



**COMMERCIAL  
MAINLAND**

**ECUA  
9255 STURDEVANT ST  
850-476-5110**

**CUSTOMER SERVICE  
850-476-0480  
Monday-Friday  
8:30am-5:00pm**

**AFTER HOURS OR  
WEEKENDS  
850-476-5110**

**History of the Emerald Coast Utilities  
Authority**

The ECUA was originally created under the name Escambia County Utilities Authority in 1981 by an Act of the Florida Legislature to own, manage, finance, promote, improve and expand the water and wastewater systems of Escambia County and the City of Pensacola. The ECUA began offering sanitation services in Escambia County in 1992.

ECUA is a local government body, existing under the laws of the State of Florida. The powers of the ECUA are exercised by a five-member Board. Each member of the Board is elected within one of the five

County districts and serves a staggered term. The ECUA's name officially changed to the Emerald Coast Utilities Authority on June 29, 2004.

**ECUA Mission Statement**

The people and resources of the Emerald Coast Utilities Authority are committed to providing the citizens of Escambia County with service to the highest quality. We are dedicated to meeting the needs of our customers in a courteous and responsive manner. We will continue to pursue operational efficiencies in an effort to maintain reasonable prices for our services.

**Security Deposits and Deposit  
Information**

The security deposit protects the ECUA against potential losses arising from customer failure to pay for services. Deposits will be retained and applied against final bills. All deposits will earn interest at the rate determined by the ECUA.

Service Size	Water & Sewer	Water Only	Sewer Only
5/8"	\$ 118.25	\$ 32.25	\$ 86.00
3/4"	215.25	48.75	166.50
1"	268.50	53.75	214.75
1 1/2"	724.50	161.00	563.50
2"	1449.00	322.00	1127.00
3"	5366.00	858.50	4507.50
4" & above	7888.00	1288.00	6600.00

Commercial customers will be required to increase their security deposit to 2 1/2 times their average bill if during any

consecutive 12 month period they fail to pay three or more utility bills within 45 days after the bill is mailed. All non-residential customers may post a surety bond or Irrevocable Letter of Credit in lieu of a cash deposits for a 2 inch or larger meter.

**Fire Hydrant Meter Deposit**

These are the current monthly rates, which are subject to change from time to time based on ECUA Board action. Fire hydrants are available to provide temporary water service. A deposit is required before the meter will be installed. A termination request must be received prior to refunding the deposit. Charges for water usage are based on the minimum charge for a 3" meter; **\$160.08 plus \$2.54** per thousand gallons used.

Installation	\$ 38.75
Backflow fee	10.00
Deposit	<u>1,080.50</u>
Total	\$1,129.25

**Disposal of Domestic Septage,  
Portable Toilet and Grease Trap Waste**

The charge for the disposal of domestic septage, portable toilet, and grease trap waste is \$81.00 per one thousand (1,000) gallons during normal operating hours, i.e., non-holiday weekdays from 7:00a.m. to 5:00p.m., and \$121.50 per one thousand (1,000) gallons at all times outside the normal operating hours defined above.

**Fees**

All fees are subject to change based on ECUA Board action.

**Service Fee**

When customers request a meter be turned on or off, there will be a \$10.75 service charge. This fee does not apply to a customer terminating services and receiving a final bill.

**Same Day Service Fee**

When customers request same day service, a fee of \$26.75 will be charged when requested after 11:00 a.m. This fee is in addition to the \$10.75 service fee.

**Delinquent Processing Fee**

When service has been disconnected due to non-payment, the processing fee is \$32.25 prior to 11:00 p.m. After 11:00 p.m., or anytime during Holidays or on weekends, the fee is \$70.00.

**Returned Check Fee**

Payments that are returned for any reason are subject to a \$16.25 service fee.

**Meter Test Fees**

A meter test can be performed at the request of the customer and the fees are based on meter size:

Less than 1 1/2"	\$ 43.00
1 1/2" to 2"	80.75
Larger than 2"	214.75

No fee will be charged if the result of the test is more than 5% in error.

**Sewer Improvement Fee  
Other than single family residential**

Average Gallons Used Per Month	Monthly Charge
Up to 3,000	\$ 7.00
3,001-15,000	10.00
15,001-30,000	25.00
30,001-50,000	50.00
50,001-100,000	100.00
100,001-200,000	200.00
200,001-500,000	300.00
500,001 and up	500.00

Average gallons used per month will be fixed for an annual period based upon average water consumption from May 1 to April 30. Other than single family residential customers who do not have adequate account history from which to compute an annual average water consumption shall have their monthly charge based upon anticipated monthly usage.

**Capital Improvement Fee**

Meter Size	Water Only	Wastewater Only
5/8"	\$ 2.50	\$ 2.50
3/4"	3.75	3.75
1"	7.50	7.50
1 1/2"	10.00	10.00
2"	62.50	62.50
3"	100.00	100.00
4"	300.00	300.00
6"	500.00	500.00
8"	500.00	500.00
10"	500.00	500.00
12"	500.00	500.00

**Commercial Water Rates**

Water rates consist of a minimum monthly charge and a usage charge. The minimum monthly fee is charged to all customers having active service. The minimum monthly charge is based on the meter size(s) listed below, in addition to a usage fee of \$2.54 per thousand gallons of water used. Inside city locations are charged 6% franchise fee and 10% city tax.

**Minimum Monthly Water Charge**

Meter Size	Minimum Charge
5/8"	15.51
1"	15.51
1 1/2"	56.44
2"	84.75
3"	160.08
4"	244.89
6"	480.32
8"	762.94
10"	1,092.57

**Commercial Sewer Rates**

The charge for sewer service to customers is a minimum monthly fee of \$14.13 which includes 2,000 gallons of usage. Monthly consumption in excess of 2,000 gallons is charged at the rate of \$7.71 per thousand gallons. Inside city locations are charge 6% franchise fee.

**Fire Line Charge  
Other than single family residential  
Mainland/Pensacola Beach**

<u>Fire Line Size</u>	<u>Monthly Charge</u>
2" or less	\$ 5.50
3"	8.25
4"	10.75
6"	21.50
8"	28.50
10"	45.50
12"	60.25

**Commercial Impact and Connection  
Fees for New Construction**

Each applicant for new water and sewer service will be required to pay impact and connection fees. Fees are site specific and are not refundable.

**Water**

Meter Size	Impact Fee
5/8"	\$ 998.00
1"	\$2,626.00

**Sewer**

Meter Size	Impact Fee
5/8"	\$1,835.00
1"	\$4,832.00

For meter sizes greater than 1" in size, a large meter contract is required and impact fees are based on a gallon per day usage rate. Currently, the minimum water impact fee for non-residential meters 1 1/2" or larger is \$3,630.00. Water impact fees per 100 gallons of average daily flow is

\$363.00. The minimum sewer impact fee for non-residential meters 1 1/2" or larger is \$6,670.00. Sewer impact fees per 100 gallons of average daily flow is \$667.00. **These are the current impact fees and are subject to change from time to time based on ECUA Board action.**

**Connection Fees**

In addition to the water and sewer impact fees listed above, there is a separate connection fee for water and sewer. The owner or developer is responsible for installing water and sewer services at the owner's expense. Please contact our Customer Service Call Center at 476-0480 for a price quote on both of these services. All fees must be paid prior to the initiation of services.

**Cross Connection Control**

ECUA requires all new commercial water customers to install and maintain a backflow prevention assembly on the water service. This is also a requirement of the Escambia County Building Code. Prior to receiving a Certificate of Occupancy, a backflow prevention assembly must be installed on the customer's water supply line between the water meter and the building to be served. The backflow assembly must also be installed on all fire protection systems connected to the ECUA water supply. The installation of backflow prevention assemblies must be inspected by the ECUA. All backflow prevention assemblies must be tested annually. Testing must be conducted by a certified

backflow prevention assembly tester and the results of the testing must be reported to ECUA.

**Food Service Establishments**

ECUA requires all new commercial Food Service Establishments which discharges into the wastewater system, shall be charged \$25.00 per month. Food Service Establishments are required to install and maintain grease interceptors/traps of the design and capacity specified by the Florida Plumbing Code. Each new Food Service Establishment must register with the ECUA as producers of Fats, Oils and Grease. Each establishment must be pumped in accordance with the ECUA ordinance.

**Need to make a payment?**

Payments can be made by phone by calling 1-855-329-0911 or online at [www.ecua.fl.gov](http://www.ecua.fl.gov) a convenience fee of \$1.45 applies.

**You may also mail your payment to:  
ECUA  
P O Box 17089  
Pensacola FL 32522-7089**

You may make your bill payment at any Hancock Bank location, **provided it is your current bill and you have your payment stub. Check payments only are accepted.**