



Customer Pipeline

Emerald Coast Utilities Authority



Message from the Executive Director: Important Update on your Water Service

Dear Valued Customers,

It is our privilege to provide you with high-quality drinking water sourced from the abundant Sand-and-Gravel Aquifer unique to our region. Our commitment to excellence ensures that the water we deliver consistently exceeds federal and state standards.

Today, I want to share an important update regarding our participation in a nationwide initiative led by the Environmental Protection Agency (EPA). This initiative relates to recent updates to the Safe Drinking Water Act, which require all water utilities across the country to inventory their water service lines for the presence of lead pipe materials.

Historically, lead pipes were utilized in plumbing systems in many older communities. While Pensacola is a historic city, we are pleased to inform you that our records show no evidence of lead pipes being used in transmission or distribution lines. Further, lead pipes have been banned in Pensacola's building and plumbing codes since 1954 and no records have been found showing the use of lead service lines materials. Despite this positive news, we are still required to engage in this federal initiative, which aims to ensure the safety of drinking water for all communities, regardless of their past usage of lead materials. To date, 91% of our customers' service lines have already been inventoried and confirmed to be non-lead.

As this inventory continues, we will be sending out letters to customers whose service line materials are currently listed as "unknown" in our system. These letters will include information about the potential dangers of lead pipes, as mandated by the EPA. I want to reassure you that there is no immediate cause for concern in our community.

It's important to note that any lead or copper in drinking water typically originates from household plumbing, not from the water supply itself. This is why we are verifying service line materials to confirm that there are no lead pipes leading to your home. Additionally, we proactively adjust the water chemistry to minimize any potential for corrosion in household plumbing. Please remember that this inventory will not assess pipe materials inside your home.

You can visit our website at ecua.fl.gov/live-green/line-verification to check the status of your service line.

Thank you for your continued trust in ECUA. We are dedicated to ensuring the health and safety of our community, and we appreciate your partnership in this important initiative.

Warm regards,

J. Bruce Woody
Executive Director
Emerald Coast Utilities Authority



Mark Your Calendars!

ECUA business offices will be closed Thursday and Friday, **November 28 and 29**, 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. 29

Friday collection will be on
Saturday, Nov. 30

Commercial Customers

Dumpster Services

Thursday collection will be on
Friday, Nov. 29

Friday collection will be on
Saturday, Nov. 30

**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



Reduce Water Usage & Save, Save, Save!

Here are some simple ways help reduce water usage during the sewer averaging period and throughout the year:

- Water the lawn and garden only when necessary. In order to moderate some of the extreme peaks in usage, and to maintain a balanced system pressure and reduce the amount of wear on our pumping equipment, ECUA recommends that our customers irrigate between the hours of 10:00 p.m. and 3:00 a.m., which is our optimum off-peak time.
- Make sure that outside spigots are not forgotten in the "on" position.
- Cut down on the frequency of at-home car washing, or use a commercial car wash.
- Make sure you have a full load before running the washer or dishwasher.
- Don't let the water run while you brush your teeth or shave.

Hopefully, following some of these simple steps will help you save money and conserve water too! For other conservation tips, check out the "Live Green" tab on the ECUA website.

