycle basket instead of a recycle polycart. Can we please replace his basket with a polycart. Thank you in advance.

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



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