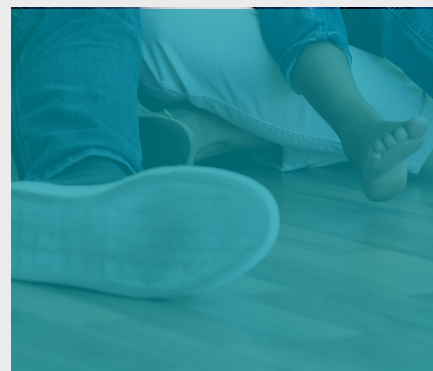
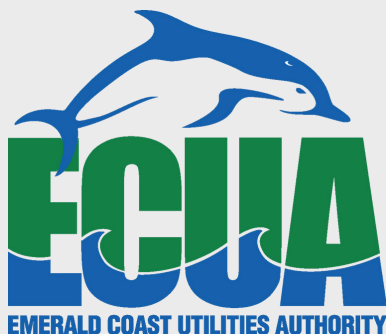
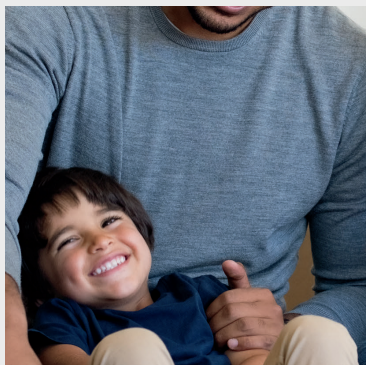
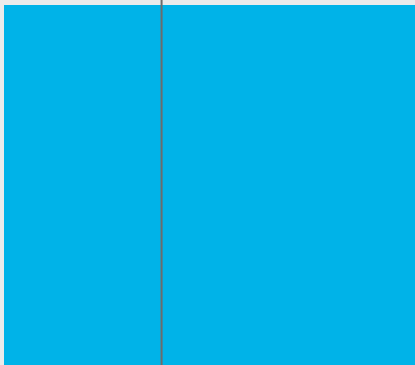


Welcome to your new home!

2025

Welcome Kit



Note from the Executive Director:

The Emerald Coast Utilities Authority (ECUA), and all of our employees, would like to welcome you to your new home. For over 40 years, we have focused our efforts on one simple and straightforward mission- delivering you the highest quality programs and services. We believe that doing things the right way is what has allowed us to grow into an award-winning utility.

In this packet, you will find important ECUA information and materials, which will help keep your home clean and our sewer system environmentally safe.

Here is a little bit of background on us: ECUA was originally founded as the Escambia County Utilities Authority in 1981, and the Authority's name was officially changed to the Emerald Coast Utilities Authority on June 29, 2004. The ECUA is a local governmental body, existing under the laws of the State of Florida to provide sanitation/recycling collection, water, and wastewater services. We are here for you now and in the future.

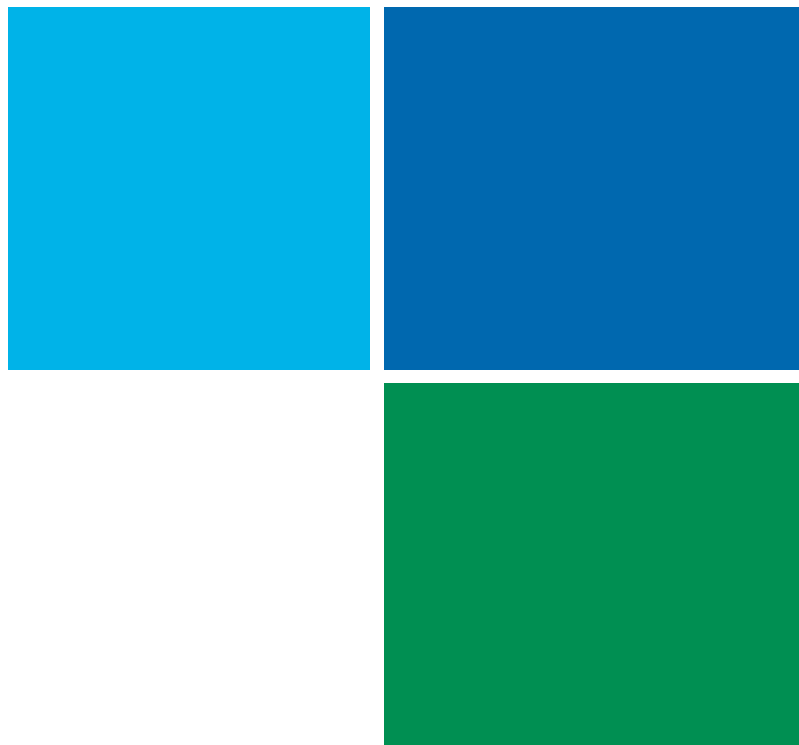
Enjoy your new home, and welcome to the Emerald Coast Utilities Authority family.

Warmest Regards,



J. Bruce Woody

ECUA Executive Director



Welcome to the neighborhood!

Whether you have come here from across the country or across town, moving is a challenge. From finding the best place to shop, to meeting new neighbors, to getting your kids settled in school—you probably have a lot on your mind.

This ECUA Welcome Kit provides you with a wealth of information about the programs and services available to our customers. You can find all the following information, and more, on our website at www.ecua.fl.gov, but let's get you started with some basics here.

Residential customers moving into existing homes may apply for service either by phone, email, or in person.

Security deposits are required for water and wastewater services prior to service being turned on. These deposits will be credited to the account after 24 months of good pay history. A deposit is not required for the sanitation service.

For all services:

Customer Service Line: (850) 476-0480

Ellyson Customer Service hours of operation:
Monday through Friday, 8:00 a.m. - 5:00 p.m.

Emerald Coast Utilities Authority (ECUA)

Ellyson Industrial Park
9255 Sturdevant Street

Pensacola, FL 32514

E-Mail: customer.service@ecua.fl.gov

Visit our website:

Visit us online at www.ecua.fl.gov. The site features up-to-the minute news on the services we provide and community information and updates.

Every month you will receive the 'Customer Pipeline' newsletter with your bill. Be sure to check it out for timely information. You can also view it online at ecua.fl.gov/customer-pipeline

LET'S GET

Social

FOLLOW US!



Scan the QR code with your phone's camera to visit our social media pages.



New Accounts:

When applying for a new account, you should be prepared to present some form of identification (for example: driver's license, Military ID card, Florida ID card or student ID card) and a check or cash for payment of deposits and fees.

As a new water or wastewater customer, you will receive next-day service if the order is placed prior to 4:30 p.m. However, you will receive service within two days if the order is placed after 4:30 p.m. Same-day service is available for an additional fee if the order is placed prior to 4:30 p.m.

As an ECUA customer, you understand that it is your responsibility to have the residence ready to receive water with all faucets, including washing machines and ice makers, turned off, or that someone should be present when the water service is turned on to prevent flooding in the event of a leak.

As an ECUA customer, you agree to have the requested service location ready to receive water service.

As an ECUA customer, you agree to hold the ECUA harmless and not responsible for any damages that may occur because of water being turned on at the requested service location.

Sanitation Services:

ECUA provides solid waste, recycling, and yard trash collection to residential properties within the unincorporated area of Escambia County. The ECUA service area includes all of Escambia County with the exception of the City of Pensacola and the Town of Century. Residential and Commercial dumpster service is also available through the ECUA by calling the Customer Service Center at (850) 476-0480.

Yard Waste Pickup:

ECUA collects yard waste separately from household garbage, so please do not use your garbage can or recycling can for yard waste. Yard Waste, as defined by the ECUA Sanitation Program, includes leaves, pine straw, grass clippings and small prunings.

- Place bagged, bundled, or canned yard waste within two feet of the curb and away from the street/road.
- Small yard waste, leaves, pine straw and grass clippings must be contained in standard garbage containers or plastic bags that do not exceed 32 gallons in size or weigh more than 40 pounds when full. We will collect up to 20 plastic yard trash bags or cans each week.
- Cut limbs should not exceed six feet in length or 40 pounds in weight, and must be bundled in two piles of no more than 6' W x 6' D x 6' H in size.

Bulk Waste Pickup:

Bulk waste is considered to be any item that does not fit in your curbside garbage bin. Items accepted include Furniture (couch, mattress, desk, chairs, dresser, area rugs); Small Appliances (vacuum cleaners, microwaves, space heaters); Bicycles, Grills, Lawnmowers (free of gas and oil), Large Toys (including electronic toys-but please remove any lithium-ion batteries), Household Electronics (computer monitors, computers, scanners, printers, TV's, etc.).

Our bulk waste service is Schedule-For-Pickup! You can schedule your pickup by calling our Customer Service department at 850-476-0480.

- Please place items at the curb by 6:00 a.m. on the regular collection day, but no sooner than 48 hours before the collection day.
- Please pile the bulky waste items(s) at curbside, in an area that is free of over-hanging tree limbs, wires and/or cable boxes, and being careful not to block traffic.
- ECUA will collect two 6' W x 6' D x 6' H piles of bulk items weekly.

No household garbage or construction debris will be accepted. Building debris (such as fencing, carpet, and sheetrock), extra trash bags of clothing or garbage, or other small items will not be collected as bulk waste. If you have excess trash that is not considered bulk items, you may request an extra sanitation pick-up or order an additional trash can (additional fees apply).





Recycling:

When recycling, remember the Core Four! ECUA uses the latest recycling technology called “single-stream” recycling. It’s the future for responsible resource conservation and an important step toward meeting the State of Florida’s 75% statewide recycling goal.

Single-stream recycling makes it almost as easy to use the recycling bin as it is to use the trash can, so for the previously unconverted, please recycle!

With single-stream recycling, all recyclables (meaning only newspaper and junk mail, cardboard, plastics #1 and #2, metal food and beverage cans and glass jars and bottles) are placed in a single bin or cart for recycling. These recyclables are collected curbside by an ECUA truck and taken

to the Materials Recovery Facility (MRF) to be sorted into various commodity streams for sale to markets, which can be used in the manufacture of new products.

There are two important reasons for adopting single-stream recycling: a belief that the added convenience of not needing to sort would encourage residents to participate in the curbside recycling program, and the desire to save money by reduced sanitation collection costs.

RECYCLING

is easy with the CORE FOUR!



1
Mixed paper
and cardboard



2
Metal food and
beverage cans



3
Plastic containers
1 & 2
(check the bottom!)



4
Glass jars and
bottles

If an item doesn't fall into one of these categories, keep it out of the recycling!
For more info, visit ECUA's website or call Customer Service.
www.ecua.fl.gov | 850-476-0480



Recycling Contamination:

ECUA's recycling facility is currently facing challenges with high contamination rates (contamination = household garbage, food, or other non-recyclable items). While we highly encourage residents to participate in the recycling program, it is important that only acceptable items be placed in the designated recycling can. ECUA's cart tagging program enforces proper can usage and cans that have been tagged twice for improper usage may be removed.

Participation in recycling is voluntary! If you do not wish to sign up for recycling, or would like a second trash can instead, free of charge, call ECUA's customer service department at 850-476-0480.

When in doubt, throw it out. If you are unsure if something is recyclable or not, just throw it in the garbage instead of the recycle bin.

How do I know what is recyclable?

There are a number of resources available to our customers to help determine what items to recycle and what items to throw in the trash. Each new customer receives a recycling magnet in your Welcome Kit that outlines acceptable items.

ECUA's Waste Wise App

Look for the free Waste Wise App in the Apple or Google Play stores! This app offers sanitation notifications and updates, a searchable database to answer all your recycling questions, report a problem feature, bill pay capabilities, and an informational blog for anyone who wants to deep-dive into some common recycling questions and answers.



ECUA's Website

Check out ECUA webpage on recycling to stay up-to-date on local recycling and Materials Recovery Facility (MRF) updates. www.ecua.fl.gov/live-green/recycling

Recycling Magnet

Included with your Welcome Kit are a couple recycling magnets that detail what is accepted in your curbside recycling bin and a few examples of what you should keep out! Keep it on your fridge for easy reference. Remember—when in doubt, throw it out!

Water Quality:

ECUA's drinking water was selected as the "2018 Best Tasting Water" in a taste-test competition. The annual event was sponsored by Region IX of the Florida Section / American Water Works Association (FS/AWWA). Region IX is comprised of all water utilities in the four westernmost counties of the Panhandle: Escambia, Santa Rosa, Okaloosa and Walton.



Our source water is from the Sand-and-Gravel Aquifer, and ECUA has 28 active wells distributed throughout its service area that pump water from the Sand-and-Gravel Aquifer. In general, ECUA customers receive water from the wells (two to five) located closest to their residence.

Each year, our water quality staff:

- Collects about 3,000 water samples from points along the distribution routes and the well sites.
- Manages over 18,500 analyses of collected samples that are conducted, either in our state-certified lab, or by an external laboratory facility.
- Monitors our water quality in "real time" 24 hours a day, 365 days a year.

Compost Program:



Emerald Coast Utilities Authority (ECUA) began composting operations at the Central Water Reclamation Facility (CWRF), in March 2016. The ECUA Board approved this environmental project in December 2014.

The compost process combines ground yard waste (leaves, grass, pine straw, etc.) collected throughout the community, with biosolids to create an optimal blend of materials that generate a nutrient-rich final product.

ECUA encourages customers to use compostable paper yard waste bags or reusable plastic cans designed for yard waste. Plastic bags don't decompose and cannot be processed into environmentally friendly compost or mulch.

Help ECUA turn your yard waste into compost by using compostable paper-bags. Paper yard waste bags can be found in home improvement centers, large retailers, through online sources, local garden centers, and select grocery stores.

Get ECUA's Compost Product:

ECUA's Emerald Coast bloom compost product is available in 40-lb. bags or as bulk pick-up by appointment only at the ECUA Compost Retail Facility located within our Ellyson Industrial Park campus.

9202 East Roe St. (Entrance at the corner of Roe and Potter St.) Pensacola, FL 32514

Please call (850) 969-6606, Monday through Friday, to schedule a pick-up appointment or for pricing information or schedule online at <https://ecua.fl.gov/live-green/composting>.



Fats, Oils, and Grease (FOG) Program:

ECUA's Fats, Oils, and Grease (FOG) and Flushable Wipes Programs embody the commitment to protect the environment from pollution, and prevent Sanitary Sewer Overflows (SSOs) through community awareness and education programs for property management groups.

What is FOG?

Unless you want a serious plumbing problem, please do not pour fats, oils, or grease (FOG) down your sinks. FOG comes from dairy products (milk), meats, butter and margarine, lard, food scrapes, sauces, salad dressings, and cooking oil. When grease goes down the drain, it hardens and eventually causes your sewer pipes to clog, which may potentially lead to an SSO where raw sewage can back up into your home, apartment, lawn, neighborhood, and street. Clogged pipes can be a very expensive problem to fix. To avoid household, environmental damage, as well as a costly bill, never put FOG down the drain!

ECUA Residential Cooking Oil Disposal Program

Unless you want a serious plumbing problem, please do not pour fats, oils, or grease (FOG) down your sinks. FOG comes from dairy products (milk), meats, butter and margarine, lard, food scrapes, sauces, salad dressings, and cooking oil. When grease goes down the drain, it hardens and eventually causes your sewer pipes to clog, which may potentially lead to an SSO where raw sewage can back up into your home, apartment, lawn, neighborhood, and street. Clogged pipes can be a very expensive problem to fix. To avoid household, environmental damage, as well as a costly bill, never put FOG down the drain!



Why is the Proper Disposal of FOG so Important?

FOG refers to cooking **Fats, Oils and Grease**

- Cooking oil • Baking goods
- Butter or margarine
- Meat fats • Sauces
- Shortening • Food scraps
- Dairy products • Lard



- FOG sticks to the inside of sewer pipes when cooled, eventually constricting flow and blocking the entire pipe, causing sewage backups and overflows.
- A sewage overflow can potentially cause an environmental hazard.
- It's essential to ensuring that your home's plumbing and ECUA sewer lines don't get clogged.
- FOG costs sewer customers money! The cost of cleaning up sewage spills and repairs to sewer pipes leads to increased utility bills.

What Can I Do With My FOG?



ECUA will collect FOG from any of our Residential Grease Recycling Stations for recycling into biodiesel fuel. These drop-off stations are conveniently located throughout the area. Learn more by visiting our website or by calling our Customer Service Center.

What Else Can I Do?

- Pour cooled FOG into a can or plastic bottle and preferably recycle it (see above); dispose of it in the trash if you can't recycle it.
- Use rubber scrapers and paper towels to remove FOG from cookware.
- Use a sink strainer to catch food scraps; Scrape food scraps into the trash.
- Avoid using a garbage disposal.



Customer Service: 850-476-0480 • www.ecua.fl.gov
customer.service@ecua.fl.gov • www.livegreenecua.com

Dispose of “Flushable” Wipes:

ECUA is committed to protect the environment from Sanitary Sewer Overflows (SSOs) through community awareness.

Flushable Wipes: Are they Really Flushable?

In a word, No! ECUA is alerting the public on the danger of flushing personal wipes, which can clog up sewer pipes and household plumbing, potentially creating sanitary sewer overflow (SSO), a condition whereby untreated sewage is discharged into the environment prior to reaching wastewater treatment facilities. ECUA has devoted countless hours to dispatch crews to unclog pipes, repair broken sewer lines, and to replace and upgrade machinery.

In Consumer Reports' standard tests, toilet paper breaks down quickly. However, when testers ran the same test with the flushable wipes, they did not break down at all. Consumer Reports gave up after ten minutes. Testers even ran them for ten minutes in a mixer and the wipes still did not break apart.

The National Association of Clean Water Agencies (NACWA), which represents hundreds of wastewater agencies, reports it has been hearing complaints about wipes from sewer systems for the last four years.

Commonly Flushed Items that should not be flushed include: Baby wipes, dental floss, disposable diapers, nursing pads, disinfectant wipes, facial wipes, Band-Aids, swabs, condoms, cotton balls, flushable toilet cleaning sponges, tampon applicators and multi-ply toilet paper.

So if you are using wipes, please do not flush them down the toilet (even if the manufacturer says it is okay). Please just make sure you toss them out in the garbage instead of sending them through the ECUA sewage system.

Wipes Clog Pipes: "Flushable" Wipes Should NOT be Flushed!



Sanitary sewer overflows (SSO) and backups can cause health hazards, damage home interiors, and threaten the environment. Common causes of sewer overflows include pipes that become blocked by items flushed down the toilet. If you use disposable / flushable wipes or products, please put them in the trash, never in your toilet.



Here's what you should not flush:

- Baby wipes; facial wipes; personal wipes
- Band-aids and bandage wrappers
- Cotton balls, swabs and pads
- Dental floss and teeth whitening strips
- Disposable diapers, nursing pads
- Personal hygiene products
- Cleaning wipes; mop-head wipes
- Flammable or explosive substances
- Hair, kitty litter, needles and sharp objects
- Motor oil, transmission fluids, anti-freeze, solvents, paints, turpentine, nail polish, polish remover or other toxic chemicals
- Paper towels and rags
- Expired and unused prescription or over-the-counter medications



Helping to prevent clogged drains, sewer overflows and backups is easy, and important to us all!



Customer Service: 850-476-0480 • www.ecua.fl.gov
customer.service@ecua.fl.gov



Thank you for being an ECUA customer!

Customer Service:



850-476-0480



9255 Sturdevant St. Pensacola, FL 32514



www.ecua.fl.gov