

Customer Pipeline

Emerald Coast Utilities Authority

ECUA Board Elects Officers for 2020-2021

The ECUA held its Organizational Board Meeting for 2020-2021 on Tuesday, November 17. Recently elected Board members, Mr. Larry Williams, Sr., District Three, and Mr. Kevin Stephens, District Five, were sworn into office and the Board then elected its officers to fill the positions of Board Chairman and Vice-Chairman. As such, Ms. Lois Benson, District Two, was re-elected to serve as Board Chairman and Mr. Kevin Stephens, was elected to the Vice-Chairmanship.

Ms. Vicki Campbell, District One, was re-elected to the Chairmanship of the Citizens' Advisory Committee (CAC) and Mr. Larry Williams, Sr., was elected to serve as the CAC Vice-Chairman.

The Board then appointed the following citizens to serve on the CAC:

Mr. Chuck Kimball - District One, Mr. Dean Kirschner - District Two, Mr. Louis Brown, III - District Three, Ms. Louise Ritz - District Four, Mr. David Gaines - District Five, Ms. Pueschel Schneier and Ms. Imelda Cromartie - At Large.

Finally, the Board unanimously approved the proposed schedule for its regular monthly meetings for the 2021 calendar year, which will be typically held at 3:00 p.m. on the fourth Tuesday of the month. The proposed schedule for the 2021 ECUA Board meetings is as follows:

| | | | |
|--------------|-------------|-------------|-------------|
| January 26 | February 23 | March 23 | April 27 |
| May 25 | June 22 | July 27 | August 24 |
| September 28 | October 26 | November 16 | December 14 |



Mark Your Calendars!

ECUA offices will be closed on Monday, January 18, in observance of the Martin Luther King, Jr. holiday.

Sanitation Collection Schedules will not be affected by the holiday.

Have a Safe and Happy Holiday!

Dates to Remember...

In 2021, ECUA offices will be closed for the following holidays on these dates:

| | |
|-----------------------------|--|
| New Year's Day | Friday, January 1 |
| Martin Luther King, Jr. Day | Monday, January 18 |
| Presidents' Day | Monday, February 15 |
| Memorial Day | Monday, May 31 |
| Independence Day | Monday, July 5 |
| Labor Day | Monday, September 6 |
| Thanksgiving | Thursday, Nov. 25 and Friday, Nov. 26 |
| Christmas Eve | Thursday, Dec. 23 |
| Christmas Day | Friday, Dec. 24 |

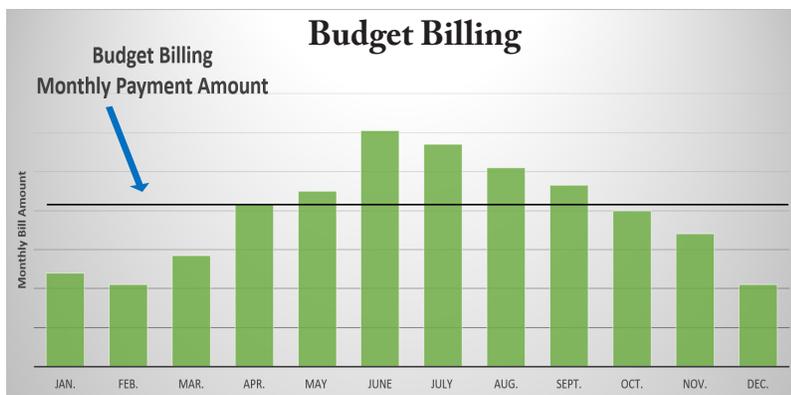
Please refer to the *Customer PipeLine* throughout the year or visit us on-line at www.ecua.fl.gov to see if and how the holidays may impact various ECUA services or business hours.



Make Life Simpler This New Year!

The time of year and weather conditions typically have a big impact on the quantity of water you use, affecting the amount you pay each month for water and sewer services. For most customers, the highest bills are in the summer when water usage is at its peak due to irrigation combined with typically lower levels of precipitation. Perhaps you have a swimming pool to fill, and wash the car more often-- these fluctuating conditions lead to highs and lows in your monthly billing cycles.

You can say goodbye to those monthly peaks and valleys, and simplify your monthly budgeting-- and with a new year, it's a great time to start! The Budget Billing program allows residential customers to pay their ECUA bill at a similar amount each month, based on a monthly average of the previous year's water usage.



To be eligible to participate in this program, ECUA customers must have current accounts and a billing history of at least 12 months at the same location. Each customer's Budget Billing Plan payment amount is calculated based on the total bill charges over the 12 months prior to the sign-up date, and divided by 11, leaving the twelfth month as the "settle-up" month. The Budget Billing payment is then made monthly until the settle-up month, at which point any credits or balances due are "settled-up." Then, the process begins again, perhaps with a newly-determined monthly Budget Billing amount, based on the latest 12-month period. Our aim is to make the Budget Billing amount as accurate as possible, and effectively even out the highs and lows of your monthly utility bill through the year.

For more information, please visit our website at www.ecua.fl.gov, or call the ECUA Customer Service Department at 850-476-0480.



Did You Know? These Items Are Recycling No-Nos:

Our Materials Recycling Facility (MRF) is back in operation after a few weeks off for repairs due to damage from Hurricane Sally. As a regional facility, our MRF provides a recycling processing solution for the entire 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
- Artificial Christmas Trees
- Christmas Lights

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/green/recycling.

Be a recycling champion!

