



Customer Pipeline

Emerald Coast Utilities Authority

Keeping it Green this Christmas



The days are finally getting cooler and shorter, with a chill in the air. Yes, it's that time of the year again as we approach the holiday season. By popular demand, we're reviewing our most favorite and fun ways to incorporate some green living in our holiday planning and activities, no matter which holiday you may celebrate. Visit us at www.livegreenequa.com for details on all our eco-friendly programs.

- **Conserve Water:** As we begin the Sewer Averaging Period, now is a great time to be mindful of water consumption and do our best to conserve this precious resource.
- **Protect Our Groundwater:** Remember that our drinking water comes from the Sand-and-Gravel Aquifer, and anything that is poured on the ground has the potential to contaminate our drinking water supply. Dispose of chemicals and household contaminants safely in the landfill or at an approved collection site.
- **Put Your Home's Plumbing on a Fat-Free Diet:** Fats, Oils and Grease (FOG) can clog up household plumbing and the sanitary sewer collection system. Dispose of FOG in an eco-friendly way and help prevent sanitary sewer overflows.
- **Recycle Your Christmas Tree and Feed the Compost Pile:** When it's time to take down the decorations, place your real tree (free of decorations, tinsel and tree stand, please!) or wreaths out by the curb on your usual collection day for pick-up as part of your regular yard waste collection. ECUA will compost the trees with the other yard waste at our new Biosolids Composting Facility. It's a Win-Win!
- **Reuse Plastic Bags:** Reuse plastic bags as trash can liners or use them when you're mailing holiday packages as a lightweight packing buffer. Also, many large retailers have recycling stations for plastic bags, so keep an eye out for those locations. Remember, ECUA will pick up cardboard boxes from all of those gifts through our residential bulk recycling program, as part of our regular service. Break down large cardboard boxes and call our Customer Service Department to request a bulk recycling pick-up and watch them disappear on your usual collection day!
- **Give the Gift of Peace (of Mind):**

The Escambia Utility Assistance Program (Project EUAP) was created in 1988 to assist elderly, disabled or other utility customers on low or fixed incomes who suddenly face a high utility bill they can not pay. Project EUAP helps meet this need. ECUA customers can opt to make regular contributions to the program by having \$1.00 or more per month included in their monthly utility bill, or donate a one-time contribution. This gift can mean so much and there are no boxes to throw away!



Mark Your Calendars!

ECUA offices will be closed **December 24** and **25** in observance of the Christmas holiday, and on **January 1, 2019**, in observance of the New Year's holiday.

The Customer Service office and walk-in payment area **ONLY** will be closed on **December 31**. All other ECUA offices and the drive-thru window will be open on this day.

Sanitation Pick-up Schedules for the Holiday Weeks (Escambia County ONLY)

Residential Customers

Garbage, Yard Trash & Recycling Services

All Wednesday, Thursday, and Friday collections during these two weeks will be made one day later than normally scheduled.

Commercial Customers

Dumpster Services

There are no schedule changes to the commercial collections.

**We Wish You
Safe & Happy
Holidays!**



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



Our September Recycle Star award went to a husband and wife recycling team. Arthur and Gayle McAlexander (pictured at left), live in Pensacola for part of the year, spending time in Arthur's childhood home. Gayle and Arthur work hard to maintain a clean-stream recycling collection process, which also includes their yard waste. Gayle says, "The ECUA recycling refrigerator magnet is extremely valuable as it's a constant reminder of what you can and cannot recycle." We couldn't help but admire the colorful and festive bottle tree that the McAlexanders have "grown" in their back yard.

Kathy Anderson, (pictured at right) was selected as the Recycle Star Program's October winner. We were impressed with Kathy's incredibly clean recycling bin and the separate re-usable containers that she uses for her yard waste. Kathy's overall positive can-do attitude is contagious and certainly a winning strategy! Congratulations to Kathy and the McAlexanders, and thank you for being RecycleStars!



ECUA Residential Grease Recycling Program

Deep-fried turkey, thick gravy, sweet potato casserole.... These are typically part of the delicious, traditional holiday fare that is wonderful on the table but not so in our sewer lines. This is the time of year when it really is important to correctly dispose of household grease, in order to avoid sanitary sewer backups and overflows. Proper disposal of grease is essential to ensure that your home's plumbing and ECUA sewer lines don't get "all choked up." Pouring cooking grease down the drain is **never** recommended because as grease cools, it hardens, leading to "chokes" in your plumbing or sewer line. With the cooler temperatures that occur during this time of year, the grease tends to harden more quickly.



The aim of ECUA's Residential Grease Disposal Program is to help our customers capture and dispose of their cooking grease in an environmentally safe and effective way.

Here's how it works: First, collect your used cooking oil in its original container if possible, or pick up a grease container that you can use to store and dispose of household cooking grease. You may find grease containers at any of the twelve ECUA Grease Recycling Disposal Stations that are conveniently located throughout our service area (please visit our website for a complete list of locations). Return your filled container to any of these designated drop-off locations, exchange it for an empty container, and you are ready to repeat the process. Once the cooking oil/grease is collected, it's then recycled as biodiesel fuel. It's that simple!