



Customer Pipeline

Emerald Coast Utilities Authority

Bulk Waste Pick-up: Call-in for Service



As of last July, bulk waste service became a call-for-pickup service! This change was made to help us serve you more efficiently and also prevent the accidental collection of items left near the curb that were not meant to be collected.

To request a bulk waste pickup, simply call or email Customer Service before 2 p.m. on the day prior to your regular collection

day. Scheduled Bulk waste pickups will always take place on your normal trash collection day, making it easy to remember and plan ahead! 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.



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 residential or commercial sanitation collection schedules.

Coming Soon: Enhanced Online Bill-Pay Service for Your Convenience!

We're excited to announce that we are enhancing our online Bill-Pay process to make it easier and more convenient for you! Look forward to new features such as scheduled payments, setting up recurring payments, paying multiple accounts at once, and much more!

To make the most of the new improved service, users will need to create a new account in the updated system. Keep an eye out for our new system launch coming your way soon!



Be on the Alert!

Sign-up to be a part of the ECUA Notification System! You'll receive time-sensitive alerts regarding pertinent information related to your ECUA service. Alerts will be directed to whichever device(s) you specify such as: home or work phones, mobile devices, email, text messages and more! Look for the link below on the home page of our website to register:

<https://member.everbridge.net/index/453003085611910#/signup>

Let's Talk About the Proper Disposal of Surplus Medications



What's the best way to safely dispose of unused or expired medications? The most efficient and safest way to dispose of most types of unused or expired medicines (both prescription and over the counter) is to drop them off at a drug take-back site or program as soon as possible after they are no longer needed. Find the closest locations to you through the DEA's search function. Find that link on our website at: <https://ecua.fl.gov/live-green/proper-disposal-of-medication>

If you cannot take your medications to a drug take back location promptly, please **DO NOT** flush your medications! Instead, follow these simple steps to dispose of most medicines in your trash at home:

Step 1: Mix medicines (liquid or pills; do not crush tablets or capsules) with an unappealing substance such as dirt, cat litter, or used coffee grounds;

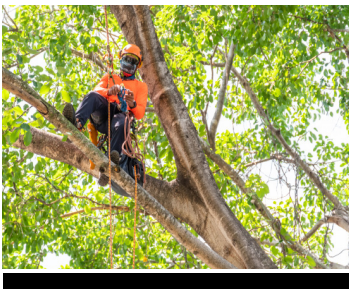
Step 2: Place the mixture in a container such as a sealed plastic bag;

Step 3: Throw away the container in your trash at home; and

Step 4: Delete all personal information on the prescription label of empty medicine bottles or medicine packaging, then trash or recycle the empty bottle (only plastics 1 or 2, please) or packaging.



Did You Know? This Ordinance Assists Homeowners!

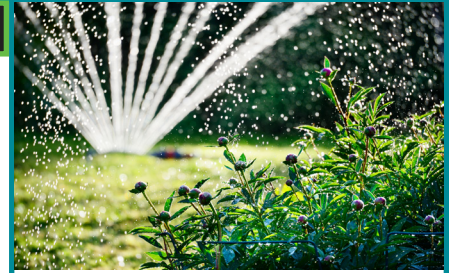


Did you know that if you have contracted the removal of trees, other vegetative debris, fencing materials or other construction materials from your home, the contractor must remove it from your property? In fact, Escambia County Ordinance Sec. 82-145 specifically addresses this subject. Here's the ordinance 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)



Help Us Serve You Better

ECUA water is withdrawn from the Sand-and-Gravel Aquifer. Twenty-six active wells in the ECUA water system and over 1700-plus miles of water mains combine to deliver water to your home. Last year, ECUA pumped and treated an average of 34.36 million gallons per day (mgd). This year, the ECUA's average water production during the month of May was approximately 36.76 mgd. ECUA has more than sufficient pumping and water distribution capability to accommodate this demand, but we need your help.

In order to moderate some of the extreme peaks in usage, and to maintain balanced system pressures, **we suggest that our customers irrigate between the hours of 10:00 p.m. and 5:00 a.m., which is our optimum off-peak time.**

Following this suggestion will greatly enhance our system capabilities and extend the life of our equipment, **while also optimizing water pressure during the times when our customers need it most.** You, the customer, will be the ultimate beneficiary. Lower operating costs mean lower rates to our customers. Please help us serve you better.