



# Customer Pipeline

Emerald Coast Utilities Authority



## Are You a Recycle Star?

The ECUA initiated its curbside recycling program in 2009 and it has evolved to the current success story that includes the ECUA's Materials Recovery Facility (MRF), which began operating in Sept.

2016. Participation in the recycling program is voluntary and approximately 73% of ECUA's residential sanitation customers currently subscribe to the program.

The operation of the MRF allows ECUA and its ratepayers to avoid the expenses related to disposal of a significant volume of recyclables by diverting them away from the scales at the Perdido Landfill. Through our operation of the MRF, we process the recyclables and sell those materials to various third parties for reuse or repurposing. One major aspect of the program that affects the value of our recyclables is contamination, caused by items placed in the recycle container that cannot be recycled.

ECUA has an effective customer education program to make the program participants aware of what is and what is not recyclable. We distribute and share this information at community events and various homeowner association meetings, as well as through written materials, the ECUA website, social media, and various local media outlets. These efforts have been successful; however, beginning with the Board's approval in April, we have added another aspect to our customer education program with the start-up of the Recycle Star Program in Escambia County.

The Recycle Star Program recognizes residential recycling customers who consistently practice positive, safe and clean recycling. The program includes recognition through a monthly award presented to an ECUA residential recycling customer determined by an impartial ECUA selection committee. Criteria for judging includes random inspection of individual recycle containers by ECUA recycling staff, and confirmation of compliance with recycling guidelines. We recognize the monthly winner with a certificate and a \$50 gift card from ECUA or one of our Recycle Star Program vendor partners.



Our first Recycle Star Program winner is Mr. Darren Kilcrease, who was selected at random from a group of twelve qualified recyclers during the May ECUA Board meeting.

Likewise, Ms. Judy Smith was selected as the Recycle Star Program's June winner. Congratulations to Darren Kilcrease and Judy Smith. Thanks for your enthusiasm.



## Mark Your Calendars!

ECUA offices will be closed on **Monday, Sept. 2**, in observance of the Labor Day holiday.

There are **no changes** to the Sanitation collection schedules.



## The Recycling Diet: No Food Waste!

Help us to keep our recycling program lean and clean! Please remember that food waste from unrinsed bottles and cans, or leftovers and table scraps, are not recyclable.

Please dispose of food waste in your regular garbage can and keep your recyclables lean and clean.



## Three More Great Ways to Re-Use and Recycle Plastic Shopping Bags

Remember That Many Local Retailers Also Accept Returned Bags



**1. Pet Waste** – Save money and time by reusing your plastic produce, frozen veggie, or bread bags instead of buying special doggie-doo bags. Be sure to flush Fido’s output down the toilet - without the bag, of course, and dispose of the re-used bag in your regular garbage.

**2. Bagging Ice** - Use plastic bags to hold frozen ice paks and loose ice destined for your lunchbox or cooler. This will help keep condensation from getting your lunch and snacks wet.



**3. Peeling Vegies** - Peel vegetables into a plastic bag to easily transport to your compost pile or garbage can in one trip.

## Let's Be Water-Wise! Tip of the Month

Nearly 22% of indoor home water use comes from doing laundry. Save water by making sure to adjust the settings on your machine to the proper load size. Remember that every time you shave minutes off your use of hot water, you also save energy and keep dollars in your pocket. It all adds up!

Also, did you know that most front-loading washing machines are energy- and water-efficient? These models typically use just over 20 gallons a load, while most top-loading machines, unless they are energy-efficient, use 40 gallons per load. Good to know!



## Compost: By Bulk or Bag?

ECUA's **Emerald Coast bloom**

compost product is available *by appointment only* in 40-lb. bags or for bulk pick-up at the Compost Retail Facility located within our Ellyson Industrial Park campus. Please note that we no longer deliver bulk quantities.



ECUA's bloom product achieved the US Composting Council's (USCC) Seal of Testing Assurance (STA), which certifies that the finished compost product consistently meets the program's high-quality standards. In fact, the product is regularly tested to achieve Class AA quality of federal and state standards.

**Please call us at (850) 969-6606, Monday through Friday, for pricing information and to schedule a pick-up for bagged or bulk quantities.**

