



Customer Pipeline

Emerald Coast Utilities Authority



Make it a Green Holiday!

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. For more on all our eco-friendly programs, visit us at ecua.fl.gov/live-green.

- **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 (or use the RecycleCoach app) 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, 2025**, in observance of the New Year's holiday.

The Customer Service office and walk-in payment area **ONLY** will also 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

Residential Customers

Garbage, Yard Trash & Recycling Services &

Commercial Customers

Dumpster Services

Wednesday Collections will be on Thursday (12/26/24)

Thursday Collections will be on Friday (12/27/24)

Friday Collections will be on Saturday (12/28/24)

We Wish You Safe & Happy Holidays!

ECUA Honored with Three Peak Performance Awards!

We are so excited that the ECUA has again earned Peak Performance Awards for the 2023 monitoring calendar year, one for each of its three water reclamation facilities and marks the fourth time in the last five years that all three facilities received awards. 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 2023, the ECUA's Water Reclamation Facilities were required to meet 12,825 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 achieved a 99.95% compliance rate by meeting 12,819 of these metrics, missing on only six!



Clarence "Sonny" Bonds, Plant Mgr., BMWRF. and Ms. Lois Benson, ECUA Chair.

The ECUA's Pensacola Beach Water Reclamation Facility (PBWRF) earned a Silver Award for meeting its 4,170 missing only two metrics, for a 99.95% compliance with their operating permit and marking its eighth consecutive year for an award! Our Bayou Marcus Water Reclamation Facility (BMWRF) earned a Silver Award after successfully meeting its 3,584 metrics, missing only one compliance point and a 99.97% compliance rate. This marks the 11th consecutive year that the facility has received an award, earning a total of 20 awards in the last 23 years. Finally, ECUA's Central Water Reclamation Facility (CWRF) earned a Silver Award after missing only three of 5,071 metrics, demonstrating a 99.94% compliance, and it has received awards in eight of its 12 eligible years of operation.

ECUA's Board Chair, Ms. Lois Benson, presented the awards to each plant's manager at a recent Board meeting. Congratulations to all our Water Reclamation Operations staff on another outstanding year and job well done!



Kijafa Lee, Plant Manager, CWRF and Ms. Lois Benson, ECUA Chair.



Jay Whalen, PBWRF Shift Supervisor, accepting the award on behalf of Steve Routt, PBWRF Plant Manager, and Ms. Lois Benson, ECUA Chair.

Service Line Verification Project Update

As part of a nationwide initiative led by the Environmental Protection Agency (EPA), ECUA has met the first milestone of the new requirements set forth under the Safe Drinking Water Act, which went into effect on October 16, 2024, mandating that all water utilities across the country inventory their water service lines to identify the presence of lead pipe materials.



ECUA has successfully completed the inventory for 91% of our customers' service lines (out of over 102,000 lines!) and we are pleased to inform you that to date, our records show no evidence of lead pipes being used in the private service lines or in our transmission and distribution lines. This comprehensive inventory is available on our website at ecua.fl.gov/live-green/line-verification for transparency and easy reference. ECUA also sent out letters to those customers whose service line materials are currently listed as "unknown" (the 9% not yet inventoried) in our records. These letters provided helpful information about the potential risks of lead pipes, in compliance with EPA regulations. We understand that you may have concerns, but we want to reassure you that there is no immediate cause for concern in our community. It's also important to note that any lead or copper in drinking water typically originates from household plumbing, not from the water supply itself. This is why we are verifying service line materials to confirm that there are no lead pipes leading to your home.

Thank you for your continued trust in ECUA as we work toward verifying every service line, public and private, within our service area. We'll keep you posted on our progress! If you have any questions, please contact our Service Line Verification team via email at mywatersvc@ecua.fl.gov or by calling 850-969-3335.