



# 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 into our holiday planning and activities, no matter which holiday you may celebrate. Visit us at [www.livegreenecua.com](http://www.livegreenecua.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 Biosolids Composting Facility. It's a Win-Win!
- Reuse Plastic Bags and Cardboard Boxes:** Reuse plastic bags as trash can liners or use them when you're mailing holiday packages as a lightweight packing buffer. Many large retailers have recycling stations for plastic bags, so keep an eye out for those locations. Also, if you can't reuse them, ECUA will pick up cardboard boxes as part of our regular service, through our residential bulk recycling program. 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 cannot 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 means 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, 2021**, 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  
&

### Commercial Customers

Dumpster Services

Friday collections during these two weeks will be made one day later on **12/26/20** and **1/2/21** respectively.

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

## ECUA Honored with Three Peak Performance Awards!

The Emerald Coast Utilities Authority has again earned Peak Performance Awards for the 2019 monitoring calendar year. The Peak Performance Awards program, sponsored by the National Association of Clean Water Agencies (NACWA), recognizes public wastewater treatment facilities for their outstanding records in compliance with the National Pollutant Discharge Elimination System (NPDES) permitting limits during a full calendar year.

In 2019, the ECUA's Water Reclamation Facilities were required to meet 13,020 compliance metrics for effluent discharges, an average of over 35 compliance metrics per day. These are considered to be some of the most difficult to meet in the State of Florida and our three facilities successfully met 13,019 of these metrics, missing on only one. Over the past 20 years, this was the best year for compliance in ECUA's Water Reclamation Operations.



**From Left to Right:** Kijafa Lee, Plant Manager, CWRF; Steve Routt, Plant Manager, PBWRF; Clarence "Sonny" Bonds, Plant Manager, BMWRF; Randy Sears, ECUA Director of Water Reclamation.

The ECUA's Pensacola Beach Water Reclamation Facility earned a Gold Award for meeting its 4,165 metrics, is receiving an award for the fourth consecutive year, and has now not missed a single metric in over three and a half years. Our Bayou Marcus Reclamation Facility also earned a Gold Award after successfully meeting its 3,570 metrics. This plant has received awards in 19 of the last 22 years. Finally, ECUA's Central Water Reclamation Facility earned a Silver Award after missing only one of 5,285 metrics, demonstrating a 99.98% compliance, and it has received awards in 5 of its 8 eligible years of operation.

Congratulations to all our Water Reclamation Operations staff on a job well done!



## 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.

Mr. James "David" Cooper, (pictured at left) was selected as the Recycle Star Program's September winner.



David is quite an enthusiastic recycler and told us that, "I like to show by example and play a leadership role in my neighborhood by recycling. It saves money and keeps the community clean."

The Recycle Star award for October was earned by Kevin and Kathy Spellman, a couple dedicated to the recycling effort. Kevin says, "We work at wasting less and recycling more! Our actions save energy, save money, and are a great way to contribute to a healthy environment."

Congratulations to David and the Spellman family, and thank you for being Recycle Star Champions!

