



Customer Pipeline

Emerald Coast Utilities Authority



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 2020, WM staff used vacuum trucks to clean over 1,043,000 feet of sewer pipe, removing grease and other obstructions. WM also used closed-circuit television technology to inspect 253,000 feet of sewer mains, gaining valuable information about the system and identifying 79 substantial pipe deficiencies that the WI Department staff have repaired.

The WM division responded to 1,078 customer calls to investigate problems in the collection system and completed nearly 400 work orders from other divisions or departments. WM staff also 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. The division also performed sewer main smoke and dye tests in areas where severe Inflow & Infiltration were noted, in order to identify, repair, and eliminate those sources of stormwater and groundwater, which can be leading causes of sewer overflows.



Staffing Shortages May Affect Collections Schedules

During this time of year, yard waste volumes are high as the regular rain makes everything grow, grow, grow! This year, with some of the changes in our lives due to COVID-19, we are also experiencing very high volumes of household garbage, recyclables, and bulk waste items. Additionally, like many other organizations across the country, we are experiencing staffing shortages with our general collection crews, maintenance staff, and with our CDL drivers, which have been affecting our operations intermittently.



So, collections may run behind schedule. If any waste collections are missed, it is likely that the truck did not finish its daily route and that truck will complete its route the next day. All collections will be caught up by Saturday, and we appreciate your understanding as we work through the greater-than-normal summertime collection volumes, and staffing issues.

What should I do if my collection was missed?

We expect trucks to complete unfinished routes the day after the scheduled collection day. If that doesn't happen, please give our crew the chance to complete their route the next day. If you believe your pick up was missed, then contact us to let us know via one of these ways:

- Email us at Customer.service@ecua.fl.gov
- Call Customer Service at 850-476-0480
- Check out our new and free Recycle Coach app. Among its many wonderful features is the 'Report-a-Problem' function that you can use to report a missed pick-up directly to our Customer Service Center. You can download it easily from the App Store or Play Store. When prompted to enter your city, please make sure to select 'Pensacola – served by ECUA.'

Customer Service: 850-476-0480 • www.ecua.fl.gov • customer.service@ecua.fl.gov
 Commercial Sanitation Customer Service: 850-476-0480 • After-hours Emergency Calls: 850-476-5110



Who's the Latest Recycle Star?

The Recycle Star Program recognizes our residential recycling customers who consistently practice positive, safe and clean recycling. The program includes recognition through a monthly award presented to an ECUA residential recycling customer determined by an impartial ECUA selection committee. Criteria for judging includes random inspection of individual recycle containers by ECUA recycling staff, and confirmation of compliance with recycling guidelines.

We recognize the monthly winner with a certificate and a \$50 gift card from ECUA or one of our Recycle Star Program vendor partners, which currently include Hancock Whitney Bank, ScreenVision Media, and My Pensacola Credit Union.



Our May Recycle Star award went to Mr. Ken Vanase, who along with his wife, is an avid recycler. Ken is originally from Connecticut and tells us that he "recycling all the materials in his home that he possibly can!"

We're excited that Mr. & Mrs. Vanase have brought their passion for recycling to our community. Congratulations to the Vanase family and thanks for being Recycle Star champions!

Be on the Alert!



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 homepage of our website to register!

What is Yard Waste?

Yard waste, as defined by the ECUA Sanitation program, includes: leaves, weeds, pine straw, grass clippings and small prunings. In effect, yard waste is vegetative debris that was grown in your yard.

Yard waste **does not** include fencing or other construction materials, **which we can not collect.** Thank you for keeping this information in mind when disposing of yard waste.

