



Customer Pipeline

Emerald Coast Utilities Authority



Make it a Green Holiday!

The days are finally getting cooler and shorter, with a chill in the air. Yes, it's that time of the year again as we approach the holiday season. By popular demand, we're reviewing our most favorite and fun ways to incorporate some green living into our holiday planning and activities, no matter which holiday you may celebrate. For more on all our eco-friendly programs, visit us at ecua.fl.gov/live-green.

- **Conserve Water:** As we begin the Sewer Averaging Period, now is a great time to be mindful of water consumption and do our best to conserve this precious resource.
- **Protect Our Groundwater:** Remember that our drinking water comes from the Sand-and-Gravel Aquifer, and anything that is poured on the ground has the potential to contaminate our drinking water supply. Dispose of chemicals and household contaminants safely in the landfill or at an approved collection site.
- **Put Your Home's Plumbing on a Fat-Free Diet:** Fats, Oils and Grease (FOG) can clog up household plumbing and the sanitary sewer collection system. Dispose of FOG in an eco-friendly way and help prevent sanitary sewer overflows.
- **Recycle Your Christmas Tree and Feed the Compost Pile:** When it's time to take down the decorations, place your real tree (free of decorations, tinsel and tree stand, please!) or wreaths out by the curb on your usual collection day for pick-up as part of your regular yard waste collection. ECUA will compost the trees with the other yard waste at our Biosolids Composting Facility. It's a win-win!
- **Reuse Plastic Bags and Cardboard Boxes:** Reuse plastic bags as trash can liners or use them when you're mailing holiday packages as a lightweight packing buffer. Many large retailers have recycling stations for plastic bags, so keep an eye out for those locations. Also, if you can't reuse them, ECUA will pick up cardboard boxes as part of our regular service, through our residential bulk recycling program. Break down large cardboard boxes and call our Customer Service Department (or use the RecycleCoach app) to request a bulk recycling pick-up and watch them disappear on your usual collection day!
- **Give the Gift of Peace (of Mind):** The Escambia Utility Assistance Program (Project EUAP) was created in 1988 to assist elderly, disabled or other utility customers on low or fixed incomes who suddenly face a high utility bill they cannot pay. Project EUAP helps meet this need. ECUA customers can opt to make regular contributions to the program by having \$1.00 or more per month included in their monthly utility bill, or donate a one-time contribution. This gift means so much and there are no boxes to throw away!



Mark Your Calendars!

ECUA offices will be closed **December 24 and 25** in observance of the Christmas holiday, and on **January 1, 2026**, in observance of the New Year's holiday.

The Customer Service office and walk-in payment area **ONLY** will also be closed on **December 31**. **All other ECUA offices and the drive-thru window will be open on this day.**

Sanitation Pick-up Schedules for the Christmas and New Year Holidays

Residential Customers

Garbage, Yard Trash & Recycling Services &

Commercial Customers

Dumpster Services

Thursday Collections will be on Friday 12/26/25 & 1/2/26

Friday Collections will be on Saturday 12/27/25 & 1/3/26

We Wish You Safe & Happy Holidays!



Who Are the Latest Recycle Stars?

We're proud to recognize our recent Recycle Star winners who continue to set a great example for responsible recycling in our community:

May: Keith and Jessica Kostelnik

June: Richard and Karon Lawson (no photo)

July: Heather and Chad Edgar

August: Pam Nolan

September: Joseph and Cynthia Acosta

Each of our monthly Recycle Stars receives a certificate and a \$50 check from ECUA or our Recycle Star Program vendor partner, My Pensacola Credit Union.

We applaud our Recycle Star winners for their dedication to reducing recycling contamination—one of the biggest challenges to keeping our recycling program strong and effective. Remember, some common items that don't belong in the recycling container include household garbage, yard waste, and construction debris. Let's all do our part to keep those out and make every load count!

Congratulations to all our Recycle Star winners, and thank you for being outstanding Recycle Star Champions! We're proud to recognize our recent Recycle Star winners who continue to set a great example for responsible recycling in our community:



Keith and Jessica
Kostelnik, May 2025



Heather Edgar, July 2025



Pam Nolan, August 2025



Cynthia Acosta, Sept. 2025

A Penny for Your Thoughts...

On May 22, 2025 the U.S. Treasury Department announced it will end the production of pennies in early 2026. While the U.S. Mint will no longer be producing new one-cent coins, existing pennies will remain in circulation as legal tender. As a result, our banking partners have notified the Emerald Coast Utilities Authority (ECUA) that we will no longer be able to place orders for pennies for our cashiers. ECUA currently accepts payments of cash or check at our Administrative Office and Drive-Thru window located at 9255 Sturdevant Street, Pensacola, FL 32514. While we currently have a limited supply of pennies on hand to make change, it is possible that we will exhaust our supply early in 2026.



Effective January 1, 2026, ECUA cannot guarantee that we will be able to issue exact change to customers making payments with cash. In the event that we do not have pennies available to issue as change, any overpayment (less than \$0.05) will be applied to the customers' account and reflected as a partial payment on their next bill. We apologize for any inconvenience this may cause to our customers that pay their monthly bills with cash. The ECUA bill payment locations will continue to stock a sufficient supply of quarters (\$0.25), dimes (\$0.10) and nickels (\$0.05) along with \$1.00, \$5.00, \$10.00, and \$20.00 bills to allow us to process cash payments.