



Customer Pipeline

Stay Informed. Store Water. Be Prepared.

When severe weather threatens our area, staying informed is just as important as stocking supplies. ECUA encourages all customers to enroll in the ECUA Customer Notification System to receive important service updates, including significant water outages, precautionary boil water notices, and other urgent service impacts affecting large groups of customers.



Stay informed when it matters most. Sign up for the ECUA Customer Notification System at bit.ly/ECUAalerts or by scanning the QR code. Also, bookmark ECUA's Advisories page at ecua.fl.gov/advisories for the latest service updates.



Severe weather can damage water and sewer infrastructure, leading to temporary service interruptions while repairs are made and service is restored. One of the simplest ways to prepare is to store water before a storm arrives.



FEMA recommends storing at least one gallon of water per person, per day for several days, plus additional water for pets. You may also need extra water for bathing, cleaning, and flushing toilets. Use clean, food-grade containers such as reusable beverage containers or 2-liter soda bottles, and store them in a cool, dark place away from sunlight, heat, and household chemicals. Before severe weather arrives, consider filling sinks and bathtubs with water for cleaning and toilet flushing, preserving your stored drinking water for cooking and consumption.



Where Community Gathers, the Quench Buggy Goes

ECUA's Quench Buggy is a mobile water station that provides free, freshly chilled drinking water at community events throughout ECUA's service area.

Each July, thousands of visitors gather along Pensacola Beach for the Blue Angels Airshow — one of the region's largest summer events. While spectators enjoy the performance overhead, ECUA crews work behind the scenes to keep things running smoothly. The Quench Buggy plays a central role, delivering cold drinking water to spectators, military personnel, and event workers spending long hours outdoors in the Florida heat.



Summer Safety Reminder

After the firework fun fizzles out, make sure to dispose of spent, misfired, or unused fireworks properly. This is important to avoid the possibility of fires sparking in the garbage truck or in your car. Soak the used fireworks in a bucket of water overnight as they can still be "hot" and burning on the inside long after the sparks have stopped. The next day, remove them from the water and put them into a bag inside your garbage can for disposal.

Find more on fireworks safety at the National Safety Council's website: bit.ly/summer-safety-fireworks



It's a visible reminder of what ECUA does every day. In 2025, ECUA delivered approximately 36 million gallons of water daily to homes and businesses across the service area — keeping the community hydrated through every season, and every air show.

Where Does Your Water Come From?

July is one of the wettest months of the year along the Emerald Coast, and all of that rainfall plays an important role in replenishing the Sand-and-Gravel Aquifer — the underground water source that supplies ECUA customers with drinking water. Rainwater slowly filters through layers of sand and soil, spending as much as 20 years underground before reaching a well, according to ECUA water resource data. From there, water is pumped from wells, treated, tested, and distributed through more than 1,700 miles of water mains to homes and businesses throughout ECUA's service area.



The next time a summer storm rolls through, remember: today's rainfall helps sustain tomorrow's drinking water.



Safe Lithium-Ion Battery Disposal

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 www.myes-cambia.com. Find a local drop-off location on the call2recycle website at www.call2recycle.org/locator/.

Who's the Latest Recycle Star?



ECUA's Recycle Star for May 2026 is: Michael and Lesaya Xydas.

At ECUA, we celebrate customers who recycle the right way! Our Recycle Star Program, sponsored by **Loyalty Credit Union**, honors residential customers who keep their recycling clean and contaminant-free. Through random recycling bin audits, we look for carts filled only with recyclables. If your cart passes with flying colors, you'll be nominated for our monthly drawing!

Winners like Michael and Lesaya receive a certificate, a \$50 gift card from our Recycle Star Program partner, Loyalty Credit Union, ECUA merchandise, and recognition at an ECUA Board Meeting, on our website, and on social media. Know someone with great recycling habits? You can nominate them by filling out our quick form: bit.ly/Recycle-Star



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