



Customer Pipeline

E m e r a l d C o a s t U t i l i t i e s A u t h o r i t y

ECUA 2022 Water Quality Report Now Available Online



The federal Safe Drinking Water Act (SDWA) was signed into law in 1974. This year marks the 49th anniversary of this important legislation, the purpose of which is to assure that water supply systems serving the American public meet national standards for the protection of public health.

Amendments to the SDWA in 1996 required the development and distribution of the Consumer Confidence Report (CCR) starting in 1999 (and annually thereafter) by utilities nationwide, in an effort to promote the dissemination of information from utilities to their customers. The CCR is also commonly known as the Water Quality Report. ECUA sent out its first Water Quality Report for the 1998 reporting year in October 1999, and since that time, mailing schedules changed to July 1, in compliance with federal regulations.

The Water Quality Report identifies the source of your drinking water, treatments that may be used to enhance its quality, and any contaminants that have been identified along with potential health effects. The report will also note where you may obtain additional information about your water supply and how you can become involved in protecting water sources.

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Bulk Waste Pick-up: Call-in for Service



Starting July 1st, 2023, bulk waste service will be call-for-pickup! This change will help us serve you more efficiently and also prevent the accidental collection of items left near the curb that were not meant to be collected.

To request a bulk waste pickup, simply call or email Customer Service before 2pm on the day prior to your regular

collection day. Scheduled Bulk waste pickups will always take place on your normal trash collection day, making it easy to remember and plan ahead!

You can also request a bulk waste pick-up using the Recycle Coach app, which can be downloaded from the App Store or Google Play.



Help Us Serve You Better

ECUA water is withdrawn from the Sand-and-Gravel Aquifer. Twenty-six active wells in the ECUA water system and over 1700-plus miles of water mains combine to deliver water to your home. Last year, ECUA pumped and treated an average of 36.33 million gallons per day (mgd). This year, the ECUA's average water production during the month of May was approximately 37.10 mgd. ECUA has more than sufficient pumping and water distribution capability to accommodate this demand, but we need your help.

In order to moderate some of the extreme peaks in usage, and to maintain balanced system pressures, **we suggest that our customers irrigate between the hours of 10:00 p.m. and 5:00 a.m., which is our optimum off-peak time.**

Following this suggestion will greatly enhance our system capabilities and extend the life of our equipment, **while also optimizing water pressure during the times when our customers need it most.** You, the customer, will be the ultimate beneficiary. Lower operating costs mean lower rates to our customers. Please help us serve you better.

Emerald Coast Utilities Authority

Water Quality Report, Continued from page 1

Our Water Quality Report can be viewed online at: <https://ecua.fl.gov/reports>. Printed copies are also available by calling ECUA Customer Service at 850-476-0480, or by emailing us at customer.service@ecua.fl.gov. It's that simple!



Be on the Alert!

Sign-up to be a part of the ECUA Notification System! You'll receive time-sensitive alerts regarding pertinent information related to your ECUA service. Alerts will be directed to whichever device(s) you specify such as: home or work phones, mobile devices, email, text messages and more! Look for the link below on the homepage of our website to register:

<https://member.everbridge.net/index/453003085611910#/signup>

Join Our Team!

Are you ready for a career move? Do you have a CDL license or want to become CDL-certified? You already are or have an interest in becoming a certified fleet mechanic? We're hiring across all areas of our organization and would love to have you join our team of 600-plus dedicated and passionate individuals who contribute so much to our community every day.



We provide career development, training opportunities, and one of the best benefits packages in the area. ECUA's Human Resources team is ready to hear from you! Check out current openings on our website at ecua.fl.gov/human-resources/careers



Pile On The Mulch!

Saving water in your garden translates to saving money on your water bill. Here's a simple and easy tip to have a beautiful yard while saving water, money and time.

Mulching around plants is a great way to reduce water loss. Mulch also cuts down on water-stealing weeds. Natural mulches include compost, bark chips, and pine straw. Also, one of the simplest ways to nourish your lawn is to leave your grass clippings on the lawn, and to use some to spread on flower and vegetable gardens. Consider installing a mulching blade on your lawn mower, if it's not equipped with one already. These organic mulches gradually break down and return nutrients to the soil, while helping to keep the moisture in. It's a win-win!



Pre-Authorized Checking: Easy Peasy!

The Pre-Authorized Checking (PAC) Program is a method that allows for the automatic transfer of funds from your bank account to pay your bill. As an Emerald Coast Utilities Authority customer, you are invited to use our PAC program for making your payments the easy, hassle-free way.

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, or you can opt to receive your bill through our e-notification process. Your account will not be drafted until the PAC date shown on your bill. It doesn't get any easier than this!

