



# 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 and residents are typically not watering lawns, filling up swimming pools or washing cars.



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.

## 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.

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



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

On July 1st, 2023, bulk waste service changed from no-call-needed to a call-for-pickup system. We believe this change will help us serve you more efficiently and also prevent 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 2pm 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.



## Safe Disposal of Lithium-Ion Batteries

Lithium-ion batteries and devices containing these batteries should NOT go in household garbage or recycling bins. According to the US Environmental Protection Agency (USEPA), Lithium-ion batteries should be taken to separate recycling or household hazardous waste collection points. For more information, visit the EPA site at [www.epa.gov/recycle/used-lithium-ion-batteries](http://www.epa.gov/recycle/used-lithium-ion-batteries) and find out more about the Escambia County Household Hazardous Waste program at [myescambia.com](http://myescambia.com).



## Be on the Alert; Sign-up Today!

Sign-up to be a part of the ECUA Notification System! You'll receive time-sensitive alerts regarding pertinent information related to your ECUA service. Alerts will be directed to whichever device(s) you specify such as: home or work phones, mobile devices, email, text messages and more.

Look for the sign-up link on the home page of our website to register!