



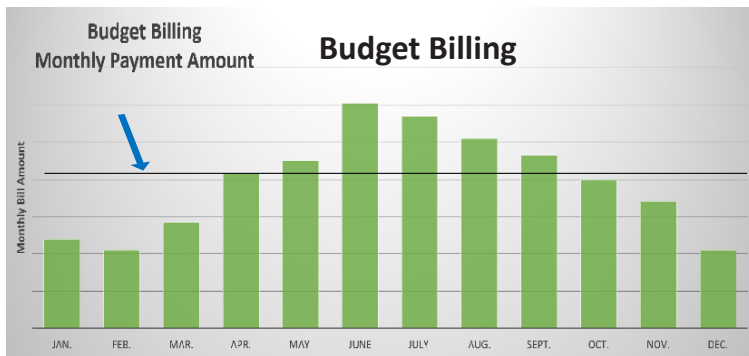
# Customer Pipeline

**Emerald Coast Utilities Authority**

## Simplify Your Life this New Year with Budget Billing!

The time of year and weather conditions can greatly impact 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, 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 when 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.

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### Mark Your Calendars!

ECUA offices will be closed on **Mon., Feb. 17**, in observance of the Presidents' Day holiday.

### Sanitation Schedule for the Presidents' Day Holiday

There are **no changes** to the collection schedules for any Residential and Commercial customers. All garbage, yard waste, recycling and commercial dumpster collections will be made on their regularly scheduled days.

**Have a Safe and Happy Holiday!**

**We Wish You a Happy Valentine's Day, Too!**



LET'S GET

# Social

FOLLOW US!



Scan the QR code with your phone's camera to watch the latest episode of our new series, **"How's My Recycling?"** or visit our social media pages.



## Bulk Waste Pick-up: Now a Call-in Service



Last year, bulk waste service became a call-for-pickup service!

This change was made to help us serve you more efficiently and also prevent the accidental collection of items left near the curb that were not meant to be collected.

To request a bulk waste pickup, simply call or email Customer Service before 2 p.m. on the day prior to your regular collection day. Scheduled Bulk waste pickups will always be on your normal trash collection day, making it easy to remember and plan ahead! 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.

## Budget Billing, *Cont'd.*

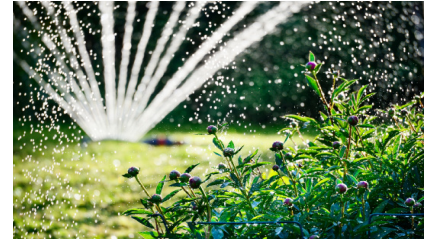
Our aim is to make the Budget Billing amount as accurate as possible, and even out the highs and lows of your monthly utility bill through the year. For more information, please visit our website at [www.ecua.fl.gov](http://www.ecua.fl.gov), or call the ECUA Customer Service Department at 850-476-0480.

## 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 which-ever device(s) you specify such as: home or work phones, mobile devices, email, text messages and more! Look for the link below on the homepage of our website to register:

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



## Reduce Water Usage: Save, Save, Save

Here are some other ideas to keep in mind for reducing water usage during the sewer averaging period and throughout the year:

- Water the lawn and garden only when necessary. In order to moderate some of the extreme peaks in usage, and to maintain a balanced system pressure and reduce the amount of wear on our pumping equipment, ECUA recommends that our customers irrigate between the hours of 10:00 p.m. and 3:00 a.m., which is our optimum off-peak time.
- Make sure that outside spigots are not forgotten in the "on" position.
- Cut down on the frequency of at-home car washing, or use a commercial car wash.
- Make sure you have a full load before running the washer or dishwasher.
- Don't let the water run while you brush your teeth or shave.

Hopefully, following some of these simple steps will help you save money and conserve water too! For other conservation tips, check out the "Live Green" tab on the ECUA website.