



# Customer Pipeline

**Emerald Coast Utilities Authority**

## Celebrate National Drinking Water Week!

Get in on the celebration as we take time to observe National Drinking Water Week 2020! For more than 41 years, the American Water Works Association and its members have celebrated Drinking Water Week – a unique opportunity for both water professionals and the communities they serve to join together in recognizing the vital role water plays in our daily lives.

Please join ECUA as we celebrate water this year by focusing on conservation of this precious resource. National Drinking Water Week is officially slated for May 3-9, but we can make a point of conserving water all year long. Here are a few ways you can help make a difference:



- When giving Fido a bath, fill up a little tub instead of leaving the hose running. Turn the water supply back on to rinse off only!
- Water the lawn and garden only when necessary. If your sprinkler system is on a timer, make sure that it is not set to come on when rain is forecast, or after a heavy rainfall. Make sure your irrigation system has a working rain sensor.
- Periodically check to make sure that outside spigots are not forgotten in the “on” or open position, and that they are tightly closed.

- Cut down on the frequency of at-home car washing, which uses about 150 gallons per wash, and watch the water savings add up.

- Every time you shave minutes off your use of hot water, not only do you conserve water but you also save energy and keep dollars in your pocket.

- Using a low-flow showerhead can save 15 gallons of water during a 10-minute shower. It can really add up!



We hope that following some of these simple steps will help you conserve water and save money too! For other conservation tips, check out the “Live Green” tab on the ECUA website at [www.ecua.fl.gov/green/water-conservation](http://www.ecua.fl.gov/green/water-conservation).



## Mark Your Calendars!



ECUA offices will be closed on **Monday, May 25** in observance of the Memorial Day holiday.



## Sanitation Schedule for the Memorial Day Holiday

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 Holiday!**

## Leaf the Plastic Behind!

ECUA's biosolids composting facility, located on-site at our Central Water Reclamation Facility, needs your help! In order to maximize the quality of the composted yard waste, we recommend the use of brown compostable paper yard waste bags, or reusable plastic cans designated for yard waste, instead of the traditional plastic yard waste bags.

Paper yard waste bags are easily found in home improvement centers, retailers, through online sources, and in garden centers and nurseries. Plus, if you ask for paper bags at the grocery store, they'll serve double duty when you re-purpose them into yard waste bags!

So, the next time you find yourself reaching for that plastic yard waste bag, remember to 'leaf the plastic behind' because **Brown is the New Green!**



## Be on the Alert!

Did you know that you can 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(s).

Alerts will be directed to whichever device(s) you specify, such as: your home or work phone(s), mobile devices, email, via text messaging and more! It's easy! Find the link for the Notification System sign-up on the lower portion of our website's home page, located at:

[www.ecua.fl.gov](http://www.ecua.fl.gov)

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](http://LiveGreenECUA.com) or [ecua.fl.gov/live-green/recycling](http://ecua.fl.gov/live-green/recycling). Be a recycling champion!



During this time of year, yard waste levels are high as residents take advantage of longer days and seasonable weather to spruce up their yards, especially on weekends. This year, with so many residents working from home and students out of school due to the COVID-19 pandemic, we are also experiencing very high levels of household garbage, recyclables, and bulk waste items.

Collections may run behind schedule. **If any waste collections are missed, it is likely that the truck did not finish its daily route. Be assured that the truck will complete its route the next day. All collections will be caught up by Saturday,** and we appreciate your understanding as we work through the issues that arise due to the COVID-19 pandemic and the greater-than-normal springtime yard waste volumes.

## Wipes Clog Pipes:



Sanitary sewer overflows (SSOs) and backups can cause health hazards, damage

home interiors, and threaten the environment. Common causes of SSOs include pipes that become blocked by items flushed down the toilet. If you use disposable /flushable wipes or products, please put them in the trash, never in your toilet.