



# Customer Pipeline

**Emerald Coast Utilities Authority**

## Spring Cleaning Inside & Out: Easier than Ever!

### Bulk Waste Service

Did you know that all ECUA Sanitation customers are eligible for **weekly** Bulk Waste pick-up? This service includes pick-up of furniture and other **household items that are too large** to fit in the can for disposal. To request a bulk waste pickup, simply call or email Customer Service before 2:00 p.m. on the day prior to your regular collection day. Then, simply place your item(s) at the curb before 5:30 a.m. on your regular collection day (but no more than 48 hours before, please). Items such as floor mats, toaster ovens, and other small items that do fit in your garbage can **should be placed in the garbage can**. **Please remember that building debris, fencing, bags of clothes and garbage, and other small items will not be collected as bulk waste.** You can also request a bulk waste pick-up using the Recycle Coach app, which can be downloaded from the App Store or Google Play.



### Yard Waste Service



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.

5. 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.**

### Bulk Recycling Service

What about bulky items that are recyclable? The ECUA **Bulk Recycling** Program is open to all ECUA Residential Sanitation customers who are signed up for our free curbside recycling service. **To request a pickup, please email Customer Service or call 850-476-0480.** Items will be picked up on the next collection day after calling.

- Car or truck batteries and tires (no equipment tires)
- 20 lb. propane tanks
- Large amounts of cardboard (please empty and flatten all boxes)
- Large Appliances/White Goods:
  - Refrigerators
  - Dishwashers
  - Stoves
  - Washers & Dryers

**DO NOT PUT BULK RECYCLE ITEMS IN YOUR RECYCLE CANS.**

## Emerald Coast Utilities Authority

### Does Your Automatic Irrigation System Have a Fully Operational Rain Shut-off Device?



Did you know that Florida Law requires residents with an automatic irrigation system to have a fully operational rain shut-off device?

These devices range from rain and soil moisture sensors to smartphone controllers that monitor local weather data. Properly installed and maintained devices are crucial in preventing overwatering, which can lead to

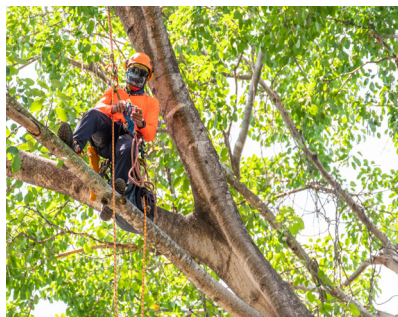
plant disease, polluted runoff into freshwater systems, and high water bills. See Florida Statute 373.62, for more information.

### Did You Know?

#### Vegetative and Construction Debris Ordinance Assists Homeowners!

Winter is almost over and many of us are turning our thoughts to gardening and preparing our yards for the spring and summer seasons ahead.

Did you know that if you have contracted the removal of trees, other vegetative debris, or construction materials from your home, the contractor **must** remove it from your property? In fact, Escambia County Ordinance Sec. 82-145 specifically addresses this subject. We're adding the ordinance here for your convenience and reference.



#### Sec. 82-145. - Builders and tree surgeons.

Builders, building contractors, and privately employed tree trimmers and tree surgeons shall remove or cause to be removed all trash and debris from the premises upon which they are working, including limbs, tree trunks, roots, concrete slabs, concrete blocks, bricks, building debris, and all materials used by contractors in the course of building and/or alterations, in accordance with this chapter for removal and/or disposal as specified in this chapter.

(Code 1985, § 1-29-117)



Get the Recycle Coach Web and Mobile App!

ECUA sanitation customers, give this free app a try! It's downloadable from the iPhone App Store or Google Play Store for fast, convenient recycling info right at your fingertips! You can also use it to contact Customer Service! Win-win!



### 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, including ECUA, 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 of any digging activities so that all of the utility companies affected by your project may be contacted for verification.

