



Customer Pipeline

Emerald Coast Utilities Authority

ECUA E-Billing Messages Have a New Look!



We're improving to serve you better! Since October 1, our electronic bill notification emails have been sporting a new look! For safety's sake, we want our customers to be aware that the email notifications in the new format will be coming from a different email address: **donotreply@onlinebiller.**

Also, e-notifications now have a PDF attachment that contains the monthly bill in the same format as that of the regular paper bill, and our Pipeline newsletter is also included in that PDF attachment. If you haven't already done so, it may be time to switch to paperless billing! It's simple and easy to sign up for e-notification by calling Customer Service at 850-476-0480. Give it a try!

Bulk Waste Pick-up: Now a Call-in Service

On July 1st, bulk waste service changed from 'no-call-needed' to a 'call-for-pickup' system. We believe this change helps us serve you more efficiently and also prevents the accidental collection of items left near the curb that were not meant to be collected. Yes, it happens!

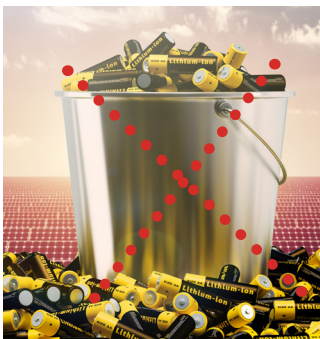
To request a bulk waste pickup, simply call or email Customer Service before 2:00 p.m. on the day prior to your regular collection day. Bulk Waste pickups are part of your residential sanitation service and will always take place on your normal trash collection day, making it easy to remember and plan ahead! Yard waste collections are separate from bulk waste collections and are also collected on your regular collection day.

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.



Did You Know?

Did you know that Lithium-Ion batteries are **not recyclable** and are a fire hazard at the recycling facility? Please **DO NOT** place them in your recycling or garbage cans. Instead, these batteries and other household hazardous waste items can be brought to the Perdido Landfill year-round at no charge to Escambia County residents. For more information, please visit myescambia.com and enter household-hazardous-waste in the search bar.



Mark Your Calendars!

ECUA business offices will be closed Thursday and Friday, **November 23 and 24**, 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. 24

Friday collection will be on
Saturday, Nov. 25

Commercial Customers
Dumpster Services

Thursday collection will be on
Friday, Nov. 24

Friday collection will be on
Saturday, Nov. 25

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*.

Join Our Team!

Are you ready for a career move? We're hiring across all areas of our organization and would love to have you join our team of 600-plus dedicated and passionate individuals who contribute so much to our community every day. We provide career development, training opportunities, and one of the best benefits packages in the area. ECUA's Human Resources team is ready to hear from you! Check out current openings at: ecua.fl.gov/human-resources/careers



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.



Customer Service: 850-476-0480 • www.ecua.fl.gov • customer.service@ecua.fl.gov
Commercial Sanitation Customer Service: 850-476-0480 • After-hours Emergency Calls: 850-476-5110