



# Customer Pipeline

**Emerald Coast Utilities Authority**

## November 15: Sewer Averaging Begins

If you are an ECUA mainland residential wastewater customer, your annual sewer charges are based on the average number of gallons of water used\* in your household during the period known as “sewer averaging.” Sewer averaging, or Winter Quarter Averaging as it is called in some communities, is usually conducted during the winter months when residential water consumption is at its lowest.

**The ECUA’s sewer averaging period will begin with each residential customer’s first meter reading on or after November 15 (including ECUA sewer customers whose water service is received from another water provider). The length of your sewer averaging period is 90 days.**



**WATER WASTED DUE TO LEAKS WILL AFFECT YOUR MONTHLY WATER AND SEWER CHARGES.**

Since your actual water consumption during this period will determine your sewer charge for the next twelve months, it is important to check all indoor and outdoor plumbing fixtures for leaks. Water wasted due to leaks will affect your monthly water and sewer charges. Most leaks are easy to identify but sometimes, it takes a little creativity to track them down.

You can confirm a suspected leak in your toilet’s plumbing by putting several drops of food coloring in your toilet tank. Wait 15 minutes, and if the colored water shows up in the bowl, there is a leak in the tank. Check the toilet’s stopper ball for wear by removing the toilet lid, flushing the toilet, and rubbing the bottom of the stopper with your finger. If the rubber rubs off or crumbles, it is time to replace the stopper.

Finally, **you need to lubricate, adjust or replace the flush handle if you have to jiggle it to stop the water from running after you flush.** The “stuck” handle may be causing the stopper to stay open, allowing water to flow into the bowl. Check out more ways to save on your water and sewer bill in the right-hand side bar on this page.

\*Note: If you have a separate irrigation meter, the water used through the irrigation meter is not included in the sewer averaging calculation

## Reduce Water Usage: Save, Save, Save

Here are some other ideas to keep in mind for reducing 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.

## 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>



## 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.

Our June Recycle Star winner is Mr. Jeff Heddy. Unfortunately, we haven't been able to reach Mr. Heddy yet to give him the good news, but will keep trying! Our July award went to Mr. and Mrs. Rob and Pamela Dewhurst. The Dewhurst family are from Canada and Rob told us that "As former Canadians, we appreciate the simplicity of ECUA's program. The process we had in Canada was more difficult, especially the sorting of materials. ECUA's curbside single-stream collection is easy and keeps materials out of the landfill!"



We're so glad that Mr. & Mrs. Dewhurst are dedicated recyclers and enthusiastic about our program. Congratulations to Pamela and Rob and thanks for being Recycle Star champions!



## What is Yard Waste?

Yard waste, as defined by the ECUA Sanitation program, includes: leaves, weeds, pine straw, grass clippings and small prunings. In effect, yard waste is vegetative debris that was grown in your yard.

Yard waste **does not** include fencing or other construction materials, **which we can not collect.** Thank you for keeping this information in mind when disposing of yard waste.