



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

Keep the Splash and Save the Cash!



Summer is here and we're all ready to take a dip in the pool! That means it's also time to get your pool in shape, check for leaks, and keep the splash in your pool.

While it is normal to lose some water to evaporation, it is more common to lose pool water due to leaks. In fact, up to 30 percent of pools have a leak at some point, wasting both water and money unnecessarily. Further, since over half

of pools have a fill valve (automatic pool refiller), leaks often go unnoticed. Leaks typically occur because of holes, tears or cracks in the liner, but most often are a result of plumbing problems or improper seals around fittings.

How Can I Tell if my Pool is Leaking?

Follow these simple steps to determine if your pool is leaking:

1. Turn off your automatic pool refiller, if you have one.
2. Place a bucket of water on the top step of the pool and fill it with water to the pool's water level. Use a large rock or brick to keep it in place.
3. Mark the water level inside the bucket with a marker.
4. Mark the pool water level on the outside of the bucket.
5. Check the levels inside and outside of the bucket two or three days later. If the water level of the pool (outside mark) is lower than the bucket, there is probably a leak in the pool structure or plumbing system.



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>



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!

Bulk Waste Pick-up: Call-in for Service



As of last July, bulk waste service became a call-for-pickup service! This change was made to 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 2 p.m. 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.



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!



Who's the Latest Recycle Star?

Our Recycle Coach winners for May are Donald and Patricia Kelley! As long-time residents of Pensacola, the Kelleys told us how important their community is to them and they want to do all they can to enhance and preserve its beauty. We think it's wonderful that they care so much about their neighborhood and make such an effort to recycle and keep their community clean!

Congratulations to the Kelleys and thank you for being such dedicated Recycle Star Champions!



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 35.65 million gallons per day (mgd). This year, the ECUA's average water production during the month of May was approximately 37.96 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.

