



# Customer Pipeline

Emerald Coast Utilities Authority

## ECUA Board Elects Officers for 2022-2023

The ECUA held its Organizational Board Meeting for 2022-2023 on Tuesday, November 15. Ms. Lois Benson and Mr. Dale Perkins, re-elected to their district seats, were sworn in as representatives to Districts Two and Four, respectively.

Officers were unanimously elected among the members to fill the positions of Board Chairman and Vice-Chairman. As such, Ms. Lois Benson, District Two, was re-elected to serve as Board Chairman and Mr. Kevin Stephens, was re-elected to the Vice-Chairmanship. Also by unanimous vote, Ms. Vicki Campbell, District One, was re-elected to the Chairmanship of the Citizens' Advisory Committee (CAC) and Mr. Larry Williams, Sr., was re-elected to serve as the CAC Vice-Chairman.

The Board then re-appointed the following citizens to serve on the CAC:

- Mr. Carl Punyko - District One
- Mr. Louis Brown, III - District Three
- Mr. David Gaines - District Five
- Ms. Louise Ritz - At Large
- Mr. Dean Kirschner - District Two
- Mr. Larry Walker, Ph.D. - District Four
- Ms. Imelda Cromartie - At Large

Finally, the Board unanimously approved the proposed schedule for its regular monthly meetings for the 2023 calendar year, which will be typically held at 3:00 p.m. on the fourth Tuesday of the month. CAC meetings are typically held on the Tuesday of the week prior to the Board meeting, also at 3:00 p.m. The proposed schedule for the 2023 ECUA Board meetings is as follows:

January 24	February 28	March 28	April 25
May 23	June 27	July 25	August 22
September 26	October 24	November 14	December 12



## Dates to Remember in 2023

ECUA offices will be closed for the following holidays on these dates:

New Year's Day, 2023	Monday, January 2, 2023
Martin Luther King, Jr. Day	Monday, January 16
Presidents' Day	Monday, February 20
Memorial Day	Monday, May 29
Independence Day	Tuesday, July 4
Labor Day	Monday, September 4
Thanksgiving	Thursday, November 23 and Friday, November 24
Christmas Eve	Friday, December 22
Christmas Day	Monday, December 25
New Year's Day, 2024	Monday, January 1, 2024

Please refer to the *Customer Pipeline* throughout the year or visit us online at [www.ecua.fl.gov](http://www.ecua.fl.gov) to see how the holidays may impact various ECUA services or business hours.



## Mark Your Calendars!

ECUA offices will be closed **on Monday, January 16**, in observance of the Martin Luther King, Jr. holiday.

There are **no changes** to any of the Sanitation collections scheduled on the Martin Luther King, Jr. holiday.

**Wishing All our  
Customers a Safe &  
Happy Holiday!**



Our October Recycle Star winner is Ms. Lenna Murphy who relocated to our area from Charlotte, NC, and loves our voluntary recycling program. Ms. Murphy appreciates that our recycling service is included in our residential sanitation service, once you sign up, at no additional cost!

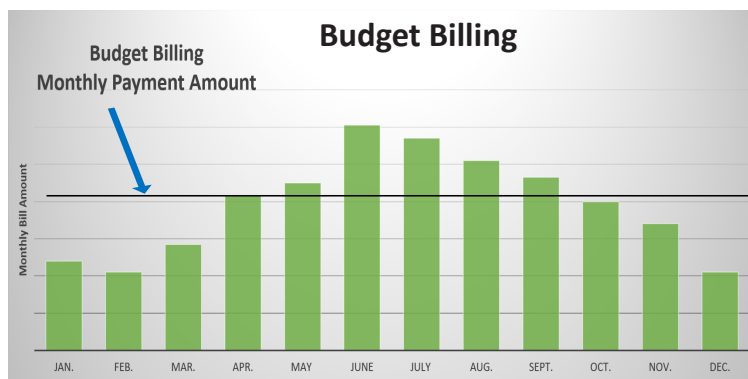
Congratulations to Ms. Murphy and thank you for being a dedicated Recycle Star Champion!

## Emerald Coast Utilities Authority

## Make Life Simpler This New Year!

The time of year and weather conditions typically have a big impact on the quantity of water you use, affecting the amount you pay each month for water and sewer services. For most customers, the highest bills are in the summer when water usage is at its peak due to irrigation combined with typically lower levels of precipitation. Perhaps you have a swimming pool to fill, and wash the car more often-- these fluctuating conditions lead to highs and lows in your monthly billing cycles.

You can say goodbye to those monthly peaks and valleys, and simplify your monthly budgeting-- and with a new year, it's a great time to start! The Budget Billing program allows residential customers to pay their ECUA bill at a similar amount each month, based on a monthly average of the previous year's water usage.



To be eligible to participate in this program, ECUA customers must have current accounts and a billing history of at least 12 months at the same location. Each customer's Budget Billing Plan payment amount is calculated based on the total bill charges over the 12 months prior to the sign-up date, and divided by 11, leaving the twelfth month as the "settle-up" month. The Budget Billing payment is then made monthly until the settle-up month, at which point any credits or balances due are "settled-up." Then, the process begins again, perhaps with a newly-determined monthly Budget Billing amount, based on the latest 12-month period.

Our aim is to make the Budget Billing amount as accurate as possible, and even out the highs and lows of your monthly utility bill through the year.



For more information, please visit our website at [www.ecua.fl.gov](http://www.ecua.fl.gov), or call the ECUA Customer Service Department at 850-476-0480.

## Did You Know?

### These Items Are Recycling No-Nos:

Our Materials Recycling Facility (MRF) serves as a regional center, providing a recycling processing solution for the entire panhandle area, with the capacity to process more than 165 tons of recyclables per day, and 40,000 tons annually!

We need your help to keep our processing equipment in tip-top shape and maximize the facility's processing capabilities. Please make sure that you do not place any of the following 'No-No' items in your recycling bin, which can damage equipment, or worse, pose a health and safety risk to staff or be a fire hazard.

- Propane Tanks
- Batteries
- Plastic Shopping Bags
- Plastic Film/Shrinkwrap
- Yard Waste
- Garden Hoses
- Food Waste
- Christmas Lights
- Artificial Christmas Trees
- Medical Waste & 'Sharps'

For a complete list of accepted and not-accepted items, more information on ECUA's recycling program, or to sign up for recycling service, go to:

[www.LiveGreenECUA.com](http://www.LiveGreenECUA.com) or [www.ecua.fl.gov/green/recycling](http://www.ecua.fl.gov/green/recycling).  
Be a recycling champion!

