



Customer Pipeline

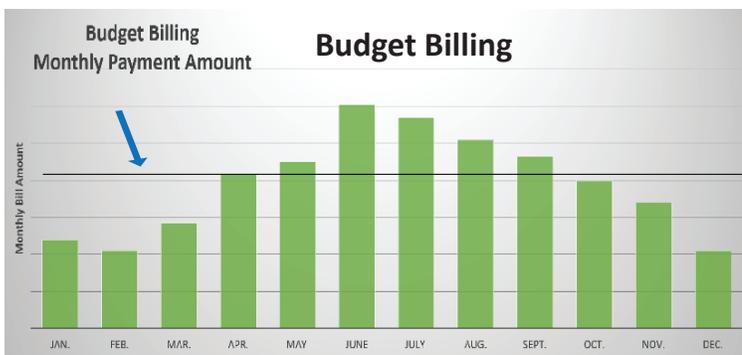
Emerald Coast Utilities Authority

A Perfect Match for Predictable Bills: Budget Billing

The time of year and weather conditions can greatly impact 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 underway, 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, divided by 11, leaving the twelfth month as the "settle-up" month.



up" month. The Budget Billing payment is then made monthly until the settle-up month when 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.

Show Your Recycling Some Care, Keep Tangles Out

Some items may look recyclable, but they can cause serious problems at our Materials Recovery Facility (MRF). Please keep tangles—such as hoses, rope, wires, cables, cords, plastic bags, and clothing—out of your recycling bin. These items wrap around machinery, causing shutdowns, delays, and safety hazards for workers.

When in doubt, leave it out. Thank you for helping keep our facility running safely and efficiently.

Rule of thumb: If it bends, stretches, or wraps, it doesn't belong in your recycling bin.



Mark Your Calendars!

ECUA offices will be closed on **Mon., Feb. 16**, 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!



Congrats, Recycle Stars!

ECUA’s Recycle Stars for October, November, and December 2025 are **Ronald and Sharon McHarris** (October), **Jolie Hatcher** (November), and **Suzanne Maoney** (December). Each of our monthly Recycle Stars receives a certificate and a \$50 check, made possible through the continued support of our Recycle Star Program vendor partner, **My Pensacola Credit Union**, which proudly sponsored the program through December 2025. 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.



Congratulations to all our Recycle Star winners, and thank you for being outstanding Recycle Star Champions!



Bulk Waste Pickup Made Easy!

Customers can now skip the call center by submitting a request online using the Bulk Pickup Request form on our website. Bulk waste pickup is included with your residential sanitation service and always takes place on your regular trash collection day, making it easy to plan ahead.

Online service requests are reviewed during normal business hours, Monday–Friday, 8:30 a.m. to 5:00 p.m., excluding holidays. Requests submitted outside of these hours will be processed on the next business day.

Scan the QR Code below to submit a request, or visit: ecua.fl.gov/services/sanitation-services for more information about Bulk Waste Pickup, or to view more online forms for a repair can request, or missing can request.



Two Plastics, One Bin

ECUA accepts only plastics labeled #1 and #2 in curbside recycling bins. These are the most common and widely recyclable plastic types. Plastic #1 (PET/PETE) is typically clear and used for items like water and soda bottles, peanut butter jars, salad dressing bottles, and mouthwash bottles.

Plastic #2 (HDPE) is more rigid and often opaque, commonly found in milk jugs, detergent and shampoo bottles, and butter tubs. Plastics not labeled #1 or #2, such as plastic bags, straws, utensils, and flexible or mixed-material plastics, do not belong in curbside recycling and can contaminate the recycling stream.

Get Notified When It Matters

Sign up for the ECUA Notification System to get notified when it matters. You’ll receive time-sensitive alerts with important information related to your ECUA services, including water outages and precautionary boil water notices.

Alerts can be delivered to the device(s) you choose—home or work phones, mobile devices, email, text messages, and more. You can sign up by visiting the homepage of our website or by using the link below.

<https://bit.ly/42gC9kG>

