



# Customer Pipeline

Emerald Coast Utilities Authority



## Recycle Coach Web And Mobile App Now at Customers' Fingertips!

ECUA is excited to introduce the Recycle Coach app to its sanitation customers in Escambia County! This helpful app is designed to keep customers connected and engaged in the recycling process and we urge all our sanitation customers to download the smartphone app or access the web-app online through the ECUA website. The free app is downloadable from the iPhone App Store or Google Play Store and provides fast, convenient recycling info right at your fingertips!

Equipped with the powerful "What Goes Where?" search engine on their website, Recycle Coach makes sorting waste and understanding collection requirements much easier.



"ECUA is thrilled to have Recycle Coach available as a tool we can use to stay connected with our customers. The web-app contains great information about our residential garbage, yard waste, and recycling services," said Bruce Woody, ECUA's Executive Director.

"Subscribers will receive weekly calendar reminders related to their scheduled pickups and holiday schedule changes. Should a problem arise, they can use the Report-a-Problem feature to report a missed pickup or

damaged cart and request a special service such as a Bulk Recycling Pick-up. The Recycle Coach app is not only a communication platform, but an educational one as well. Articles on a wide variety of garbage and recycling topics are available on the Recycle Coach website's Blog, Recyclepedia, and Resources sections. Learning is made all the more fun with the presence of the 'Coachlings.' These Recycle Coach original characters are cute creatures who demonstrate micro moments of good recycling habits, teaching by example."

ECUA Board Chairman, Ms. Lois Benson added, "We're so excited to introduce another tool that will help further the positive steps we've made toward recycling in our community, and in fact, throughout the entire region. ECUA aims to increase the community's recycling knowledge and elevate recycling in the local environmental conversation by making recycling simpler, engaging, and easy to navigate. We certainly hope that if you are an ECUA sanitation customer, you will give the app a try!"



### Mark Your Calendars!

ECUA offices will be closed on **Monday, Feb. 15**, 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!**



## 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 .0026 cents per gallon, which is a remarkable value!

The total annual cost of drinking the recommended 8 glasses of ECUA tap water per day is 95 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.



## 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](http://ecua.fl.gov/live-green/recycling)

or

[LiveGreenECUA.com](http://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!