

From: [Kim Turner CtMgr](#)
To: [Customer Srvc Box](#)
Cc: [utilityclerk](#); [Cox, Christopher](#); [publicworksdirector](#)
Subject: RE: [REDACTED] Guilford Forge Toilet Pick Up
Date: Thursday, September 23, 2021 3:52:54 PM

Chris or Randy,

Please weigh in as I thought we had a toilet program in place with WM.

Kim M. Turner
Universal City
210-659-0333 ext 705

From: Customer Srvc Box <customersrvc@wm.com>
Sent: Thursday, September 23, 2021 3:28 PM
To: Kim Turner CtMgr <citymanager@uctx.gov>; Customer Srvc Box <customersrvc@wm.com>
Cc: utilityclerk <utilityclerk@uctx.gov>; Cox, Christopher <ccox6@wm.com>; publicworksdirector <pwdirector@uctx.gov>
Subject: RE: [REDACTED] Guilford Forge Toilet Pick Up

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Hello Kim,

I have reviewed the information and I show that bulk pickup is currently not available in this area.

Thanks,
Vehada

From: Kim Turner CtMgr <citymanager@uctx.gov>
Sent: Thursday, September 23, 2021 3:01 PM
To: Customer Srvc Box <customersrvc@wm.com>
Cc: utilityclerk <utilityclerk@uctx.gov>; Cox, Christopher <ccox6@wm.com>; publicworksdirector <pwdirector@uctx.gov>
Subject: [EXTERNAL] [REDACTED] Guilford Forge Toilet Pick Up

[REDACTED] at [REDACTED] Guilford Forge in Universal City called the WM customer service line to schedule a toilet pick up. The WM Service Representative told her to call Public Works. I believe that the WM Representative should have scheduled the pick up with [REDACTED] [REDACTED]

Please reach out to [REDACTED] [REDACTED] at [REDACTED] to get her toilet picked up in a timely manner.

Thank you,

Kim M. Turner
City Manager
City of Universal City

2150 Universal City Blvd
Universal City, TX 78148

Tel: 210-659-0333 ext 705
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Email: CityManager@UCTX.Gov
WWW.UCTX.Gov

“A good exercise for the heart is to bend down and help another up.”

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