



North End Santa Rosa Co. Sanitation Services

Emerald Coast Utilities Authority

ECUA Services to End December 31



ECUA's contract with the Santa Rosa County Board of Commissioners expires on December 31 and our residential and commercial sanitation collection services will end at the close of business on this day. Please visit the Santa Rosa County website at: www.santarosa.fl.gov/garbage for information on obtaining service from a new provider, beginning on January 1, 2021.

It has been our pleasure and privilege to serve you for 6 years, and we will work diligently to make the final week of service and transition process as easy as possible for all our customers. Our intention is to begin collecting recycling containers immediately after each last scheduled pick-up, beginning on Dec. 26th. On Tuesday, December 29, we will begin to collect garbage and recycling containers after the pick-up service.

Because we will not be able to collect all containers on each last day of collection, we will begin making can collection passes on January 2, and will continue this effort until all cans are collected. **If we were not able to collect your can on your last day of service, please leave your recycling or garbage can out where our crews can see them and collect them.** We understand that you will want to have the room to accommodate the new container, which you will receive from your next sanitation service provider.

We thank you for your business and if you have questions about your sanitation service or the final collection of containers, please call **476-0480**. Our Customer Service Specialists will gladly help you.



Mark Your Calendars!

Thanksgiving Schedules

ECUA offices will be closed for Thanksgiving on **Nov. 26** and **27**.

There will be **no garbage or yard waste collection** on Thanksgiving Day, Nov. 26. Garbage and yard waste will be collected on the next normally scheduled collection day (Monday). Recycling collection scheduled for Thurs., Nov. 26, will be collected on Sat., Nov. 28.

Commercial collections scheduled for Thurs., Nov. 26, will be collected on Wed., Nov. 25. There are no changes to commercial collections scheduled on Fri., Nov. 27.

Christmas Schedules

ECUA offices will be closed on December 24 and December 25, in observance of the Christmas holiday. The Customer Service office and walk-in payment areas **ONLY** will be closed on December 31. All other ECUA offices and the drive-thru window will be open on this day.

Christmas Eve

Thursday, December 24, 2020
No garbage or yard trash collection.
Thursday recycling collection will be made on Saturday (12/26/20)

Christmas

Friday, December 25, 2020
No garbage or yard trash collection.
Friday recycling collection will be made on Saturday (12/26/20)

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.

2. Place your bagged or canned yard waste within two feet of the curb and away from the road.

3. 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.

4. 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 IS or IS NOT Recyclable?

As our recycling program has grown and evolved, the list of accepted recyclables has also changed. We make this information available in many ways but the most updated list of items will always be found online.

For a complete list of accepted and non-accepted items, additional related information on ECUA's recycling program, or to sign-up for recycling service, visit us at LiveGreenECUA.com or ecua.fl.gov/green/recycling.

Be a recycling champion!

What Can I Recycle?

- Glass, any color
- Tin/Steel Cans & Lids
- Plastics No. 1-2
- Aluminum Cans & Lids
- Cardboard
- Newspaper & Inserts



Sanitation Collection Times May Vary

Periodically, the ECUA Sanitation Department revises its collection routes to keep pace with the growth in our service area, and to help us maintain the most effective collection routes possible.

Customer collection days do not usually change (we will advise you if they do), but the time of day the truck arrives at your home to collect your garbage or yard waste may vary from time to time. Factors affecting pick-up times may include seasonal variations in volume of garbage, yard waste or recyclables, operational or staffing issues, and even weather may play a part in impacting pick-up schedules.

Collections for some routes may take until 7 p.m. before being completed, so please do not call to report a missed pick-up until the morning after your scheduled pick-up day.

To be sure your collection is not missed, please place your garbage and recycling containers, yard waste, and any bulk items at the curb by 7:00 a.m. on your normal collection day. Thank you for your assistance and cooperation.



Bulky Waste Service

Your residential collection service includes bulky waste pick-up -- furniture and other household items that are too large to fit in the automated can for disposal. Just give us a call or email us and we'll take care of the rest. Simply place your item(s) at the curb before 7:00 a.m. on your regular collection day. Our Bulk Waste crew will be by to pick it up. What could be simpler?

The items we accept for our Bulk Waste Program include furniture, such as: couch, mattress, desk, chairs, dresser; rugs; carpets and carpet pads; vacuum cleaners; bicycles; grills; toilets, etc.