



# Customer Pipeline

## Spring Cleaning Inside & Out: Easier than Ever!

### Inside: Bulk Waste Service

Did you know that all ECUA Sanitation customers are eligible for **weekly Bulk Waste** pick-up? This service includes pick-up of furniture and other **household items that are too large** to fit in the can for disposal.

To request a bulk waste pickup, simply call or email Customer Service before 2:00 p.m. on the day prior to your regular collection day. Then, simply place your item(s) at the curb before 5:30 a.m. on your regular collection day (but no more than 48 hours before, please). Items such as floor mats, toaster ovens, and other small items that do fit in your garbage can **should be placed in the garbage can**.



**Please remember that building debris, fencing, bags of clothes and garbage, and other small items will not be collected as bulk waste.** 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.

### Bulk Recycling Service

What about bulky items that are recyclable? The ECUA **Bulk Recycling** Program is open to all ECUA Residential Sanitation customers who are signed up for our free curbside recycling service. **To request a pickup, please email Customer Service or call 850-476-0480.** Items will be picked up on the next collection day after calling.

- Car or truck batteries and tires (no equipment tires)
- 20 lb. propane tanks
- Large amounts of cardboard (please empty and flatten all boxes)
- Large Appliances/White Goods:
  - Refrigerators
  - Dishwashers
  - Stoves
  - Washers & Dryers

**DO NOT PUT BULK RECYCLE ITEMS IN YOUR RECYCLE CANS.**



## Compost: It's in the Bag!

ECUA's **Emerald Coast bloom** compost product is available **by appointment only** in 40-lb. bags or for bulk pick-up at the Compost Retail Facility located within our Ellyson Industrial Park campus. Please note that we no longer deliver bulk quantities.

ECUA's bloom product achieved the US Composting Council's (USCC) Seal of Testing Assurance (STA), which certifies that the finished compost product consistently meets the program's high-quality standards. In fact, the product is regularly tested to achieve Class AA quality of federal and state standards.

**Please call us at (850) 969-6606, Monday through Friday, for pricing information and to schedule a pick-up for bagged or bulk quantities.**



## Mark Your Calendars!

Our Customer Service offices and the walk-in payment area **ONLY** will be closed on **Good Friday, April 18**. All other ECUA offices and the drive-thru window will be open on this day.

There are **no changes** to any of the Sanitation collection schedules for the Good Friday holiday.

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



## Emerald Coast Utilities Authority

## Outside: Yard Waste Service



Getting the yard spruced up is easy as well! ECUA provides yard waste collection service once weekly to all residential customers. We gladly collect up to 20 yard waste bags (preferably compostable paper) or cans each week and two piles of cut limbs. With the start-up of our composting program, we need to eliminate or greatly reduce the use of plastic yard waste bags. Please consider using compostable paper yard waste bags, which are available at home improvement centers or online.

Yard waste, as defined by the ECUA Sanitation program, includes: leaves, weeds, pine straw, grass clippings and small prunings. Please follow these simple guidelines:

1. Do not use your garbage or recycling can for yard waste. Yard waste is collected and processed separately from household garbage.
2. Place your bagged or canned yard waste within two feet of the curb and off of the roadway.
3. Small yard waste, leaves, pine straw and grass clippings must be contained in standard garbage containers or yard waste bags (preferably compostable paper) that do not exceed 32 gallons in size or weigh more than 40 pounds when full.
4. Cut limbs should not exceed six feet in length or 40 pounds in weight. Please arrange loose limbs into manageable piles that do not exceed 6' W x 6' D x 6' H.
5. Our crews get an early start every day, so it is best to have your yard waste at the curb prior to 5:30 a.m. on your scheduled yard waste collection day.

During this time of year, yard waste levels are high as residents take advantage of longer days and seasonable weather to spruce up their yards, especially on weekends. Collections may run behind schedule. If your yard waste collection was missed, it is likely that the truck did not finish its daily route. Be assured that the truck will complete its route the next day. All collections will be caught up by Saturday, and we appreciate your understanding.



## Call Before You DIG

Underground lines, both on and off your property, can be easily damaged by digging equipment.

To ensure personal and community safety, all area utilities, including ECUA, work with a free "line locator" service to help you spot utility lines before you dig. In our area, the number to call for this service is:

**1-800-432-4770**

It is important to call at least 48 hours in advance of any digging activities so that all of the utility companies affected by your project may be contacted for verification.

