



Customer Pipeline

Emerald Coast Utilities Authority



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.

It took a while, but we were finally able to connect with the Heddy family. Mr. Jeff Heddy was our June Recycle Star winner. Mrs. Becky Heddy accepted the Recycle Star certificate and goodie bag, while Mr. Heddy explained that "as a CPA, I know that recycling not only saves customers money, but it's also essential for a clean and safe environment."



Did Your Last ECUA Bill Arrive Late? ECUA Third-Party Bill Processor Ran Behind Schedule

Due to a COVID-related staffing shortage, ECUA's third-party bill print/ mailing processor ran behind in their production schedule in September and October. As a result, our customers received their last bill near or after the due date. Be assured that your account standing was not adversely affected, or charged a late fee as a result of the delayed bill. Customer accounts enrolled in ECUA's E-Notification billing programs were not affected by these delays.

What Did ECUA Do? Within weeks, ECUA took steps to contract with a new bill printing and mailing vendor who, after the necessary ramping-up period, began working with ECUA on Nov. 1. They printed and mailed this current bill. We apologize on behalf of our previous supplier for any inconvenience you may have experienced as a result of their production disruptions.

What Do You need to Do? If you have any concerns about your account, please contact our Customer Service Center at 850-476-0480 or via email at customer.

service@ecua.fl.gov for assistance. If you ever want to view your bill online, go to the ECUA website at <https://ecua.fl.gov/my-bill> and click on 'View Your Bill' to

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Mark Your Calendars!

ECUA business offices will be closed Thursday and Friday, **November 25 and 26**, in observance of the Thanksgiving holiday.

Sanitation Pick-up Schedule for the Thanksgiving Week

Residential Customers
Garbage, Yard Trash & Recycling Services

Thursday collection will be on **Friday, Nov. 26**

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

Commercial Customers
Dumpster Services

Thursday collection will be on **Wednesday, Nov. 24** (the day BEFORE the holiday.)

Friday and Saturday collections will not change.

Have a Safe and Happy Holiday!

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*.



Delayed Billing, Continued from page 1

set up an account within the Click2Gov application. Once on the Click2Gov website, you may also opt-in to receive a monthly email notification advising that your bill is ready to be viewed. generally on the same day that it is generated by our billing system. You may also want to consider signing up for our Pre-Authorized Checking Program and our Budget Billing Plan, which help simplify bill payment. Find out more about each option on our website at <https://ecua.fl.gov/my-bill>.



What is Bulk Waste?

As part of our residential sanitation service, ECUA will collect one pile of bulk items measuring approximately 6' W x 6' D x 6' H weekly on your regularly scheduled pick-up day. There is no additional charge and no call-in necessary.



But, what is considered bulk waste? Simply put, bulk waste includes items that are too large to fit into your trash can -- such as furniture, large toys, and appliances. These can be placed on the curb by 5:30 am on your pick-up day (but no more than 48 hours before, please). **Items such as floor mats, toaster ovens, and other small items that do fit in your garbage can should be placed in the garbage can. Please remember that building debris, fencing, bags of clothes and garbage, and other small items will not be collected as bulk waste.**

For more information on bulk waste service, please visit: <https://ecua.fl.gov/services/sanitation-services>