



Customer Pipeline

Emerald Coast Utilities Authority

ECUA's Many Ways to Pay Your Bill

For your convenience, ECUA offers several methods that customers may use to pay their bills. Information about these payment options is located on our web site at www.ecua.fl.gov or may be obtained by calling our Customer Service Center at 850-476-0480.

Making Payments at Hancock Whitney Bank

ECUA customers may make bill payments (current accounts only) at the following Hancock Whitney Bank branches:

- West Garden Branch 101 W. Garden Street, Pensacola FL
- Cordova Branch 2185 Airport Blvd., Pensacola FL
- Creighton Branch 940 Creighton Road, Pensacola FL
- Nine Mile Road Branch 200 E. Nine Mile Road, Pensacola FL
- Pace Branch 4612 Hwy. 90, Pace FL
- Gulf Breeze Branch 1387 Shoreline Drive, Gulf Breeze FL

Tellers at these locations will be able to take payments made with cash, check, or money order. Customers are asked to have their bill stub with them when making the payment.

Payment at the Main ECUA Office:

Payment of bills, application for new service, or transfer of service may be made in person at the ECUA Customer Service Office located at 9255 Sturdevant Street, Pensacola (in the Ellyson Industrial Park). Drive-thru service is available for your convenience.

Night Deposit Boxes:

Payment of bills, made in the form of checks or money orders, may be placed in the Ellyson Industrial Park office deposit box. **Cash should not be placed in the night deposit box;** ECUA is not responsible for cash payments placed in the deposit boxes. Payments placed in the deposit boxes during operating hours will be credited to the customer's account on the following business day.

Since June 1, 2017, payments have been accepted at the outside drop box at the ECUA Sanitation Complex located at 3050 Godwin Lane. This drop box may be used to deposit payments in the form of checks or money orders (**no cash, please!**), on current accounts. If you make payments using this drop box, please allow 2 business days for processing of payment.

Pay On-line or Over the Phone with the E-Z Pay Service:

ECUA customers now have the option of paying their bills by phone or via the internet. For a minimal charge, this option is a service and a convenience that allows customers to pay their bill by either check, credit card, or debit card with a Visa or Mastercard logo. It's easy and convenient! For participants, there are no more checks to write, no envelopes to mail, and no postage to pay! Phone payments may be made by calling 1-855-329-0911. Please note, for this payment option, a convenience fee of \$1.45 applies.

Pre-Authorized Checking Program (PAC):

The PAC Program is a method that allows for the automatic transfer of funds from your bank account to pay your bill. Just complete the authorization agreement (a copy is available for download on the ECUA website at http://www.ecua.fl.gov/pay_bill, or from our Ellyson Customer Service office), attach a voided check, and return it with your next payment or deliver it to our Customer Service location. Your PAC account will be set up and you will begin to enjoy the convenience of Pre-Authorized Checking. Of course, information about your bill will still be mailed to you, and your account will not be drafted until the PAC date shown on your bill. It doesn't get any easier than this!



Mark Your Calendars!

ECUA offices will be closed on **Monday, Feb. 17**, 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 in Escambia County.

All garbage, yard waste, recycling and commercial dumpster collections will be made on their regularly scheduled days.

Have a Safe and Happy Holiday!

Did You Know? These Are Recycling No-Nos:

In September 2016, the ECUA proudly kicked off its new state-of-the-art Materials Recycling Facility (MRF). As a regional facility, our MRF provides a recycling processing solution for the entire western Florida 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.

- Plastic Shopping Bags
- Plastic Film/Shrinkwrap
- Yard Waste
- Garden Hoses
- Food Waste
- Residential Medical Waste

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/live-green/recycling. Be a recycling champion!

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.



Let's Be Water-Wise!

The water that ECUA delivers to your tap every day is of very high quality, and at .00254 cents per gallon, a remarkable value.

The total annual cost of drinking the recommended 8 glasses of ECUA tap water per day is 93 cents!

By contrast, choosing to drink the same amount of bottled water daily (based on the average price of \$1.49 per 20-oz. bottle) would cost about \$1,630 annually! Wow.

