

From: [Veronica Hernandez UTBlg](#)
To: [Customer Srvc Box \(customersrvc@wm.com\)](#); [Cox, Christopher](#); [Flores Jr, Mike](#)
Cc: [Kim Turner](#); [publicworksdirector](#); [Michael Cassata](#); [utilityclerk](#)
Subject: FW: Recycling bin [REDACTED] MUSCAT WAY
Date: Tuesday, September 14, 2021 2:23:42 PM
Importance: High

Hello,

New resident started water service 8/27/21 and still has not received their Recycle bin. What do I need to do, to make sure Orchard Park receive their polycarts.

Here are the notes from the email that was sent on 8/24/21.

Hello Lily,

I have entered a request to have the containers delivered and the confirmation is # 601499. The carts will be delivered within 5-7 business days.

Thanks,
Vehada

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

-----Original Message-----

From: [REDACTED]@gmail.com>
Sent: Tuesday, September 14, 2021 2:00 PM
To: Veronica Hernandez UTBlg <utilitybilling@uctx.gov>
Subject: Recycling bin

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,

We just moved into [REDACTED] Muscat Way Schertz, TX 78154 and we were told by Waste Management that in order to upgrade to the 96 gallon recycling bin they needed an email/contact from you stating that we can upgrade and will be charged for the larger bin (currently we have the 18 gallon bin). If someone would be able to contact them I would really appreciate it. Thank you!

[REDACTED]
Sent from my iPhone