



Customer Pipeline

Emerald Coast Utilities Authority

Bulk Waste Pick-up: Now a Call-in Service



On July 1st, 2023, bulk waste service changed from no-call-needed to a call-for-pickup system. We believe this change will help us serve you more efficiently and also prevent the accidental collection of items left near the curb that were not meant to be collected. Yes, it happens!

To request a bulk waste pickup, simply call or email Customer Service before 2pm on the day prior to your regular collection day. Bulk Waste pickups are part of your residential sanitation service and will always take place on your normal trash collection day, making it easy to remember and plan ahead! Yard waste collections are separate from bulk waste collections and are also collected on your regular collection day.

You can also request a bulk waste pick-up using the Recycle Coach app, which can be downloaded from the App Store or Google Play.

✂️ Let's 'Can' Recycling Contamination!

ECUA uses a single-stream recycling system, which means our customers put all recyclables in their gray recycling can, no sorting is required! While sorting is not needed in the home, it is very important that only **acceptable items** be placed in the gray recycling can, in order to avoid contaminating the whole load delivered to the recycling facility. Please help us reduce recycling contamination **by only placing the following items in your recycling container**:

Glass,
any
color



Cardboard



Aluminum,
Tin, and Steel
Cans & Lids



Copy Paper,
Newspaper, &
Inserts



Plastic
bottles:
Milk
Jugs;
2-Liters



Plastics No. 1 & 2:
Look for these symbols underneath
the plastic container



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

Did You Know?

Every day, 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 2022, WM staff used vacuum trucks to clean over 989,000 feet of sewer pipe, removing grease and other obstructions. WM also used closed-circuit television technology to inspect 346,000 feet of sewer mains (10,000 more than last year!), gaining valuable information about the system and identifying 128 substantial pipe deficiencies that the WI Department staff have repaired.



The WM division responded to 1,024 customer calls to investigate problems in the collection system and completed nearly 270 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.

Does Your Automatic Irrigation System Have a Fully Operational Rain Shut-off Device?



Did you know that Florida Law requires residents with an automatic irrigation system to have a fully operational rain shut-off device?

These devices range from rain and soil moisture sensors to smartphone controllers that monitor local weather data. Properly installed and maintained devices are crucial in preventing overwatering, which can lead to plant disease, polluted runoff into freshwater systems, and high water bills. See Florida Statute 373.62, for more information.



Help Us Serve You Better

ECUA water is withdrawn from the Sand-and-Gravel Aquifer. Twenty-six active wells in the ECUA water system and over 1700-plus miles of water mains combine to deliver water to your home. Last year, ECUA pumped and treated an average of 34.36 million gallons per day (mgd). This year, the ECUA's average water production during the month of May was approximately 36.76 mgd. ECUA has more than sufficient pumping and water distribution capability to accommodate this demand, but we need your help.

In order to moderate some of the extreme peaks in usage, and to maintain balanced system pressures, **we suggest that our customers irrigate between the hours of 10:00 p.m. and 5:00 a.m., which is our optimum off-peak time.**

Following this suggestion will greatly enhance our system capabilities and extend the life of our equipment, **while also optimizing water pressure during the times when our customers need it most.** You, the customer, will be the ultimate beneficiary. Lower operating costs mean lower rates to our customers. Please help us serve you better.