



Customer Pipeline

Emerald Coast Utilities Authority



Help Prevent Water Lines From Freezing

Every winter, many homeowners and business owners face the inconvenience and expense that come with frozen water pipes. With below freezing temperatures possible through our winter season, now is a good time to review ways to protect household pipes from freezing temperatures. Following are a few simple measures ECUA customers can take to ready their home's plumbing for winter's freezing temperatures. External, exposed pipes are naturally the most vulnerable to freezing. Homeowners may:

Insulate pipes or faucets in unheated areas: Pipes located in unheated areas of your house, such as a garage or crawl space under the house or in the attic, are subject to freezing. If you have time to do this before freezing temperatures arrive, wrap these pipes with insulation materials made specifically for this purpose. These materials can be found at most hardware stores or home improvement centers.

Disconnect and drain outdoor hoses: Detach all hoses from faucets and allow them to drain. This action guards against the water in the hose or pipe from freezing and bursting the faucet or pipe to which it is connected.

Run a trickle of water: When forecasts call for sustained and/or severe freezing temperatures, run a thin trickle of water from the faucet furthest from the water line coming to your house. Usually, this is in a room at the back of the house or outside, in the yard. Allowing the water to circulate through your home's plumbing helps to keep it from freezing. Some consider this a waste of water but the cost of the water is extremely slight compared to repairing broken pipes and the resulting water damage.

Remember the backflow preventer: Residents and business owners who have backflow preventers on their properties for water lines, fire lines, irrigation systems, and swimming pools need to protect their backflow preventers from freezing as well. Extended freezes can burst the body of the backflow assembly, rendering it useless. Wrap these pipes with insulation materials, made especially for this purpose. These materials can be found at most hardware stores or home improvement centers. If the device and the water line are not in use at this time (i.e., irrigation system or swimming pool lines), shut off the water supply line and drain the backflow device.



Mark Your Calendars!

ECUA offices will be closed on **Mon., Feb. 20**, in observance of the Presidents' Day holiday.

Sanitation Schedule for the Presidents' Day Holiday

There are **no changes** to the collection schedules for any Residential and Commercial customers. All garbage, yard waste, recycling and commercial dumpster collections will be made on their regularly scheduled days.

Have a Safe and Happy Holiday!

We Wish You a Happy Valentine's Day, Too!



Did You Know About These Recycling No-Nos?

- Plastic Shopping Bags
- Plastic Film/Shrinkwrap
- Yard Waste
- Garden Hoses
- Food Waste
- Construction Materials

For a complete list of accepted and not-accepted items or to sign-up for recycling service, go to: ecua.fl.gov/live-green/recycling or LiveGreenECUA.com

Also, look for the Recycle Coach App on the iPhone App Store or Google Play Store, or on the ECUA website. Be a recycling champion!

ECUA Private Sewer Lateral Program



The ECUA private sewer lateral program is one of many ongoing efforts to protect our community's health and the environment. Private sewer laterals that are not ECUA code-compliant due to leaks can be a major cause of sanitary sewer overflows (SSOs), neighborhood backups, and can cause damage to the ECUA sewer system and private property. The purpose of the private sewer lateral program is to raise property owners' awareness regarding existing private sewer lateral defects of which they may be unaware, so that they may be repaired.

ECUA has been working to identify and address deficiencies in the public sewer mains within our collection system since the 1980s, and will continue to do so. Meanwhile, it is important to also tackle issues which might be present in private laterals. As such, ECUA has begun private sewer lateral inspections using closed caption television (CCTV) camera equipment and smoke testing throughout the ECUA sewer system to identify private sewer laterals that have defects and are not code-compliant. As these inspections are completed, ECUA provides a courtesy notice of lateral defects and requires property owners to make private sewer lateral repairs within six months. If you are unsure whether or not your sewer lateral has defects, ECUA recommends having a plumbing professional inspect your private sewer lateral using CCTV camera equipment to determine if there are any defects present. Your plumber will be able to identify defects and make recommendations for repairing or replacing your private sewer lateral.

For more information on the private sewer lateral program and resources available, please visit the ECUA's website at: <https://ecua.fl.gov/private-sewer-lateral-program>.

Wipes Clog Pipes:

Sanitary sewer overflows (SSOs) and backups can cause health hazards, damage home interiors, and threaten the environment. Common causes of SSOs include pipes that become blocked by items flushed down the toilet. If you use disposable /flushable wipes or products, please put them in the trash, never in your toilet!



Reduce Water Usage: Save, Save, Save

Here are some other ideas to keep in mind for reducing water usage during the sewer averaging period and throughout the year:

- Water the lawn and garden only when necessary. In order to moderate some of the extreme peaks in usage, and to maintain a balanced system pressure and reduce the amount of wear on our pumping equipment, ECUA recommends that our customers irrigate between the hours of 10:00 p.m. and 3:00 a.m., which is our optimum off-peak time.
- Make sure that outside spigots are not forgotten in the "on" position.
- Cut down on the frequency of at-home car washing, or use a commercial car wash.
- Make sure you have a full load before running the washer or dishwasher.
- Don't let the water run while you brush your teeth or shave.

Hopefully, following some of these simple steps will help you save money and conserve water too! For other conservation tips, check out the "Live Green" tab on the ECUA website.