



North End Santa Rosa Co. Sanitation Services

Emerald Coast Utilities Authority

Great Holiday Ideas to Reduce Waste



Recycle, Recycle, Recycle:

If you aren't already participating in ECUA's residential recycling program, now is a great time to sign up! Did you know that in fiscal year 2015, ECUA customers recycled more than 15,345 tons of recyclables -- 3,281 tons more than in 2014? Get in on the fun and sign-up today!

Recycle or Reuse Plastic Bags:

Reuse plastic bags as trash can liners or use them to bag lightweight recyclables such as shredded paper materials. If you're mailing packages, use them as a lightweight packing buffer. Also, many large retailers have recycling stations for plastic bags.

Save the Cardboard Packaging:

Remember, ECUA will pick up the gift packaging and cardboard from all those gifts through our residential recycling program. Break down large cardboard boxes and watch them disappear on your usual collection day! Please place them in your recycling container, or call our Customer Service center to schedule a curb-side bulk item pick-up.

Give the Gift of Peace (of Mind):

Consider making a donation to a worthy organization, or give the gift of time to an overwhelmed friend or shut-in senior citizen. You'll touch many hearts and enjoy the true holiday spirit. What's more, it's no fuss, no muss, and no boxes to throw away.

Kick the Bottled Water Habit:

Bottled water can cost between \$0.25 to \$2 per bottle, while tap water costs less than a penny. Consider using a refillable water bottle to cut down on the cost of the water, and the empties that might end up in the landfill if not properly recycled.



Mark Your Calendars!

ECUA offices will be closed on **Dec. 24** and **Dec. 25** in observance of the Christmas holiday, and on **Jan. 1, 2016**, in observance of the New Year's holiday.

Sanitation Collection Schedules for *both* Christmas and New Year's Weeks (Santa Rosa Co. ONLY)

Garbage, Yard Trash & Recycling Services

No garbage, yard trash or recycling collection on Dec. 24 & 25, & Jan. 1.

- Garbage and yard trash will be collected on the next normally scheduled collection day for those routes (Monday or Tuesday).
- Please place real wreaths and Christmas trees, free of stands and decorations, at the curb for pick-up with regular yard waste collection.
- Recycling collections scheduled for Dec. 24 & 25, will be collected on Saturday, December 26, and Recycling collections scheduled for Jan. 1, will be collected on Saturday, Jan. 2.

We Wish You Safe and Happy Holidays!

ECUA's Many Ways to Pay Your Bill

For your convenience, ECUA offers several methods that customers may use to pay their bills. This information is also located on our web site at www.ecua.fl.gov, or by calling our Customer Service Center at 850-476-0480.

Pre-Authorized Checking Program:

The Pre-Authorized Checking (PAC) Program is a method which allows for the automatic transfer of funds from your bank account to pay your bill. As an Emerald Coast Utilities Authority customer, you are invited to use our PAC program for making your payments the easy, hassle-free way. Just complete the authorization agreement (available for download on the ECUA website at: http://www.ecua.fl.gov/pay_bill or from our Ellyson Industrial Park Customer Service office). If you wish, information about your bill may still be mailed to you. It doesn't get any easier than this!

**CURRENT PAYMENTS
MAY BE MAILED TO
ECUA at:**

**ECUA
P. O. Box 18870
Pensacola, FL 32523-8870**



Payment at the main ECUA office:

Payment of bills, application for new service or transfer of service may be made in person at the ECUA Customer Service Office located in the Ellyson Industrial Park. Drive-thru service is available at this location for your convenience.

Night Deposit Box:

Payment of bills, made in the form of checks or money orders, may be placed in the Ellyson Industrial Park office night deposit box. Cash should not be placed in the night deposit box; ECUA is not responsible for cash payments placed in the deposit boxes. Payments placed in the deposit boxes during operating hours will be credited to the customer's account on the following business day.

Pay On-line or over the Phone with the E-Z Pay Service:

ECUA customers now have the option of paying their bills by phone or via the internet. For a minimal charge, this new option is a service and a convenience that allows customers to pay their bill by either direct draw from a checking account, credit card, or debit card with a Visa or Mastercard logo. It's easy and convenient! For participants, there are no more checks to write, no envelopes to mail, and no postage to pay! Phone payments may be made by calling 1-855-329-0911, a convenience fee of \$1.45 applies.

Making Payments at Hancock Bank Effective October 1, 2015:

As of October 1, 2015, ECUA customers are able to make bill payments (current accounts only) at the following Hancock Bank branches where customers may make payments with cash, check, or money order. Customers are asked to have their bill stub with them when making the payment.

- West Garden Branch 101 W. Garden Street, Pensacola FL
- Cordova Branch 2185 Airport Blvd., Pensacola FL
- Creighton Branch 940 Creighton Road, Pensacola FL
- Nine Mile Road Branch 200 E. Nine Mile Road, Pensacola FL
- Pace Branch 4952 Highway 90, Pace FL
- Gulf Breeze Branch 1387 Shoreline Drive, Gulf Breeze FL