



# Customer Pipeline

**Emerald Coast Utilities Authority**

## Make it a Green Holiday!



The days are finally getting cooler and shorter, with a chill in the air. Yes, it's that time of the year again as we approach the holiday season. By popular demand, we're reviewing our most favorite and fun ways to incorporate some green living into our holiday planning and activities, no matter which holiday you may celebrate. Visit us at [www.livegreenecua.com](http://www.livegreenecua.com) for details on all our eco-friendly programs.

- **Conserve Water:** As we begin the Sewer Averaging Period, now is a great time to be mindful of water consumption and do our best to conserve this precious resource.
- **Protect Our Groundwater:** Remember that our drinking water comes from the Sand-and-Gravel Aquifer, and anything that is poured on the ground has the potential to contaminate our drinking water supply. Dispose of chemicals and household contaminants safely in the landfill or at an approved collection site.
- **Put Your Home's Plumbing on a Fat-Free Diet:** Fats, Oils and Grease (FOG) can clog up household plumbing and the sanitary sewer collection system. Dispose of FOG in an eco-friendly way and help prevent sanitary sewer overflows.
- **Recycle Your Christmas Tree and Feed the Compost Pile:** When it's time to take down the decorations, place your real tree (free of decorations, tinsel and tree stand, please!) or wreaths out by the curb on your usual collection day for pick-up as part of your regular yard waste collection. ECUA will compost the trees with the other yard waste at our Biosolids Composting Facility. It's a win-win!
- **Reuse Plastic Bags and Cardboard Boxes:** Reuse plastic bags as trash can liners or use them when you're mailing holiday packages as a lightweight packing buffer. Many large retailers have recycling stations for plastic bags, so keep an eye out for those locations. Also, if you can't reuse them, ECUA will pick up cardboard boxes as part of our regular service, through our residential bulk recycling program. Break down large cardboard boxes and call our Customer Service Department (or use the RecycleCoach app) to request a bulk recycling pick-up and watch them disappear on your usual collection day!
- **Give the Gift of Peace (of Mind):** The Escambia Utility Assistance Program (Project EUAP) was created in 1988 to assist elderly, disabled or other utility customers on low or fixed incomes who suddenly face a high utility bill they cannot pay. Project EUAP helps meet this need. ECUA customers can opt to make regular contributions to the program by having \$1.00 or more per month included in their monthly utility bill, or donate a one-time contribution. This gift means so much and there are no boxes to throw away!



## Mark Your Calendars!

ECUA offices will be closed **December 22 and 25** in observance of the Christmas holiday, and on **January 1, 2024**, in observance of the New Year's holiday.

The Customer Service office and walk-in payment area **ONLY** will also be closed on **December 29**. **All other ECUA offices and the drive-thru window will be open on this day.**

## Sanitation Pick-up Schedules for the Holiday Weeks

**Residential Customers**  
(All Collection Services) &  
**Commercial Customers'**  
**Dumpster Services**

### Christmas

Monday, Dec. 25: Collection will be made on Sat., Dec. 23.

### New Year's Day

Monday, Jan. 1, 2024: Collection will be made on Sat. Dec. 30.

**We Wish You Safe & Happy Holidays!**

## ECUA Honored with Three Peak Performance Awards!

We are so excited that the ECUA has again earned Peak Performance Awards for the 2022 monitoring calendar year, one for each of its three water reclamation facilities and marks the 3rd time in the last 4 years that all three facilities will receive awards. The Peak Performance Awards program, sponsored by the National Association of Clean Water Agencies (NACWA), recognizes public wastewater treatment facilities for their outstanding records in compliance with the National Pollutant Discharge Elimination System (NPDES) permitting limits during a full calendar year.

In 2022, the ECUA's Water Reclamation Facilities were required to meet 12,852 compliance metrics for effluent discharges, an average of over 35 compliance metrics per day. These are considered to be some of the most difficult to meet in the State of Florida and our three facilities successfully met 12,846 of these metrics, missing on only six!

The ECUA's Pensacola Beach Water Reclamation Facility (PBWRF) earned a Silver Award for meeting its 4,253 missing only two metrics, for a 99.95% compliance with their operating permit and marking its seventh consecutive year for an award! Our Bayou Marcus Water Reclamation Facility (BMWRF) earned a Silver Award after successfully meeting its 3,584 metrics, missing only one compliance point and a 99.97% compliance rate. This marks the 10th consecutive year that the facility has received an award, earning a total of 19 awards in the last 22 years. Finally, ECUA's Central Water Reclamation Facility (CWRF) earned a Silver Award after missing only three of 5,015 metrics, demonstrating a 99.94% compliance, and it has received awards in 7 of its 11 eligible years of operation.

Congratulations to all our Water Reclamation Operations staff on a job well done!



From Left to Right: Kijafa Lee, Plant Manager, CWRF; Clarence "Sonny" Bonds, Plant Manager, BMWRF; Steve Routt, Plant Manager, PBWRF.



## Who's the Latest Recycle Star?

The Recycle Star Program recognizes our residential recycling customers who consistently practice positive, safe and clean recycling. The program includes recognition through a monthly award presented to an ECUA residential recycling customer determined by an impartial ECUA selection committee. Criteria for judging includes random inspection of individual recycle containers by ECUA recycling staff, and confirmation of compliance with recycling guidelines. We recognize the monthly winner with a certificate and a \$50 gift card from ECUA or one of our Recycle Star Program vendor partners, which include My Pensacola Credit Union, Hancock Whitney Bank, and ScreenVision Media.

Mr. Micah Horn was selected as the Recycle Star Program's September 2023 winner. When we asked Micah about his interest in recycling, he told us that he's been an avid recycler and environmental steward for many years and always insists on properly recycling. As a local business owner and outdoorsman, Micah is passionate about keeping the community clean and sustainable. We couldn't agree more! We're grateful for recyclers like Micah and his wife, Elise, whose diligence and passion for recycling help our program succeed. Congratulations to the Horn family and thank you for being Recycle Star Champions!



Micah Horn