



Customer Pipeline

Emerald Coast Utilities Authority

Are You Seeing Pink in the Sink?

Do you see pink stains on the inside of your sinks, toilets, bathtub or shower? This is not a problem with water quality. Instead, it's likely the result of airborne bacteria that thrive on moist surfaces in bathrooms and kitchens, especially in our humid climate. The pink film is usually found as a ring that accumulates at the water line in the toilet bowl or on shower doors, sink drains, bathtubs, and even your pet's water bowl.



The bacteria that cause these pink stains is called *Serratia Marcescens*, which is found naturally in the environment. *Serratia Marcescens* is an extremely common type of bacteria, found in everything from soil, to food, to animals. Known for its pinkish-red pigment, *Serratia* needs almost nothing to survive. Once settled in a damp spot, such as your bathroom, *Serratia* has everything necessary to flourish – standing water, open air, and the consistent introduction of phosphates and fats from daily bathroom use.



There are several ways to combat the pink stuff, and it's always best to stay ahead of the curve on this one. Any general bathroom cleaning solution will work if used on a regular basis, and a bleach-based cleaner is recommended for persistent stains that have had the opportunity to settle in.

If you prefer to not use a bleach-based product, a solution of one-part vinegar and one-part water may be used. Spray this mixture over the afflicted area and then scrub away with a soft bristle brush. It's also helpful to routinely flush toilets that are not used very often to help reduce the bacteria growth.

Also, remember that since moisture is the main culprit, get in the habit of drying your sinks and showers after every use with a rag or squeegee. This will prevent water from pooling and "feeding" the *Serratia*.



Mark Your Calendars!

ECUA business offices will be closed Thursday and Friday, **November 26 and 27**, in observance of the Thanksgiving holiday.

Sanitation Pick-up Schedule for the Thanksgiving Week (Escambia County ONLY)

Residential Customers

Garbage, Yard Trash & Recycling Services

Thursday collection will be on **Friday, Nov. 27**

Friday collection will be on **Saturday, Nov. 28**

Commercial Customers

Dumpster Services

Thursday collection will be on **Wednesday, Nov. 25** (the day BEFORE the holiday.)

Friday and Saturday collections will not change.

Have a Safe and Happy Holiday!



Who's the Latest Recycle Star?

The Recycle Star Program recognizes our residential recycling customers who consistently practice positive, safe and clean recycling. The program includes recognition through a monthly award presented to an ECUA residential recycling customer determined by an impartial ECUA selection committee. Criteria for judging includes random inspection of individual recycle containers by ECUA recycling staff, and confirmation of compliance with recycling guidelines. We recognize the monthly winner with a certificate and a \$50 gift card from ECUA or one of our Recycle Star Program vendor partners, which currently include Hancock Whitney Bank, ScreenVision Media, and My Pensacola Credit Union.

We continue to play catch-up with our RecycleStar program, which suffered delays due to COVID-19. The Recycle Star award for July went to a husband and wife recycling team. Art and Mary Jane Moore (pictured at left), are passionate about recycling and work diligently to keep even a speck of contamination



out of their can. Art says he thinks of himself as a 'hard-nosed' recycler! Mr. Kenneth Moon, (pictured at right) was selected as the Recycle Star Program's August winner. Ken is fully committed to the recycling effort and was very complimentary of our drivers. We're always happy to know our crews are appreciated for their hard work! Congratulations to Ken and the Moore family, and thank you for being RecycleStar Champions!



ECUA Residential Grease Recycling Program

Deep-fried turkey, thick gravy, sweet potato casserole.... These are typically part of the delicious, traditional holiday fare that is wonderful on the table but not so in our sewer lines. This is the time of year when it really is important to dispose of household grease correctly, in order to avoid sanitary sewer backups and overflows. Proper disposal of grease is essential to ensure that your home's plumbing and ECUA sewer lines don't get "all choked up." Pouring cooking grease down the drain is **never** recommended because as grease cools, it hardens, leading to "chokes" in your plumbing or sewer line. With the cooler temperatures that occur during this time of year, the grease tends to harden more quickly.



Grease-choked sewer interior

The aim of ECUA's Residential Grease Disposal Program is to help our customers capture and dispose of their cooking grease in an environmentally safe and effective way.

Here's how it works: First, return the used oil to its original container, if possible, or pick up a grease container that you can use to store and dispose of household cooking grease at one of the twelve ECUA Grease Recycling Disposal Stations conveniently located throughout our service area (please visit our website for a complete list of locations). Return your filled container to any of the designated drop-off locations, exchange it for an empty container, and you are ready to repeat the process. Once the cooking oil and grease is collected, it's then recycled as biodiesel fuel. It's that simple!

