



Customer Pipeline

Emerald Coast Utilities Authority

A Helping Hand...Project EUAP



The current pandemic has rattled our world and we have been facing a time of great uncertainty. We at ECUA are committed to your health and a healthy community. Our dedicated employees remain on the job, around the clock, to provide your family with safe drinking water as well as sewer and sanitation services.

While the COVID-19 virus is a threat to our health, it is also impacting our economy and may pose a financial hardship for many families. On March 16, to extend a helping hand to many such families, our Board suspended the policy of discontinuing water service to customers with overdue accounts. However, as a governmental entity, ECUA is only able to legally extend this courtesy for 90 days and will have to resume its policy in mid-June. We urge customers who are able, to continue to pay their bills promptly. For those who experience extreme financial hardships as a result of this pandemic, ECUA will work with you to develop a payment plan to bring your account up to date.

If your household has not been severely impacted and you would like to also lend a helping hand to those less fortunate customers, please consider a donation to Project EUAP. Project EUAP, or the Escambia Utility Assistance Program, was created in 1988 to assist elderly, disabled or other customers on low or fixed incomes, who suddenly face a high utility bill they can't pay. Medical emergencies, the sudden loss of a job, and other emergencies can all be factors in such unexpected financial crises.

Through Project EUAP, ECUA customers may make regular contributions to the program by having \$1.00 per month (or a larger amount) included on their monthly utility bill. Larger, one-time donations are also welcome. Through the years, these donations have served a great need in our community. As we all work together to get through the challenges brought by the pandemic, donations to Project EUAP will be even more needed and appreciated.

Please know that all contributions are used exclusively in the emergency relief fund and never to pay the program's administrative expenses. EUAP is administered by the Salvation Army, the Northwest Florida Area Agency on Aging, and the Council on Aging. Also, these agencies re-evaluate eligibility each time a request for help is received. To sign up to donate to this most worthy program, simply download a fillable form located on our website at <https://assets.ecua.fl.gov/EUAP-Sign-Up-Form.pdf> and return it to

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Mark Your Calendars!

ECUA offices will be closed on **Friday, July 3**, in observance of the Independence Day holiday.



Sanitation Pick-up Schedule for Independence Day (Escambia County ONLY)

There are **no changes** to the collection schedules for all 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!

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ECUA Customer Service. If you prefer, you can call our Customer Service Center at 850-476-0480 to have a form mailed to you or to request additional information. Your consideration of any contribution to Project EUAP - no matter how small -- is very much appreciated. Every little bit helps and remember, we are all in this together.

Watering Tip:

Now that summer is in full swing, many of us are firing up the sprinkler systems or pulling out the water hose. Landscaping experts often provide recommendations on watering levels in terms of inches, but the question you're probably asking yourself is: how do I determine how long it takes to apply an inch of water to my lawn?

Well, here's the answer! Simply set empty cans out in several places in your yard. Tuna cans are ideal for this because they have a wide opening and are relatively shallow. Then, just time how long it takes your sprinkler to fill them up to one inch. It's that easy!



Call Before You DIG

Underground lines, both on and off your property, can be easily damaged by digging equipment.

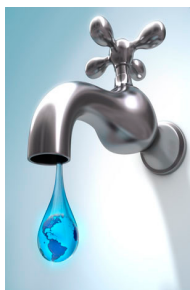
To ensure personal and community safety, all area utilities, including ECUA, work with a free "line locator" service to help you spot utility lines before you dig. In our area, the number to call for this service is:

1-800-432-4770

It is important to call at least 48 hours in advance of any digging activities so that all of the utility companies affected by your project may be contacted for verification.



Please remember that **Residential Medical Waste should never be thrown in the Recycling can.** Bag up and place any residential medical waste in your garbage can to help us keep our employees and others in the community safe. For a complete list of accepted and not-accepted recycling items, more information on ECUA's recycling program, or to sign-up for recycling service, go to LiveGreenECUA.com or ecua.fl.gov/live-green/recycling. Be a recycling champion!



Conservation Tip:

Make time to check household faucets for leaks. A faucet with even a slow drip can waste valuable quantities of water. Just think, 15 drips per minute can add up to almost 3 gallons of water wasted per day, 90 gallons wasted per month, and 1,080 gallons wasted per year! Help us manage this valuable resource. Check your faucets and showerheads for leaks today!