



# North End Santa Rosa Co. Sanitation Services

Emerald Coast Utilities Authority

## ECUA's Many Ways to Pay Your Bill

For your convenience, ECUA offers several methods that customers may use to pay their bills. Information about these payment options is located on our web site at [www.ecua.fl.gov](http://www.ecua.fl.gov) or may be obtained by calling our Customer Service Center at 850-476-0480.

### Making Payments at Hancock Whitney Bank

ECUA customers may make bill payments (current accounts only) at the following Hancock Whitney Bank branches:

- 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                                    4612 Hwy. 90, Pace FL
- Gulf Breeze Branch                        1387 Shoreline Drive, Gulf Breeze FL

Tellers at these locations will be able to take payments made with cash, check, or money order. Customers are asked to have their bill stub with them when making the payment.

### 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 at 9255 Sturdevant Street, Pensacola (in the Ellyson Industrial Park). Drive-thru service is available for your convenience.

### Night Deposit Boxes:

Payment of bills, made in the form of checks or money orders, may be placed in the Ellyson Industrial Park office 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.

Payments are also accepted at the outside drop box at the ECUA Sanitation Complex located at 3050 Godwin Lane. This drop box may be used to deposit payments in the form of checks or money orders (**no cash, please!**), on current accounts. If you make payments using this drop box, please allow 2 business days for processing of payment.

### 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 option is a service and a convenience that allows customers to pay their bill by either check, 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. Please note that for this payment option, a convenience fee of \$1.45 applies.

### Pre-Authorized Checking Program (PAC):

The PAC Program is a method that allows for the automatic transfer of funds from your bank account to pay your bill. Just complete the authorization agreement (a copy is available for download on the ECUA website at [http://www.ecua.fl.gov/pay\\_bill](http://www.ecua.fl.gov/pay_bill), or from our Ellyson Customer Service office), attach a voided check, and return it with your next payment or deliver it to our Customer Service location. Your PAC account will be set up and you will begin to enjoy the convenience of Pre-Authorized Checking. Of course, information about your bill will still be mailed to you, and your account will not be drafted until the PAC date shown on your bill. It doesn't get any easier than this!



## Mark Your Calendars!

ECUA offices will be closed for Thanksgiving on **Nov. 28 and 29.**

### Thanksgiving Sanitation Schedule

There will be **no garbage or yard trash collection** on Thanksgiving Day, Nov. 28. Garbage and yard waste will be collected on the next normally scheduled collection day (Monday). Recycling collection scheduled for Thurs., Nov. 28, will be collected on Sat., Nov. 30.

**Commercial collections** scheduled for Thurs., Nov. 28, will be collected on Wed., Nov. 27. There are no changes to collections scheduled on Fri., Nov. 29.

**We Wish You Safe and  
Happy Holidays!**

## Yard Waste Service

ECUA provides yard waste collection service once every other week to all residential customers in north end Santa Rosa County. Our crews get an early start every day, so it is best to have your yard waste at the curb prior to 7:00 a.m. on your scheduled yard waste collection day.

Yard waste, as defined by the ECUA Sanitation program, includes: leaves, pine straw, grass clippings and small prunings.

Please follow these few simple guidelines:

- 1. Do not use your garbage or recycling can for yard waste. Yard waste is collected separately from household garbage and recyclables.**
- Place your bagged or canned yard waste within two feet of the curb and away from the road.
- Small yard waste, leaves, pine straw and grass clippings must be contained in standard garbage containers or yard waste bags that do not weigh more than 50 pounds when full.
- Cut limbs should not exceed six feet in length or 50 pounds in weight, and must be bundled. Please remember to tie loose limbs into manageable and secure bundles.

## What Are My Collection Days?

If you are unsure as to which days are your collection days, please follow this link to the Santa Rosa County website:

<http://www.santarosa.fl.gov/bocc/solidwaste.cfm>

Scroll down to the “Who Is My Service Provider?” feature and click on the link below. This search feature allows you to plug in your address to find out your collection days for regular garbage service, recycling, and yard waste, too! It will indicate when your yard waste collection is scheduled...on the even or odd weeks of the month.

You can also find the schedule for yard waste collections on the ECUA website at: <https://ecua.fl.gov/services/sanitation-services>. Scroll down to and select/open the yard waste section for Santa Rosa Co. Click on the calendar link. Simple!



## Three Great Ways to Re-Use and Recycle Plastic Shopping Bags

Remember That Many Local Retailers Also Accept Returned Bags

- 1. Instead of buying pillows for your patio, buy or make pillow cases and fill them with plastic bags.** - Outdoor pillows take a lot of beating from the elements-- sun, humidity and rain. As much as we try to make them last, they invariably get left outside through heavy rain storms and eventually become faded and mildewed. When you make your own, they generally cost less, you can make them any size you want, and easily wash the cover and put new plastic bags inside when a sprucing up is needed! There are many easy-to-follow instructional videos on YouTube or articles on the internet that can help get you started.



into plastic bags that take up less room in your sewing basket than cardboard or plastic boxes.

- 2. Fido can get his own pillow too!** The same concept applies to making a comfy, less expensive, and durable pet bed for your furry friend. Again, you can make this as small or large as needed to fit your pet's napping comfort.

- 3. Get Organized!** - While you have the sewing supplies out, get them sorted and organized

Customer Service: 476-0480 • [www.ecua.fl.gov](http://www.ecua.fl.gov) • [customer.service@ecua.fl.gov](mailto:customer.service@ecua.fl.gov)

• After-hours Emergency Calls: 476-5110 •