



Customer Pipeline

Emerald Coast Utilities Authority



Recycle Coach Web And Mobile App Now at Customers' Fingertips!

We're excited to introduce the Recycle Coach app to our sanitation customers in Escambia County! This helpful app is designed to keep customers connected and engaged in the recycling process and we urge all our sanitation customers to download the smartphone app or access the web-app online through the ECUA website. The free app is downloadable from the iPhone App Store or Google Play Store and provides fast, convenient recycling info right at your fingertips!

Equipped with the powerful "What Goes Where?" search engine on their website, Recycle Coach makes sorting waste and understanding collection requirements much easier. The web-app contains excellent information about our residential garbage, yard waste, and recycling services, Subscribers receive weekly calendar reminders related to their scheduled pickups and holiday schedule changes. Should a problem arise, they can use the Report-a-Problem feature to report a missed pickup or damaged cart and request a special service such as a Bulk Recycling Pick-up. The app is made all the more fun with the presence of the Coachlings, cute original characters who demonstrate micro moments of good recycling habits and teach by example.



"We're so excited to introduce another tool that will help further the positive steps we've made toward recycling in our community, and in fact, throughout the entire region." ECUA Board Chairman, Ms. Lois Benson said, "ECUA aims to increase the community's recycling knowledge and elevate recycling in the local environmental conversation by making recycling simpler, engaging, and easy to navigate. We certainly hope that if you are an ECUA sanitation customer, you will give the app a try!"

Who's the Latest Recycle Star?

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 My Pensacola Credit Union, Hancock Whitney Bank, and ScreenVision Media.

Our January 2021 Recycle Star award went to Mr. Harry Etheridge who loves that recycling saves us money and keeps our environment clean. Harry told us, "I'm passionate about saving the planet!" Congratulations, Harry, on your consistent and positive recycling efforts, and thank you for being a Recycle Star champion!

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?



Compost: It's in the 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.



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 off of the roadway.
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 waste 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.**