



Customer Pipeline

Emerald Coast Utilities Authority

ECUA Board Elects Officers for 2021-2022

The ECUA held its Organizational Board Meeting for 2021-2022 on Tuesday, November 16. Officers were elected among the members to fill the positions of Board Chairman and Vice-Chairman. As such, Ms. Lois Benson, District Two, was re-elected to serve as Board Chairman and Mr. Kevin Stephens, was re-elected to the Vice-Chairmanship.

Ms. Vicki Campbell, District One, was re-elected to the Chairmanship of the Citizens' Advisory Committee (CAC) and Mr. Larry Williams, Sr., was re-elected to serve as the CAC Vice-Chairman.

The Board then appointed or re-appointed the following citizens to serve on the CAC:

Mr. Chuck Kimball - District One, Mr. Dean Kirschner - District Two, Mr. Louis Brown, III - District Three, Ms. Laurie Murphy - District Four, Mr. David Gaines - District Five, and Ms. Imelda Cromartie - At Large. One At-Large position remains open at the time of this writing.

Finally, the Board unanimously approved the proposed schedule for its regular monthly meetings for the 2021 calendar year, which will be typically held at 3:00 p.m. on the fourth Tuesday of the month. The proposed schedule for the 2021 ECUA Board meetings is as follows:

January 25	February 22	March 22	April 26
May 24	June 28	July 26	August 23
September 27	October 25	November 15	December 13

Dates to Remember in 2022

ECUA offices will be closed for the following holidays on these dates:

New Year's Day, 2022	Friday, December 31, 2021
Martin Luther King, Jr. Day	Monday, January 17
Presidents' Day	Monday, February 21
Memorial Day	Monday, May 30
Independence Day	Monday, July 4
Labor Day	Monday, September 5
Thanksgiving	Thursday, Nov. 24 and Friday, Nov. 25
Christmas Eve	Friday, Dec. 23
Christmas Day	Monday, Dec. 26
New Year's Day, 2023	Monday, Jan. 2, 2023

Please refer to the *Customer PipeLine* throughout the year or visit us online at www.ecua.fl.gov to see how the holidays may impact various ECUA services or business hours.



Mark Your Calendars!

ECUA offices will be closed **December 23 and 24** in observance of the Christmas holiday, and on **December 31, 2021**, in observance of the New Year's holiday.

The Customer Service office and walk-in payment area **ONLY** will also be closed on **December 30**. All other ECUA offices and the drive-thru window will be open on this day.

ECUA offices will be closed **on Monday, January 17**, in observance of the Martin Luther King, Jr. holiday.

There are **no changes** to any of the Sanitation collection schedules for the Christmas, New Year's, or Martin Luther King, Jr. holidays.

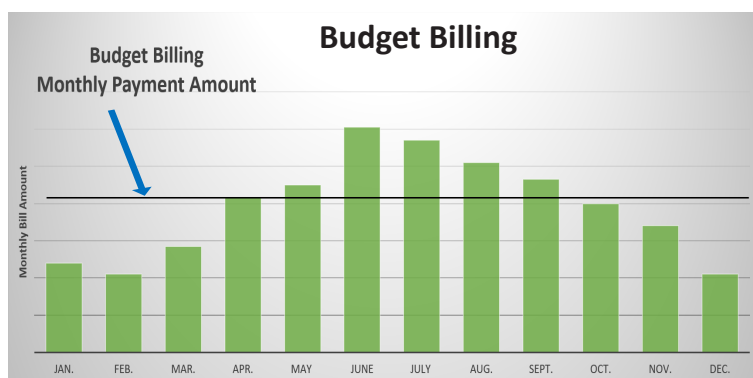
Wishing All our Customers Safe & Happy Holidays!

Emerald Coast Utilities Authority

Make Life Simpler This New Year!

The time of year and weather conditions typically have a big impact on the quantity of water you use, affecting the amount you pay each month for water and sewer services. For most customers, the highest bills are in the summer when water usage is at its peak due to irrigation combined with typically lower levels of precipitation. Perhaps you have a swimming pool to fill, and wash the car more often-- these fluctuating conditions lead to highs and lows in your monthly billing cycles.

You can say goodbye to those monthly peaks and valleys, and simplify your monthly budgeting-- and with a new year, it's a great time to start! The Budget Billing program allows residential customers to pay their ECUA bill at a similar amount each month, based on a monthly average of the previous year's water usage.



To be eligible to participate in this program, ECUA customers must have current accounts and a billing history of at least 12 months at the same location. Each customer's Budget Billing Plan payment amount is calculated based on the total bill charges over the 12 months prior to the sign-up date, and divided by 11, leaving the twelfth month as the "settle-up" month. The Budget Billing payment is then made monthly until the settle-up month, at which point any credits or balances due are "settled-up." Then, the process begins again, perhaps with a newly-determined monthly Budget Billing amount, based on the latest 12-month period.

Our aim is to make the Budget Billing amount as accurate as possible, and even out the highs and lows of your monthly utility bill through the year.



For more information, please visit our website at www.ecua.fl.gov, or call the ECUA Customer Service Department at 850-476-0480.

Did You Know?

These Items Are Recycling No-Nos:

Our Materials Recycling Facility (MRF) came back online after a few months off for repairs due to a fire in July 2021. As a regional facility, our MRF provides a recycling processing solution for the entire panhandle area, with the capacity to process up to 165 tons of recyclables per day, and 40,000 tons annually!

We need your help to keep our processing equipment in tip-top shape and maximize the facility's processing capabilities. Please make sure that you do not place any of the following 'No-No' items in your recycling bin.

- Propane Tanks
- Batteries
- Plastic Shopping Bags
- Plastic Film/Shrinkwrap
- Yard Waste
- Garden Hoses
- Food Waste
- Christmas Lights
- Artificial Christmas Trees

For a complete list of accepted and not-accepted items, more information on ECUA's recycling program, or to sign up for recycling service, go to:

www.LiveGreenECUA.com or www.ecua.fl.gov/green/recycling.

Be a recycling champion!

