



Customer Pipeline

ECUA 2025 Water Quality Report Now Available Online

The federal Safe Drinking Water Act (SDWA) was signed into law in 1974. This year marks the 52nd anniversary of this important legislation, the purpose of which is to assure that water supply systems serving the American public meet national standards for the protection of public health.

Amendments to the SDWA in 1996 required the development and distribution of the Consumer Confidence Report (CCR) starting in 1999 (and annually thereafter) by utilities nationwide, in an effort to promote the dissemination of information from utilities to their customers. The CCR is also commonly known as the Water Quality Report.



ECUA sent out its first Water Quality Report for the 1998 reporting year in October 1999, and since that time, mailing schedules changed to July 1, in compliance with federal regulations.

The Water Quality Report identifies the source of your drinking water, treatments that may be used to enhance its quality, and any contaminants that have been identified along with potential health effects. The report will also note where you may obtain additional information about your water supply and how you can become involved in protecting water sources.

Our 2025 Water Quality Report can be viewed online at: <https://bit.ly/2025ecuawaterqualityreport>. Printed copies are also available by calling ECUA Customer Service at 850-476-0480, or by emailing us at customer.service@ecua.fl.gov. It's that simple!

Upcoming ECUA Project: New Emergency Storage Tank



This type of infrastructure investment supports the long-term reliability of our system while continuing to protect our local environment.

The ECUA is planning to construct a new emergency storage tank at the Bayou Marcus Water Reclamation Facility as part of our ongoing commitment to system reliability and environmental protection. While our system has performed well historically, this project is designed as a precaution—providing additional capacity during extreme wet weather events or when emergency repairs are needed at the facility. Construction is anticipated to begin in June.

The tank will be located within the existing facility site and will not be visible to the general public due to the height and density of the surrounding natural vegetation. It is also set a significant distance from neighboring properties, and both construction and operation are expected to go largely unnoticed.

Dates to Remember

2026							JUNE						
SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT
	1	2	3	4	5	6							
7	8	9	10	11	12	13							
14	15	16	17	18	19	20							
21	22	23	24	25	26	27							
28	29	30	1	2	3								

Week of June 15
National Waste and Recycling Workers Week

Friday, June 19
Juneteenth
ECUA Customer Service offices **only** are closed in observance.

Friday, July 3
All ECUA offices are closed in observance of Independence Day.

Residential and Commercial sanitation collections will remain unchanged for the holiday. Commercial collections will also run on July 4th for Commercial Pensacola Beach customers only.

Congrats, Recycle Stars!



ECUA's Recycle Star for April 2026 is:

German Pliegoflores

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 German 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: <https://bit.ly/Recycle-Star>

Congratulations again to our winners, and thank you for being champions of responsible recycling!



How Can I Tell if my Pool is Leaking?

Follow these simple steps to determine if your pool is leaking:

1. Turn off your automatic pool refiller, if you have one.
2. Place a bucket of water on the top step of the pool and fill it with water to the pool's water level. Use a large rock or brick to keep it in place.
3. Mark the water level inside the bucket with a marker.
4. Mark the pool water level on the outside of the bucket.
5. Check the levels inside and outside of the bucket two or three days later. If the water level of the pool (outside mark) is lower than the bucket, there is probably a leak in the pool structure or plumbing system.

Join Over 5,000 Customers and Download the MyECUA App Today!

Manage your ECUA services with the new **MyECUA** app today!

Download on the **App Store**

GET IT ON **Google Play**

App Store

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A simpler way to manage your ECUA services—faster requests, faster resolutions.

The new MyECUA mobile app puts everything you need right at your fingertips. Pay your bill, submit service requests, get status updates, and report issues like missed collections, damaged or lost bins, water main breaks, and sewer overflows—all in one easy-to-use app.

