



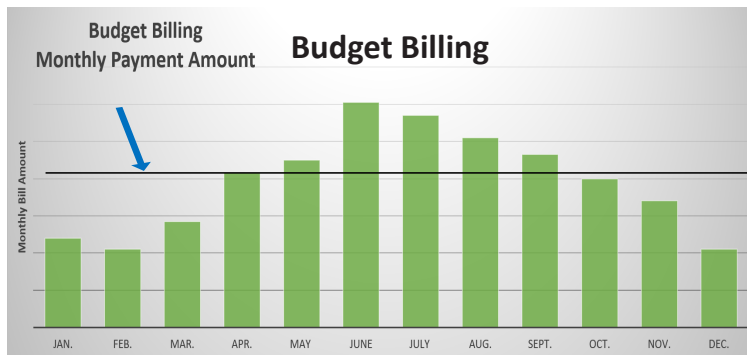
Customer Pipeline

Emerald Coast Utilities Authority

Make Life Simpler This New Year!

The time of year and weather conditions typically have a big impact on the quantity of water you use, affecting the amount you pay each month for water and sewer services. For most customers, the highest bills are in the summer when water usage is at its peak due to irrigation combined with typically lower levels of precipitation. Perhaps you have a swimming pool to fill, and wash the car more often-- these fluctuating conditions lead to highs and lows in your monthly billing cycles.

You can say goodbye to those monthly peaks and valleys and simplify your monthly budgeting-- and with a new year, it's a great time to start! The Budget Billing program allows residential customers to pay their ECUA bill at a similar amount each month, based on a monthly average of the previous year's water usage.



To be eligible to participate in this program, ECUA customers must have current accounts and a billing history of at least 12 months at the same location. Each customer's Budget Billing Plan payment amount is calculated based on the total bill charges over the 12 months prior to the sign-up date, and divided by 11, leaving the twelfth month as the "settle-up" month. The Budget Billing payment is then made monthly until the settle-up month, at which point any credits or balances due are "settled-up." Then, the process begins again, perhaps with a newly-determined monthly Budget Billing amount, based on the latest 12-month period.

Our aim is to make the Budget Billing amount as accurate as possible, and even out the highs and lows of your monthly utility bill through the year. For more information, please visit our website at www.ecua.fl.gov, or call the ECUA Customer Service Department at 850-476-0480.

Safe Disposal of Lithium-Ion Batteries

Lithium-ion batteries and devices containing these batteries pose a serious fire hazard when disposed of in the trash and should NOT go in household garbage or recycling bins. According to the US Environmental Protection Agency (USEPA), Lithium-ion batteries should be taken to separate recycling or household hazardous waste collection points. For more information, visit the EPA site at www.epa.gov/recycle/used-lithium-ion-batteries and find out more about the Escambia County Household Hazardous Waste program at myescambia.com.



Mark Your Calendars!

ECUA offices will be closed on **Mon., Feb. 19**, in observance of the Presidents' Day holiday.

Sanitation Schedule for the Presidents' Day Holiday

There are **no changes** to the collection schedules for any Residential and Commercial customers. All garbage, yard waste, recycling and commercial dumpster collections will be made on their regularly scheduled days.

Have a Safe and Happy Holiday!

We Wish You a Happy Valentine's Day, Too!



ECUA Private Sewer Lateral Program



The ECUA private sewer lateral program is one of many ongoing efforts to protect our community's health and the environment. Private sewer laterals that are not ECUA code-compliant due to leaks can be a major cause of sanitary sewer overflows (SSOs), neighborhood backups, and can cause damage to the ECUA sewer system and private property. The purpose of the private sewer lateral program is to raise property owners' awareness regarding existing private sewer lateral defects of which they may be unaware, so that they may be repaired.

ECUA has been working to identify and address deficiencies in the public sewer mains within our collection system since the 1980s, and will continue to do so. Meanwhile, it is important to also tackle issues which might be present in private laterals. As such, ECUA has begun private sewer lateral inspections using closed caption television (CCTV) camera equipment and smoke testing throughout the ECUA sewer system to identify private sewer laterals that have defects and are not code-compliant. As these inspections are completed, ECUA provides a courtesy notice of lateral defects and requires property owners to make private sewer lateral repairs within six months. If you are unsure whether or not your sewer lateral has defects, ECUA recommends having a plumbing professional inspect your private sewer lateral using CCTV camera equipment to determine if there are any defects present. Your plumber will be able to identify defects and make recommendations for repairing or replacing your private sewer lateral.

For more information on the private sewer lateral program and resources available, please visit the ECUA's website at: www.ecua.fl.gov/private-sewer-lateral-program.

Bulk Waste Pick-up: Now a Call-in Service

To request a bulk waste pickup, simply call or email Customer Service before 2pm on the day prior to your regular collection day. Bulk Waste pickups are part of your residential sanitation service and will always take place on your normal trash collection day, making it easy to remember and plan ahead!

You can also request a bulk waste pick-up using the Recycle Coach app, which can be downloaded from the App Store or Google Play.



Reduce Water Usage: Save, Save, Save

Here are some other ideas to keep in mind for reducing water usage during the sewer averaging period and throughout the year:

- Water the lawn and garden only when necessary. In order to moderate some of the extreme peaks in usage, and to maintain a balanced system pressure and reduce the amount of wear on our pumping equipment, ECUA recommends that our customers irrigate between the hours of 10:00 p.m. and 3:00 a.m., which is our optimum off-peak time.
- Make sure that outside spigots are not forgotten in the "on" position.
- Cut down on the frequency of at-home car washing, or use a commercial car wash.
- Make sure you have a full load before running the washer or dishwasher.
- Don't let the water run while you brush your teeth or shave.

Hopefully, following some of these simple steps will help you save money and conserve water too! For other conservation tips, check out the "Live Green" tab on the ECUA website.