

**From:** [Flores Jr, Mike](#)  
**To:** [Customer Srvc Box](#); [Veronica Hernandez UTBlg](#); [Cox, Christopher](#)  
**Cc:** [publicworksdirector](#); [Kim Turner](#)  
**Subject:** RE: RECYCLE PICK UP FOR MONDAVI CREST  
**Date:** Friday, September 3, 2021 2:58:07 PM

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Thank you

**From:** Customer Srvc Box <customersrvc@wm.com>  
**Sent:** Friday, September 3, 2021 2:57 PM  
**To:** Flores Jr, Mike <mflores2@wm.com>; Customer Srvc Box <customersrvc@wm.com>; Veronica Hernandez UTBlg <utilitybilling@uctx.gov>; Cox, Christopher <ccox6@wm.com>  
**Cc:** publicworksdirector <pwdirector@uctx.gov>; Kim Turner <ACM@uctx.gov>  
**Subject:** RE: RECYCLE PICK UP FOR MONDAVI CREST

Hello,

The swap ticket for [REDACTED] MONDAVI CREST has being entered.

623574      9/03/21 14:28 SWP    96 GAL TOTER REL RCY

Best Regards,  
Leomaris

**From:** Flores Jr, Mike <[mflores2@wm.com](mailto:mflores2@wm.com)>  
**Sent:** Friday, September 3, 2021 2:31 PM  
**To:** Customer Srvc Box <[customersrvc@wm.com](mailto:customersrvc@wm.com)>; Veronica Hernandez UTBlg <[utilitybilling@uctx.gov](mailto:utilitybilling@uctx.gov)>; Cox, Christopher <[ccox6@wm.com](mailto:ccox6@wm.com)>  
**Cc:** publicworksdirector <[pwdirector@uctx.gov](mailto:pwdirector@uctx.gov)>; Kim Turner <[ACM@uctx.gov](mailto:ACM@uctx.gov)>  
**Subject:** RE: RECYCLE PICK UP FOR MONDAVI CREST

RM has advised driver in route. Resolution to follow.

Customer service please ensure a swap ticket has been generated for the recycle bin to 96 gal cart.

Thanks

**From:** Customer Srvc Box <[customersrvc@wm.com](mailto:customersrvc@wm.com)>  
**Sent:** Friday, September 3, 2021 2:27 PM

**To:** Veronica Hernandez UTBillg <[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)>; Flores Jr, Mike <[mflores2@wm.com](mailto:mflores2@wm.com)>  
**Cc:** publicworksdirector <[pwdirector@uctx.gov](mailto:pwdirector@uctx.gov)>; Kim Turner <[ACM@uctx.gov](mailto:ACM@uctx.gov)>  
**Subject:** RE: RECYCLE PICK UP FOR MONDAVI CREST

Hello Veronica,

I apologize for the issues with the recycle service. Im showing when the customer contacted our service today center a recovery request ticket 623435 was entered and also a complaint case 13209224 due to the frequent missed services

Best Regards,  
Leomaris

**From:** Veronica Hernandez UTBillg <[utilitybilling@uctx.gov](mailto:utilitybilling@uctx.gov)>  
**Sent:** Friday, September 3, 2021 2:06 PM  
**To:** Customer Srvc Box <[customersrvc@wm.com](mailto:customersrvc@wm.com)>; Cox, Christopher <[ccox6@wm.com](mailto:ccox6@wm.com)>; Flores Jr, Mike <[mflores2@wm.com](mailto:mflores2@wm.com)>  
**Cc:** publicworksdirector <[pwdirector@uctx.gov](mailto:pwdirector@uctx.gov)>; Kim Turner <[ACM@uctx.gov](mailto:ACM@uctx.gov)>  
**Subject:** [EXTERNAL] RECYCLE PICK UP FOR MONDAVI CREST  
**Importance:** High

Hello,  
[REDACTED] [REDACTED] called ([REDACTED] **Mondavi Crest**)me, their recycle has not been picked up and it is for the whole street. [REDACTED] [REDACTED] called Waste Management customer service and they told him WM does not service this area. [REDACTED] [REDACTED] called WM customer the second time and WM customer service told him the will issue a service ticket to have the recycle pick up today 9/3/2021. [REDACTED] and neighbors are getting tired of missed service. [REDACTED] commented they are paying the water bill, so why are we not receiving the garbage / recycle service.

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



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**Recycling is a good thing. Please recycle any printed emails.**