



Customer Pipeline

Emerald Coast Utilities Authority

Spring Cleaning: Easier than Ever!

Did you know that all ECUA Sanitation customers are eligible for **weekly** bulky waste pick-up? This service includes pick-up of furniture and other household items **that are too large** to fit in the automated can for disposal. It is not for items that will fit in your can or household garbage. What's even better, is that **there is no need to call to schedule the pick-up**. Simply place your item(s) at the curb before 5:30 a.m. on your regular collection day. Our Bulk Waste crew will be by to pick it up. What could be simpler?



Getting the yard spruced up is easy as well! ECUA provides yard waste collection service once weekly to all residential customers. **We gladly collect up to 20 yard waste bags (preferably compostable paper) or cans each week and two piles of cut limbs**. With the start-up of our composting program, we need to eliminate or greatly reduce the use of plastic yard waste bags. Please consider using compostable paper yard waste bags, which are available at home improvement centers or online.

Yard waste, as defined by the ECUA Sanitation program, includes: leaves, weeds, pine straw, grass clippings and small prunings. Please follow these simple guidelines:

1. Do **not** use your garbage or recycling can for yard waste. Yard waste is collected and processed separately from household garbage.
2. Place your bagged or canned yard waste within two feet of the curb and away from the road.
3. Small yard waste, leaves, pine straw and grass clippings must be contained in

standard garbage containers or yard waste bags (**preferably compostable paper**) that do not exceed 32 gallons in size or weigh more than 40 pounds when full.

4. Cut limbs should not exceed six feet in length or 40 pounds in weight. Please arrange loose limbs into manageable piles that do not exceed 6' W x 6' D x 6' H.

Our crews get an early start every day, so it is best to have your yard trash at the curb prior to 5:30 a.m. on your scheduled yard waste collection day.

During this time of year, yard waste levels are high as residents take advantage of longer days and seasonable weather to spruce up their yards, especially on weekends.

Collections may run behind schedule. **If your yard waste collection was missed, it is likely that the truck did not finish its daily route. Be assured that the truck will complete its route the next day. All collections will be caught up by Saturday**, and we appreciate your understanding.



Mark Your Calendars!

The ECUA's business offices and drive-thru payment windows will be open on Good Friday, April 10, **but our Customer Service Department will be closed.**

Sanitation collections will not be affected by the Easter holiday.

We wish all our customers happy and safe holidays.

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.



Location, Location, Location!

When we're talking about garbage and recycling can placement, it's all about the location! Please place your can on the road, close to the curb, not on the sidewalk to prevent blocking access to the sidewalk. Be mindful also to place your sanitation can(s) at least 3 feet from your mailbox, nearby fire hydrants, or any other garbage/recycling can. The truck's mechanical arm needs a bit of clearance as it raises and lowers your can during the collection process.



Finally, as the weather warms up, please ensure that items such as bicycles, toys, or basketball goal hoops are also placed away from the right-of-way, so as to not impede the truck's arm from collecting your can.

Call Before You DIG



Underground lines, both on and off your property, can be easily damaged by digging equipment.

To ensure personal and community safety, all area utilities work with a free "line locator" service to help you spot utility lines before you dig. In our area, the number to call for this service is:

1-800-432-4770

It is important to call at least 48 hours in advance so that all of the utility companies potentially affected by your project may be contacted for verification.



The Recycle Star Program recognizes our 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, which currently include Hancock Whitney Bank, ScreenVision Media, and My Pensacola Credit Union.

Our January 2020 Recycle Star award went to Richard Howie (pictured at left), who impressed us with his diligent care in separating his recyclables. Richard's recycling container is a true "clean stream" with only accept items included. He's very engaged with the recycling process and is a neighborhood leader. Richard tells us he loves the recycling refrigerator magnet, which serves as a great reminder of what can or can't be recycled within the ECUA program. If you see us out and about at community events, make sure to stop by and get a magnet!

Congratulations to Richard and thank you for being Recycle Star champions!