



Customer Pipeline

Emerald Coast Utilities Authority

Simplify Your Life with the Pre-Authorized Checking Program

The Pre-Authorized Checking (PAC) Program is a method that 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 (a copy is available for download on the ECUA website at 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, or you can opt to receive your bill through our e-notification process. Your account will not be drafted until the PAC date shown on your bill. It doesn't get any easier than this!



Did You Know?



Every year, the ECUA's Wastewater Maintenance (WM) Division and Wastewater Infrastructure (WI) Department collaborate to reduce the occurrence of sanitary sewer overflows (SSOs) within the ECUA service area. In 2018, WM staff used vacuum trucks to clean 1,135,000 feet of sewer pipe within the gravity collection system, removing grease and other obstructions. WM also used closed-circuit television technology to inspect 345,000 feet of sewer mains, gaining

valuable information about the system, and identifying 60 substantial pipe deficiencies that the WI Department staff have repaired.

WM crews also inspected 3,500 manholes and addressed minor repairs, while reporting major projects to the Engineering Department for action. Working with contractors, WM addressed root intrusion issues in the collection system and implemented a biological treatment process to handle extreme grease build-up in areas affected by grease from commercial food service establishments.

Water Conservation Tips:

- Water the lawn and garden only when necessary. If your sprinkler system is on a timer, make sure that it is not set to come on when rain is predicted, or after a heavy rainfall. If it's not on a timer, set the kitchen timer so that you don't forget that the sprinkler system is on! Make sure your irrigation system has a working rain sensor.
- Periodically check to make sure that outside spigots are not forgotten in the "on" or open position, and that they are tightly closed.
- Add a shut-off nozzle to your garden hose and save about 5-7 gallons each minute your hose is on. Adjust your mower to a higher setting. A taller lawn provides shade to the roots and helps retain soil moisture, so your lawn requires less water. Apply only the amount of water your soil can absorb.



IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

As a permitted community water system, ECUA is required to collect samples and have them analyzed on a regular basis for compliance with the Safe Drinking Water Act (SDWA). ECUA collected all samples as required for the second quarter of the Stage II Disinfection Byproducts testing, which includes testing for haloacetic acids (HAA5), and provided the samples in a timely manner (less than 24 hours) to an independent laboratory, Test America, with whom ECUA contracted to perform the testing. The independent lab, Test America, misplaced one set of the samples, and held the sample too long before analyzing. Although the test result was similar to historic test result values and approximately 1/100th of the Maximum Contaminant Level (MCL), the result was not acceptable to the Florida Department of Environmental Protection (FDEP) because of the error (exceeded hold time) by Test America.



Despite repeated requests and discussions with ECUA staff, the Test America laboratory did not make ECUA aware of its error until 7/2/2019, two days after the end of the April – June 2019 compliance period. Although this incident was not an emergency and there was **no threat to public health**, as our customers, you have a right to know what happened and what we are doing to correct this situation.

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets Safe Drinking Water Act standards. During the April – June 2019 compliance period, we did not monitor or test for haloacetic acids (HAA5), and therefore cannot be sure of the quality of our drinking water during that time. However, ECUA took follow-up samples on July 15th, and received results from a different laboratory on July 18th. These results show the HAA5 levels to be in line with historic averages and are far, far below the MCL. There are no concerns with the water quality test results and there is nothing you need to do.

What should I do?

There is nothing you need to do. You do not need to boil your water or take other corrective actions. **You may continue to drink the water.** If a situation arises where the water is no longer safe to drink, you will be notified within 24 hours. We will announce any emergencies on local media. We will also post this information on our web site at www.ecua.fl.gov.

What happened? What is being done?

Test America provided ECUA with documentation outlining the errors made that resulted in the samples being held too long before being analyzed and have assured ECUA that they are preparing a Corrective Action Plan. However, ECUA has decided to discontinue use of Test America for testing services.

To reassure and document that the level of HAA5 remains very low, ECUA took follow-up samples on July 15th, and received results from a different independent laboratory on July 18th. These results show the HAA5 levels to be in line with historic averages and are far, far below the MCL. **There are no concerns with the water quality test results and there is nothing you need to do.**

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

For more information, please contact Robert Rogers at (850) 969-6626 or by mail at PO Box 17089, Pensacola FL 32522-7089.