



# Customer Pipeline

Emerald Coast Utilities Authority

## It's Here! Check Out Our Enhanced Online Bill-Pay Service

ECUA is thrilled to announce the launch of its new Online Bill Pay options, designed to provide customers with a more convenient, secure, and efficient way to manage their bills.

The new Online Bill Pay process allows customers to make payments\* quickly and easily from any device with internet access. This upgrade reflects ECUA's commitment to improving our customers' experience and leveraging technology to meet the evolving needs of our customers.



### Key Features of the New Online Bill Pay Service:

- **User-Friendly Interface:** The intuitive design ensures that even first-time users can navigate the platform with ease
- **Secure Transactions:** Advanced encryption and security measures protect personal and payment information.
- **Flexible Payment Options:** Customers can choose to pay using credit/debit cards or direct bank transfers (ACH), with options for one-time or recurring payments.
- **Make Multiple Payments:** Customers can choose to make payments to multiple accounts at the same time.
- **New Pay-by-Phone Number:** Call 850-512-1548 to make payments by phone
- **Real-Time Confirmation:** Immediate payment confirmations provide peace of mind and a record of each transaction.
- **24/7 Accessibility:** Pay bills anytime, anywhere, without the constraints of traditional office hours.
- **Bill History:** Customers will be able to view images of previous bills.
- **Text to Pay:** Receive a text when a new bill is generated and pay the bill directly from the text.
- **Email and Text Notifications:** Customers can set up to receive email or text notifications when there is a new bill or when a bill is due.

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## We're Verifying Pipe Materials...

Our Asset Management Program helps us maintain our system and serve you better. To this end, and to meet recent changes in the Lead & Copper Rule section of the Safe Drinking Water Act, we are working to verify pipe material types on both sides of our customers' water meters.

Beginning in September, we will be doing some shallow hand digging around randomly selected water meters. If your meter is selected, we'll provide notice with a door hanger a few days before we start work, and rest assured that we will be sure to keep things tidy all around our work area. Stay tuned for more info on this effort in our next issue and please call our Customer Service at 850-476-0480 if you have any questions.

**Customer Service: 850-476-0480 • [www.ecua.fl.gov](http://www.ecua.fl.gov) • [customer.service@ecua.fl.gov](mailto:customer.service@ecua.fl.gov)**  
**Commercial Sanitation Customer Service: 850-476-0480 • After-hours Emergency Calls: 850-476-5110**

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*Online Bill Pay, continued from page 1.*

"We're excited to offer this new Online Bill Pay service as part of our ongoing efforts to enhance customer convenience and streamline payment processes," said Bruce Woody, executive director] at ECUA. "Our goal is to provide our customers with the best possible experience, and this new option is a significant step toward achieving that."

To enroll in the new Online Bill Pay service, customers can visit the ECUA website at [ecua.fl.gov](http://ecua.fl.gov). For additional assistance or questions, customer support is available through [customer.support@ecua.fl.gov](mailto:customer.support@ecua.fl.gov) or by calling 850-476-0480.

\*Any applicable reconnect fees are applied to the next month's bill.



### 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 link below on the home page of our website to register:

<https://member.everbridge.net/index/453003085611910#/signup>

## 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.