

2024 ANNUAL REPORT

Emerald Coast Utilities Authority



EMPLOYEES/LEADERSHIP IN THE COMMUNITY

ECUA is committed to making a positive difference and improving the quality of life in our community. Our employees selflessly contribute their time, resources, and talents to several charitable efforts annually. Events and Organizations the ECUA employees support include:

- American Cancer Society's Making Strides Against Breast Cancer Walk
- American Foundation of Suicide Prevention
- American Red Cross
- Ascension/Sacred Heart Children's Foundation
- Autism Pensacola
- Big Brothers Big Sisters – Pensacola
- Boys and Girls Club of Pensacola
- Disability Summit Council
- Equity Project Alliance – Pensacola
- Greater Pensacola Society for Human Resource
- Gulf Coast Diplomacy Council
- Gulf Health and Hope Clinic
- Juneteenth Unity Day
- Management local Chapter and UWF Student Chapter
- Martin Luther King, Jr. Annual Parade
- NAMI – Pensacola
- OneBlood
- Pensacola Early Learning Employer Roundtable
- Pensacola Young Professionals
- Securing Florida's Future – Florida Chamber of Commerce
- Take Stock in Children
- United Way of West Florida
- Youth LEAP (Leadership Pensacola)
- Walk to End Alzheimer's



ECUA's Quench Buggy Generates Smiles Throughout the Community

ECUA Employee Golf Tournament Ascension/Sacred Heart Children's Foundation

Since 1999, our annual employee golf tournament has helped raise over \$219,000 for the Ascension/Sacred Heart Children's Foundation—and we're not slowing down! This year alone, ECUA employees raised \$10,000 to support the amazing work they do. Huge thanks to all our generous sponsors and the employees who make this event such a success year after year. We're already looking forward to next year's round!



TABLE OF CONTENTS

Message from the Executive Director	4
ECUA Board	5
Finance	6-7
Engineering.....	8-10
Sewer Inflow & Infiltration (I&I).....	11
Information Technology	12-13
Human Resources & Administrative Services	14-17
Sanitation	18-19
Customer Service	20-21
Public Information	22-23
Water Production	24-27
Maintenance & Construction	28-31
Water Reclamation	32-34
Regional Services	35-37
Executive Staff	38
Exemplary Employees.....	39



Navy Federal CU 5K

Time to lace up and hit the pavement! We had a blast supporting the Navy Federal Credit Union 5K—an energetic event that brings together runners and walkers of all ages to support the Escambia County Public Schools Foundation. The race helps fund awesome programs like Grants for Excellence and employee appreciation efforts. Our team and Quench Buggy showed up big to cheer on the crowd and make sure there was plenty of ice-cold ECUA water to keep everyone going strong!

Rock 4 Vets

Run, rock, and roll—what's not to love? The Rock4Vets 5K is one of our favorite ways to give back, combining high-energy fun with a powerful purpose. This lively run/walk fundraiser brings the community together to support our local veterans, and it never disappoints when it comes to good vibes, good tunes, and a great cause!



EXECUTIVE DIRECTOR'S MESSAGE



2024 was a year of new customer services and new regulatory requirements. Below are just a few of the important activities at the ECUA in 2024.

Electronic Billing

Prior to 2024, the ECUA offered customers access to billing via email as well as paper copies by regular mail. Payments could be made

online, in-person, by mail, or directly via ACH debit to a checking account. While these were convenient options, the ECUA went a step further in 2024 to widen the options available to our customers. In partnership with our vendor, InfoSend, we now can provide a pdf copy of your bill and our customer newsletter, The Pipeline, via email instead of just a link to that information. Also, customers have the ability to schedule reminder emails or texts of their upcoming payment due date, schedule their actual payment date, and set preferred billing dates (within an acceptable range). And, the range of payment options has widened to include most of the peer-to-peer payment apps available today. Our customers can even pay by text, with options that are mobile friendly, all in an effort to improve the user experience and increase convenience.

Lead and Copper Rule Revisions (LCRR)

The Environmental Protection Agency (EPA) issued the LCRR in response to the Flint, Michigan water crisis where a change in water supply source and inadequate corrosion control treatment allowed lead to leach from pipes in that community, which was a public health concern. In response, the EPA then issued new regulations to every public water utility in the United States requiring them to conduct a detailed investigation and inventory of the type of pipe material used for both the public infrastructure (owned and maintained by the utility company) and private infrastructure (owned and maintained by the property owner) in the delivery system. These rules applied to all utility companies, regardless of whether or not they had any history of having lead pipes in their system.

In compliance with this regulation, the ECUA deployed a line verification program, which includes a map of service locations throughout our service area and shows where the ECUA has verified that there are no lead pipes. Fortunately, Escambia County and the City of Pensacola did not allow lead pipe to be

The Emerald Coast Utilities Authority (ECUA) works hard to provide efficient utility services and be responsive to our customers, while protecting the public health and our environment. Our staff receive annual awards from their peer professional organizations for excellence in regulatory compliance and financial reporting. We do this work with you, the customer, in mind because the ECUA is a public utility and our account holders are both our customers and the owners of the assets of the organization.

used in the distribution system or private services since the early 1940's. Record searches and field investigations confirmed that there is no lead in ECUA's transmission or distribution mains. And plumbing codes have not allowed lead in service lines since 1949, so over 90% of the community has already been ruled out as not containing lead. This is an ongoing investigation and the results are available in map form on ECUA's web site on the Line Verification Project page under the Live Green tab on ECUA's main web page at www.ecua.fl.gov

Cross-Connection Control

In 2024, the ECUA undertook the task of regulating additional protections from the risk of non-treated water backflowing into the public drinking water system from sources like irrigation systems, fire-protection lines or private wells. These are examples of cross-connections. This program requires property owners, in certain situations, to install a backflow prevention device that won't allow non-treated water from entering the public system through pressure or syphon conditions. This device works by only allowing water to flow in one direction. To help property owners with the cost of hiring a plumber to install a new backflow prevention device or to perform regular testing of that device, the ECUA introduced an optional program to help complete this work with a licensed plumber hired through the utility and financed over time through monthly billing. To date, a large percentage of the 4,000 affected property owners have taken advantage of this program due to its ease and affordability.

Looking Ahead

It was our honor to have provided utility services to the citizens of Escambia County in what was our 42nd year of operation. As we look forward to 2025, we do so with the mission to provide high-quality and reliable water, wastewater, and solid waste services to the community while empowering and valuing our employees. We do that work having established the following goals:

Financial Viability. Instill confidence in the financial stability and resilience of the utility by managing risk, maintaining a transparent short- and long-term financial plan and funding it through a fair and equitable fee and rate structure.

Customer and Public Communications. Enhance external messaging with a proactive, transparent, and engaging strategy that builds trust, informs the public, and strengthens our reputation through clear, consistent communication.

Workforce and Leadership. Be an employer of choice offering a dynamic total rewards program that attracts, equips, and retains an empowered workforce that embodies our values.

Regulatory Compliance. Meet or exceed current compliance requirements while continuously monitoring and adapting to a dynamic regulatory environment.

Infrastructure. Maintain, rehabilitate, and replace infrastructure consistent with the expected lifecycle and potential risk in order to maintain a high level of service.

Cybersecurity and Technology. Optimize technology and systems by continuously evaluating and leveraging technology, implementing a proactive maintenance strategy, and applying robust cybersecurity practices to protect data and infrastructure.

The ECUA is proud to be a public utility, owned by the public it serves and overseen by publicly elected Board members who live in our community and are sensitive to local issues of importance to our customers. This governance structure makes the ECUA more responsive and attentive to your needs.

Thank you for being an ECUA customer,



J. Bruce Woody, P.E.
Executive Director

ECUA BOARD

The five elected members of the ECUA Board are charged with formulating and adopting policies, procedures, rules and regulations, including the setting of consumer rates necessary for the ownership, management, operation, and maintenance of ECUA's utility systems.

Each Board member is elected from one of Escambia County's five electoral districts and serves a four-year term. Terms are staggered, with elections taking place at two-year intervals. Representatives of districts one, three, and five are elected in the same cycle while representatives from districts two and four are elected in the alternate election cycle.

The Board's business is conducted at monthly public meetings scheduled on a regular basis and held in the boardroom of the Emergency Operations Support Addition on the ECUA's Ellyson Industrial Park campus, located at 9255 Sturdevant Street, Pensacola. ECUA Board members may be contacted through the information listed on this page or by contacting Ms. Amanda Miller, Administrative Coordinator, at (850) 969-3302.



MS. VICKI H. CAMPBELL
Chairman

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Term expires 11/2028



MS. LOIS BENSON

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Term expires 11/2026



MR. LARRY WILLIAMS

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MR. DALE PERKINS

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MR. KEVIN STEPHENS
Vice-Chairman

District Five • (850) 380-3431
kevin.stephens@ecua.fl.gov
Term expires 11/2028

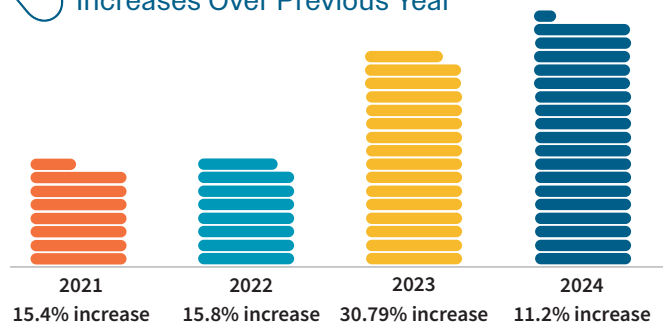
Certificate Of Achievement For Excellence In Financial Reporting

For the thirty-sixth year in a row, we received the Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association (GFOA) for our Annual Comprehensive Financial Report (ACFR) for the year ending on September 30, 2023. GFOA sets the standards for governmental financial reporting, and this award is likened to the Good Housekeeping Seal of Approval. This certificate recognizes conformance with the highest standards for the preparation of state and local government financial reports. To receive this award, a government must publish an easily readable and efficiently organized ACFR, which must satisfy other generally accepted accounting principles and applicable legal requirements.

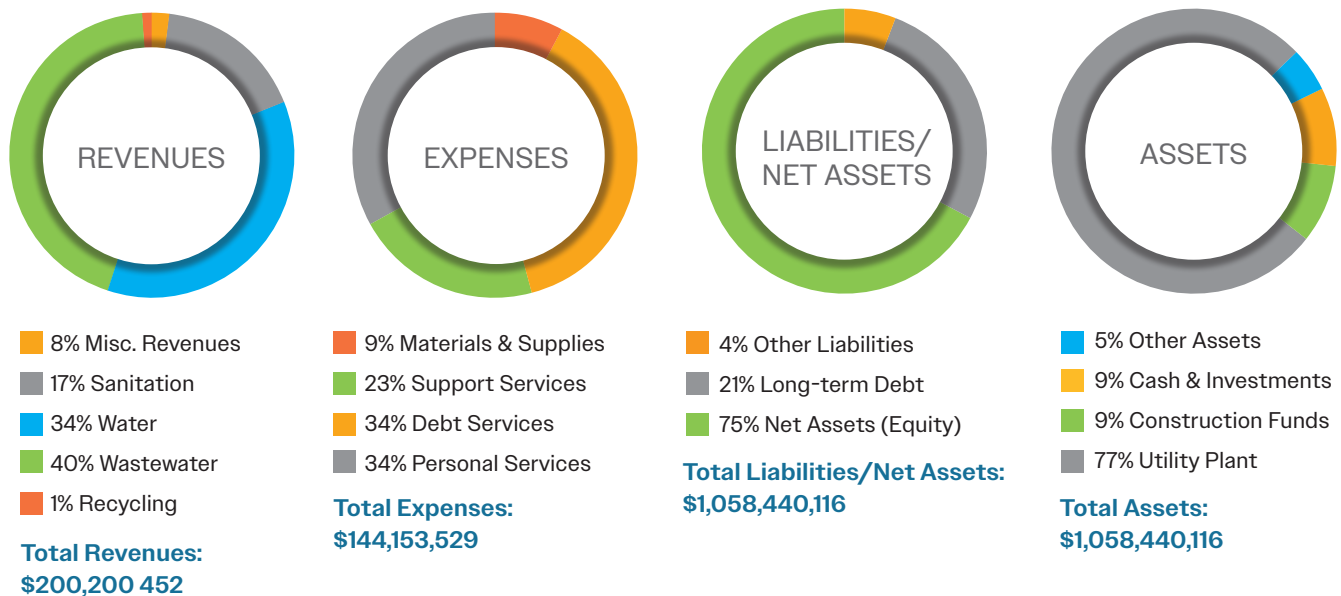
In addition to the audited financial statements, this report provides historical information on the ECUA's revenues, expenses, customer numbers, water volume pumped, and various other data for the last ten years. It also summarizes major organization accomplishments for that year and identifies future goals and long-term financial planning.



ELECTRONIC BILL USAGE TREND Increases Over Previous Year



The number of customers receiving electronic bills increased by 11.2% in 2024, thus saving on the cost of printing a paper bill and postage.



The Central Warehouse processed 12,617 issue tickets with a total value of \$2.3 million.

Purchasing Card Program

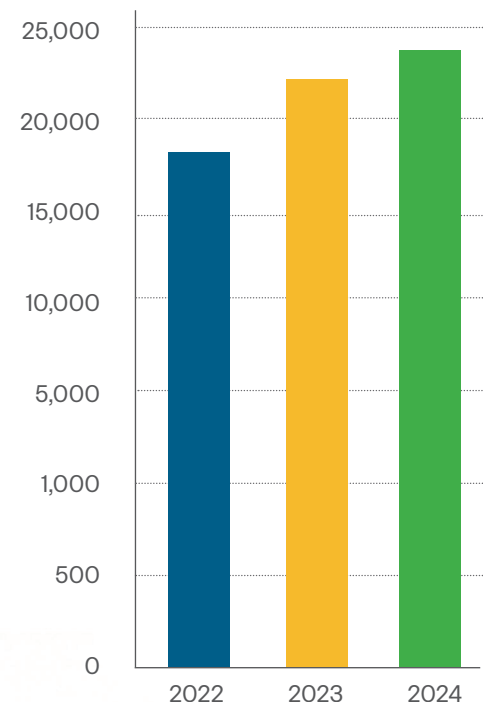
The purchasing card usage allows us to avoid certain costs associated with issuing purchase orders and processing checks for payment through the accounts payable process. Total purchases using the VISA card for the fiscal year equaled approximately \$3.8 million. The VISA card program provides a modest rebate to ECUA based on the total dollar volume purchased during the year. In fiscal 2024, ECUA received a rebate of \$47,407.

The Purchasing (VISA) Card Program completed its twentieth full year of company-wide usage. There are currently 221 Visa Cards issued to ECUA employees. These cards allow employees to purchase items costing \$4,999 or less and are a more cost-effective method of making small-dollar purchases.

Department Statistics

In fiscal year 2024, the Accounts Payable Division processed nearly 24,000 invoices for payment; the number of vendors paid electronically increased by 8%. The Purchasing & Stores Division prepared and processed 1,675 purchase orders, 17 contract extensions, 10 formal bids, and 10 construction bids. Payroll processed 117 new employees, 9 employees entered the DROP program, and 89 employees left ECUA's employment, with 4 of them retiring. The value of the inventory on hand at September 30 was \$2,115,061. The number of electronic payments received increased over the last year by 2.7%. This allows us to receive payments in a timelier manner, with fewer paper-handling costs associated with the processing of paper checks.

INVOICES PROCESSED FOR PAYMENT





ENGINEERING

Internally Designed & Managed Projects

To maximize ratepayer dollars for utility construction, ECUA staff handles design, plan production, and project management for smaller projects. Below are projects developed by ECUA.

Potable Water

Staff has designed plans for three small water main replacement projects, which include:

- Corinne Jones Park (near Government St. & Clubbs St.)
- Sanders Beach (near Sonia St. & "I" St.)
- Cantonment Area (near Magnolia Ave. & Booth Ave.)

Sanitary Sewer

In April, ECUA completed the replacement of 200 feet of undersized sewer pipe on the south side of Massachusetts Ave. at Royal Hills Dr. Additionally, we are assisting Unity in The Family Ministry with a grant application to fund sanitary sewer construction in the Olive Heights and Rolling Hills communities.



ECUA Staff Managed Projects

For larger, more complex projects, ECUA works with consulting firms for design services while staff oversees plan development and project management. This process includes weekly or bi-weekly design meetings and plan reviews at the 60%, 90%, and 100% completion stages. Below are some consultant-led projects:

Replacement of Antiquated/Transite Water Mains

A project to replace aging galvanized and Transite™ water lines south of Osceola Country Club, designed by McKim & Creed (M&C), was divided into two phases due to funding constraints. Phase 1, replacing approximately 8,000 feet of old and undersized water mains, was completed in May. Phase 2 design was finished in September and awarded in November 2024. This phase will replace about 10,500 feet of cement asbestos water main and 3,000 feet of galvanized steel water main in the area west of Mobile Highway, north of Cherokee Trail, and south of Tonawanda Drive.

Sewer Expansion Program

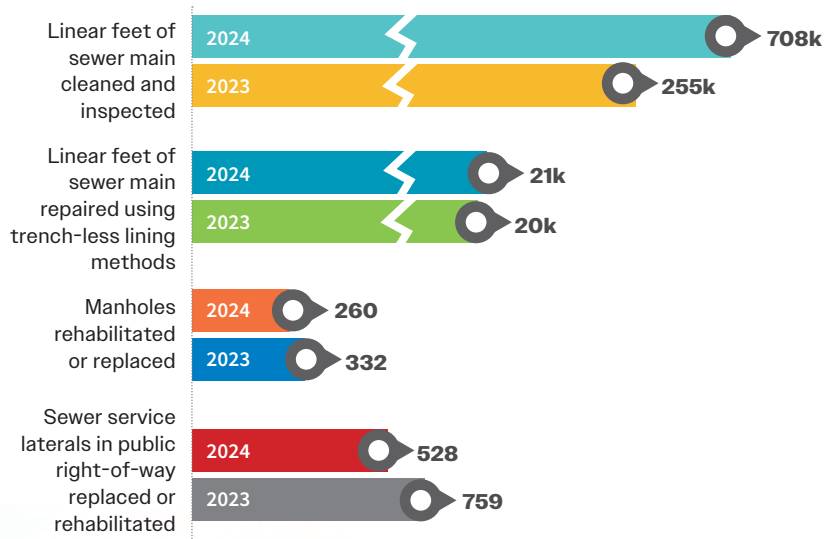
ECUA and Escambia County have partnered on multiple infrastructure projects to improve roads, drainage, and utility services.

- Lee Street Project (Designed by Municipal Engineering Services, Inc. - MESI): Completed in early 2024, this project added 4,000 feet of sanitary sewer and new connections for approximately 80 property owners along West Lee Street (between North "T" Street and North Kirk Street).
- Beach Haven NE Phase 2 (Designed by M&C): Currently 50% complete, this project will install 20,000 feet of sanitary sewer to serve approximately 350 property owners north of Gulf Beach Highway (between Fairfield Drive and Colbert Avenue). Completion is expected by the first quarter of 2026.
- Brownsville & Bayou Chico Area Sewer Expansion: With partial State/FDEP grant funding (50% State -50% ECUA), four firms were contracted to design sewer expansion projects aimed at reducing septic tank use near impacted waterbodies. The four firms, MESI, Ardurra, Mott MacDonald and HDR, have progressed their projects through multiple reviews towards construction. The projects by MESI & Ardurra are nearing design completion and both were advertised by April 2025. The Mott MacDonald project has been advertised and bids were opened on March 20th. The HDR project was awarded in November 2024 and construction is underway. These four projects, set for completion by the end of 2026, will bring sewer service to approximately 500 properties.
- West Ensley Sewer Survey: ECUA has contracted M&C to survey a portion of West Ensley to assess community interest in sewer service.



Annual Sewer Rehabilitation And Inspection Contracts

The Wastewater Infrastructure Division managed unit-price contracts for cleaning and TV inspection of existing sewer lines, various trenchless methods of repairs for identified major rehabilitation needs, manhole rehabilitation, and service lateral lining and excavated repair. The program's focus is currently on the East Hill and North Hill areas.



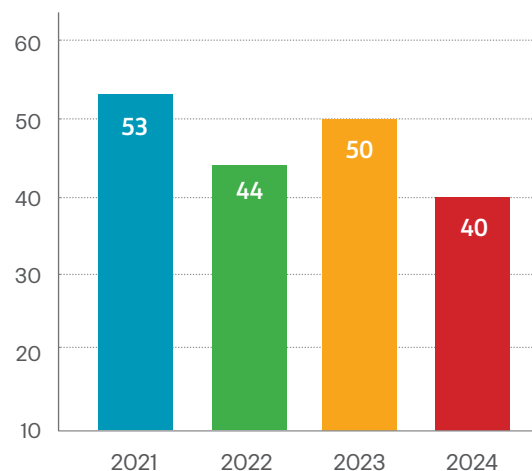


ENGINEERING

Sanitary Sewer Overflow (SSO) Amended Consent Order

The Amended Consent Order (ACO) negotiated with the Florida Department of Environmental Protection (FDEP) to establish a 10-year period to complete approximately \$100 million in wastewater infrastructure-related projects beginning October 1, 2019. The Corrective Action Plan (CAP) provides details of the sanitary sewer overflow (SSO) reduction program through March of FY2029 and focuses on four areas: additional system storage, sewer basin rehabilitation and improvements, lift station repair and replacement, and force main replacement. The CAP was approved by FDEP in late December 2019. The number of SSOs continues to trend at an optimistically low level. ECUA had 40 recorded spills in FY2024, down from 50 in FY2023.

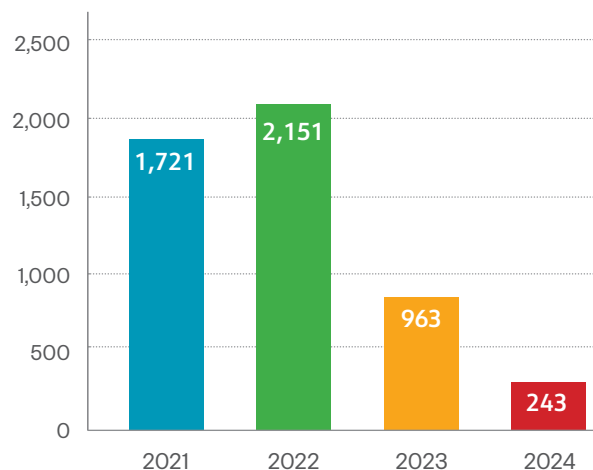
SSO RECORDED SPILLS



Wastewater Infrastructure

ECUA staff successfully completed the fifth year of the CAP, investing a total of \$48 million in sanitary sewer collection system infrastructure improvements over the past five years.

INQUIRIES FOR CONFIRMATION OF WATER AND SEWER AVAILABILITY



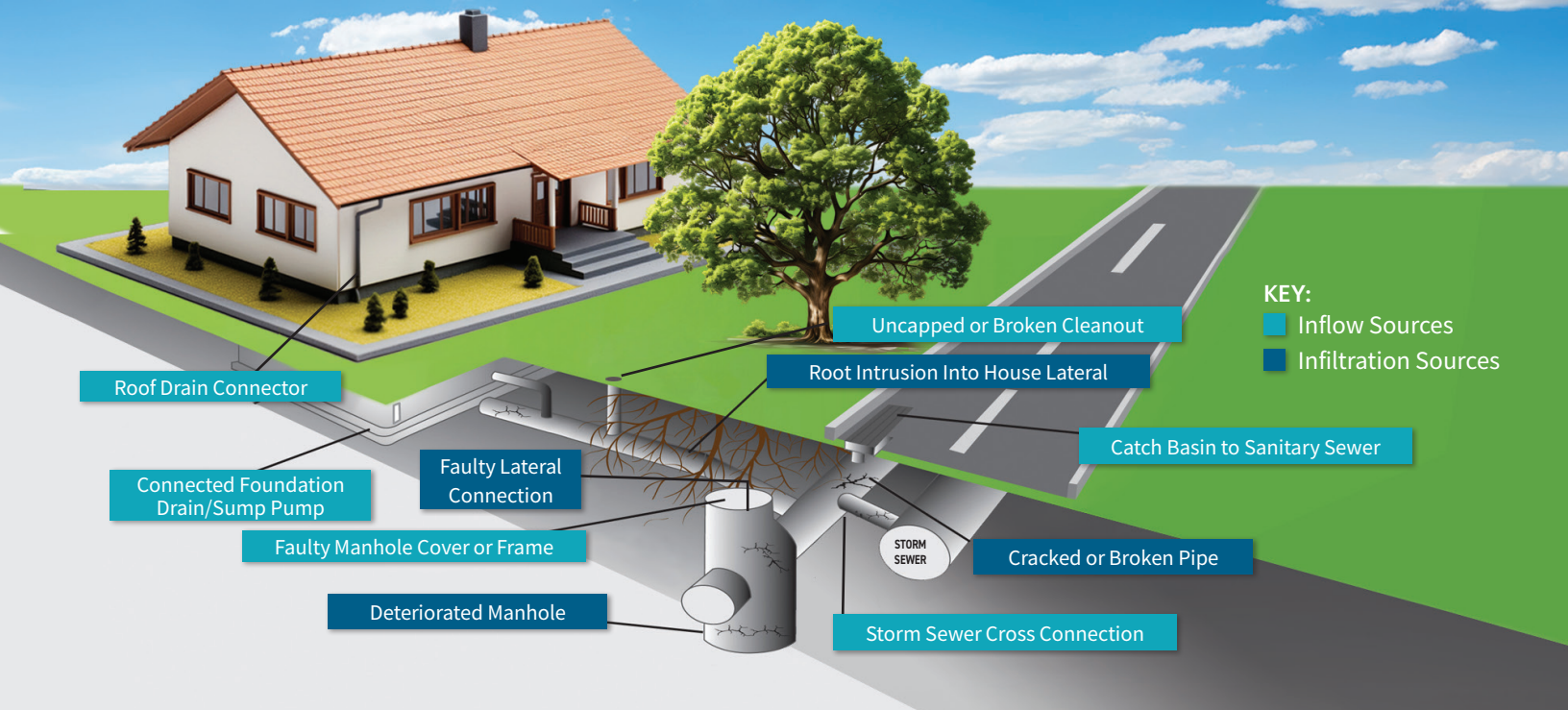
Utility Development Division (UDD)

The ECUA Engineering Utility Development Division (UDD) ensures that new construction projects meet ECUA standards before they are connected to the water and sewer system. These projects, typically sponsored by developers, include both System Extensions and Single Service Connections.

- System Extension Projects involve expanding ECUA's water and sewer infrastructure. In 2024, ECUA UDD received 69 System Extensions for review, and approved plans for 94 projects to be constructed and placed into service.
- Single Service Connection Projects do not require infrastructure expansion. UDD reviewed 82 of these and approved plans for 75 projects to be constructed and placed into service.

As part of the development process, ECUA must confirm water and sewer availability for new projects. In FY2024, UDD processed 243 inquiries from developers, homeowners, and individuals transitioning from septic to sewer.

INFLOW AND INFILTRATION (I&I)



What is Inflow and Infiltration (I&I)

Excess water that flows into sewer pipes from stormwater and groundwater is called inflow and infiltration, or I&I. Stormwater rapidly flows into sewers (inflow) via roof drain downspouts, foundation drains, storm drain cross-connections, and through holes in manhole covers. Groundwater seeps into sewer pipes (infiltration) through holes, cracks, joint failures, and imperfect connections. Most I&I is caused by aging infrastructure that needs maintenance or replacement.

Why is it a problem?

ECUA has committed considerable resources to the elimination and reduction of sewer I&I through the last decade. This is an issue that affects, and is of great concern to wastewater utilities throughout North America. In 2012, ECUA embarked on a 16-year plan to address the situation. Protecting public health and the environment – and reducing wastewater treatment and transmission costs are direct benefits of a regional I&I control program.

Extra water in the sewer system is a problem because:

- I&I flows can contribute to sewer system backups into local homes and spills into streets and waterways, negatively impacting public health and the environment.
- I&I takes up capacity in the sewer pipes and ends up at the water reclamation facilities where it must be treated, increasing treatment costs.
- Over time, new and larger wastewater facilities are required to convey and treat larger volumes of flow caused by I&I, resulting in higher capital and operating expenditures.



INFORMATION TECHNOLOGY

IT Focus

In FY2024, the IT Department's focus was to align technology strategies with business objectives while ensuring efficiency, security, and innovation. The department emphasized providing reliable, user-friendly technology solutions and applied robust cybersecurity measures to safeguard our data. We make a strong effort to balance the effective management of all resources with the responsible use of our budget. We ensure proper lifecycle management of all assets and maintain a skilled workforce through ongoing training and development.



Ensuring the stability and efficiency of ECUA's IT infrastructure is vital for seamless operations. This involves managing servers and network devices, and maintaining the reliability of essential services. A robust network management system enables IT staff to rapidly identify and address outages or errors. Regular audits and the continuous monitoring of all devices ensure compliance and operational efficiency, with predefined performance thresholds triggering email alerts when exceeded. Staff can identify trends and address potential issues by reviewing performance data routinely. The infrastructure is designed to mitigate the impact of hardware or software failures, ensuring continuity.

Notable infrastructure achievements in FY2024 include:

- Upgrading the VMWare environment to version 8.1 for enhanced virtualization capabilities.
- Upgrading Mitel phone systems to the latest version, improving communication tools.
- Implementing a cloud-based email archiving system to ensure all emails are securely stored and readily accessible for public records requests.

Staffing and Training

Our department is fully staffed, with all 13 positions filled. Collectively, the team has dedicated over 1,083 hours to training, driving our success and growth. Through cross-training, live courses, and extensive training libraries, our staff has achieved significant development. These training initiatives are instrumental in keeping us up-to-date with current technologies and preparing us to adopt and support future innovations effectively.

We incorporate regular staff meetings and team-building events to encourage employee growth and high morale.

Help Desk and Asset Management

A good help desk and effective asset management are critical components of IT operations, offering complementary advantages that enhance organizational efficiency, user satisfaction, and cost control. The help desk staff set an annual goal in FY 2024 to complete 80% of assigned work orders by the requested completion date. The desk team exceeded expectations through diligent collaboration with staff, achieving an impressive 88% completion rate. Looking ahead to FY25, we are confident in raising the goal to 90% while continuing to prioritize thorough documentation and exceptional service.

In addition to managing work orders, the help desk team excels at inventory management for all organizational assets and has been actively conducting departmental asset audits this year. They also contribute significantly to our knowledge base by creating high-quality documentation that helps to resolve issues efficiently, ensuring quicker resolutions and enhanced support.

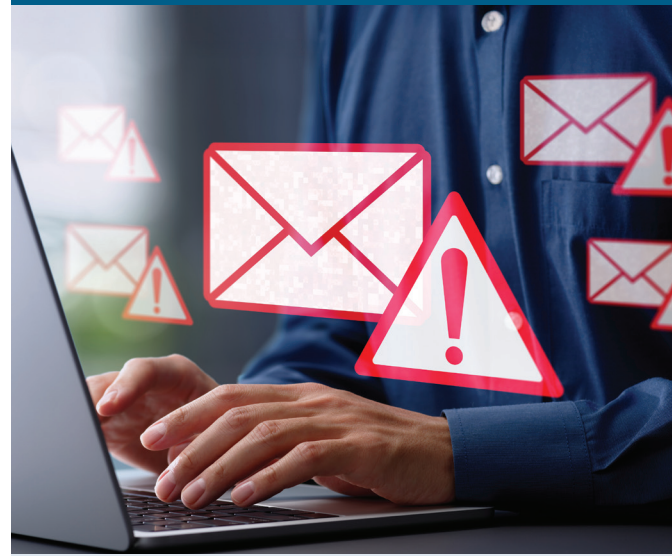
Application Support

The ECUA IT application support team excels in delivering seamless application functionality and actionable insights to drive organizational success. This team ensures the smooth operation, optimization, and troubleshooting of critical software systems, enabling users to perform their roles efficiently and without disruption.

On the data analysis front, the team harnesses advanced tools and methodologies to transform raw data into meaningful insights, empowering informed decision-making. With a commitment to accuracy, innovation, and continuous improvement, our team proactively identifies trends, optimizes workflows, and ensures data integrity.

Key application support achievements in FY2024 include:

- Automated the creation of a work order for customer bulk pickup requests made via our website or the Recycle Coach application, which offers several advantages that enhance efficiency, customer satisfaction, and operational effectiveness.
- Successfully incorporated the CentralSquare Fusion API, which offers powerful integration capabilities for public sector agencies. By enabling seamless connectivity between CentralSquare applications and third-party solutions, Fusion API enhances operational efficiency and data flow.
- Internally developed a live work order dashboard for the Sanitation Department that provides real-time visibility and management of work orders, delivering numerous benefits that improve operational efficiency, communication, and decision-making.



Cybersecurity

A robust cybersecurity team is essential for protecting an organization's digital assets, safeguarding sensitive data, and ensuring uninterrupted operations. Cyber incidents can lead to downtime, financial losses, and damage to reputation. The ECUA IT team has implemented multiple layers of cybersecurity measures to mitigate threats. Additionally, we prioritize employee education through annual training sessions and phishing simulations, equipping users to identify and avoid fraudulent emails.

Key cybersecurity achievements in FY2024 include:

- Successfully completing a comprehensive cyber audit with Argo Cyber Systems and mitigating many unknown vulnerabilities.
- Initiating the integration of AlienVault SIEM to centralize log analysis and enhance threat detection.
- Incorporating internal tabletop exercises to simulate disaster recovery situations, improving preparedness and response capabilities.

Cyber Security Tips

1. Create complex passwords with a mix of uppercase, lowercase, numbers, and special characters.
2. Add an extra layer of security by requiring a second verification step for your applications, such as a text code or authentication app.
3. Keep all software up to date.
4. Beware of Phishing attacks. Verify email senders and URLs before taking action.



HUMAN RESOURCES

The human resources (HR) team continued to build on its success in supporting the utility's workforce, contributing to the overall success of ECUA in meeting the needs of internal and external customers. In fiscal year 2024, HR's efforts were focused on enhancing employee engagement, promoting wellness, ensuring safety, and fostering a culture of continuous development. These initiatives were not just about meeting operational needs but were also aimed at helping the organization embody its core values: Quality Service, Reasonable Price, Courteous and Responsive Personnel, Environmental Stewardship, Time Availability of Services, Economic and Physical Security, and Diversity. In every aspect of HR's work, there is a direct link to ensuring that ECUA can continue to provide excellent service while safeguarding the health, well-being, and growth of its most valuable resource—its employees.



The HR Staff's Efforts and Achievements

The HR team at ECUA works tirelessly to ensure the utility has the talent, knowledge, and engagement necessary to meet its mission. The success of the Authority relies on a well-trained, motivated, and stable workforce that is aligned with the utility's goals of delivering high-quality, cost-effective services to the community.

Notable HR accomplishments include:

- **Employee Length of Service Recognition:** Recognizing employees for reaching significant milestones in their careers is an essential part of building a long-term, committed workforce. This year, HR organized and coordinated the Employee Length of Service Recognition Luncheon, honoring 79 employees for reaching their anniversary milestones, and contributing to a culture of appreciation and loyalty.
- **Recruitment and Onboarding:** The HR team screened and processed 2,491 online job applications, conducted 351 interviews, and filled 117 positions, ensuring that ECUA continues to recruit top talent to meet its service commitments. Effective recruitment and onboarding ensure that ECUA remains agile and capable of responding to the growing needs of the community.
- **New Hire Onboarding:** To help employees settle into their roles and understand ECUA's mission and culture, HR led 32 onboarding sessions for new hires. This initiative ensures new employees quickly become informed and engaged members of the ECUA family.
- **Training and Career Development:** HR also focused on the growth of current employees. With 25 Job Application Training and Career Counseling sessions, HR provided employees with the tools to navigate career progression within the utility. At local high schools and other community outreach efforts, HR's participation in mock interviews supports the next generation of workers, helping students enhance their employability skills and connect with potential future employers.

These HR efforts directly support ECUA's core values of providing "Quality Service" and ensuring "Economic and Physical Security" for employees and the community. A well-trained, motivated workforce is key to delivering efficient and responsive services that meet the needs of both customers and employees alike.



Connecting with Employees

At ECUA, fostering employee engagement and open communication is a top priority. HR has continued to build relationships with employees through virtual and in-person channels, providing timely and accessible information about benefits, wellness, and career development. HR also strives to create an environment in which employees feel supported in their professional and personal lives.

Notable HR accomplishments include:

- **Benefits and Wellness Communication:** The HR team organized 18 onsite Benefits Open Enrollment meetings attended by 210 employees, as well as numerous health and wellness webinars and workshops. These events provide employees with essential information to make informed decisions regarding their health benefits and personal well-being.
- **Employee Appreciation:** In addition to the annual Employee Appreciation Event, the HR team organized two quarterly employee appreciation events, including an ice cream social and a breakfast event for employees at various locations. These activities help boost morale and remind employees that they are valued.
- **Ongoing Engagement:** HR continued to engage employees through the “For Your Benefit” (FYB) monthly newsletter, which includes updates on benefits, wellness programs, and company-wide initiatives, ensuring employees stay connected and informed.

By staying engaged with employees through multiple channels, HR reflects ECUA’s core value of maintaining “Courteous and Responsive Personnel.” HR’s consistent communication and Open-door approach ensure employees feel heard, valued, and equipped with the tools necessary to succeed in their roles.

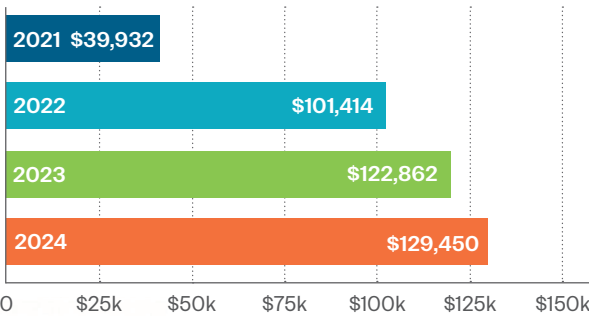
Safety and Security Training

Ensuring the safety of employees and the public is a critical priority for ECUA. HR staff, in collaboration with the Risk Management team, works to ensure employees are trained in safety protocols that protect them in the workplace and prevent accidents. This year, HR provided extensive training on safety and emergency preparedness, resulting in significant achievements:

- **Safety Certifications:** Risk Management staff ensured that 49 employees were certified in HeartSaver First Aid, CPR, and AED.
- **Training Programs:** Risk Management staff facilitated numerous safety training sessions on key topics such as Confined Space Entry, Ladder Safety, and Forklift Operation. Over 305 employees received certifications or completion certificates from these programs, enhancing the utility’s overall safety culture.
- **Subrogation and Loss Recovery:** Risk Management staff worked on subrogation efforts that recovered \$129,450 to offset property damage losses caused by others. This initiative not only saves the utility money but also ensures resources are available to continue providing services to the community.

These safety initiatives align directly with ECUA’s core value of “Economic and Physical Security.” By ensuring employees are well-trained and prepared for emergencies, HR supports a safe, secure environment for employees and the public, reducing risk and maintaining operational efficiency.

AMOUNTS RECOVERED OFFSETTING PROPERTY DAMAGE





HUMAN RESOURCES

Health and Wellness Initiatives

Promoting health and wellness within the workforce is critical to ensuring ECUA's employees can work at their best and provide the highest quality service. HR's wellness initiatives were designed to prioritize mental and physical health, empowering employees to make healthy choices and supporting them in maintaining their overall well-being.



Highlights from HR's wellness initiatives in FY2024 include:

- **“Rising Resilient Together to Be Well” Campaign:** HR kicked off this campaign focused on mental health, continuing to prioritize mental wellness by partnering with the Florida Department of Health's local resources and their HEAT Program, which raised awareness about the dangers of nicotine and secondhand smoke exposure while providing resources for tobacco cessation, benefiting both employees and their families.
- **Florida Municipal Insurance Trust (FMIT) Health and Wellness:** Through FMIT, HR facilitated a variety of health coaching sessions, webinars, and seminars to ensure employees had access to the tools and resources needed to make healthy lifestyle choices.
- **Incentives for Healthy Living:** The Healthy Choices Reimbursement Program continued to support employees in achieving their health goals. A total of 146 employees participated in the program, receiving reimbursements for activities such as gym memberships, 5k runs, and smoking cessation programs.
- **Health Screenings:** HR organized the annual “Know Your Numbers” wellness event, with 240 employees and spouses attending. This event helps raise awareness about the importance of regular health screenings and provides employees with the opportunity to track their health and take proactive steps toward improving their well-being.

HR's wellness initiatives reflect ECUA's commitment to “Environmental Stewardship” by promoting healthy behaviors that can contribute to long-term sustainability and well-being, both for employees and the larger community. Furthermore, by supporting employees' health, HR helps ensure “Economic Security” by preventing health-related absences and promoting productivity in the workplace.

Professional Development and Industry Engagement

The HR team continued to prioritize professional development, ensuring that staff and employees have the skills and knowledge necessary to succeed in a fast-evolving utility environment. Notable achievements include:

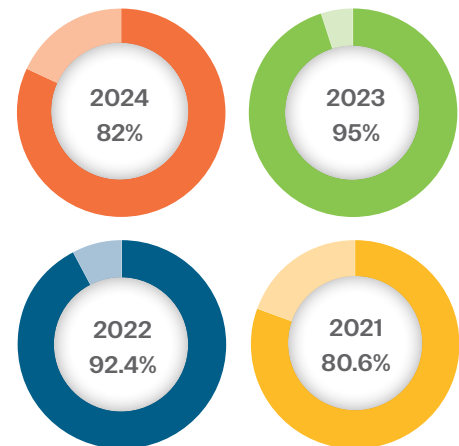
- **Certifications and Conferences:** HR staff continued to advance their professional credentials. One Risk Management staff member obtained a Trainer certification for CPR, AED & First Aid, while six HR members maintained local and national SHRM memberships, and two attended the HR Florida Conference, while others earned or maintained professional certifications, such as PHR, SPHR, and SHRM-SCP. These certifications and training keep the team up to date with the latest HR best practices and trends.
- **Industry Engagement:** One member of the HR staff serves on the HR Florida State Counsel, another serves on the Advisory Board for the Business Programs at George Stone Technical College and two members serve on the Board for the Greater Pensacola SHRM Association for HR Professionals as committee chairpersons for Diversity, Equity, and Inclusion and Health and Wellness, and on the Education Committee for the Equity Project Alliance (EPA).
- **Tuition Reimbursement:** The Tuition Reimbursement Program supported five employees in pursuing undergraduate and graduate degrees, helping employees grow professionally while also benefiting ECUA's operational needs. Through the Learning Management System (LMS), 3,234 courses were registered, and 2,646 were completed, further enhancing the knowledge and skills of ECUA's workforce.
- **Leadership Training:** HR facilitated nine 3-hour Leadership Training sessions to help supervisory staff develop key leadership skills. This initiative strengthens ECUA's leadership pipeline, ensuring that future leaders are prepared to meet the utility's needs.

These professional development initiatives directly contribute to ECUA's commitment to "Diversity" by ensuring all employees have access to growth opportunities, regardless of background or tenure. By fostering a skilled and diverse workforce, HR helps deliver on the utility's mission of providing "Quality Service" to its customers.

In fiscal year 2024, the HR team's efforts were directly aligned with ECUA's core values and continued to support the utility's mission of providing high-quality, cost-effective services to the community. By prioritizing employee engagement, wellness, safety, and professional development, HR ensured that ECUA's workforce remains motivated, well-equipped, and capable of meeting the challenges of an ever-evolving public utility.



PERCENTAGE OF COMPLETED COURSES REGISTERED THROUGH THE LEARNING CENTER



The HR department's ongoing commitment to excellence helps foster a positive and productive work environment, directly contributing to the economic and physical security of employees, the utility, and the broader community.

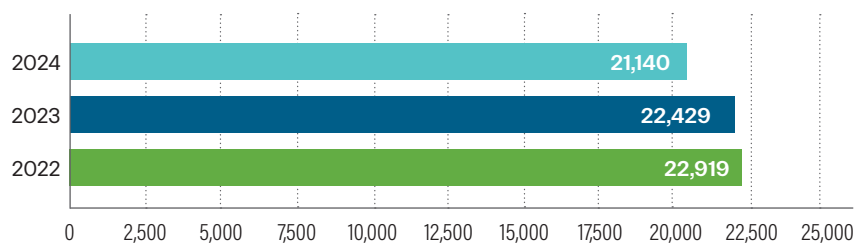




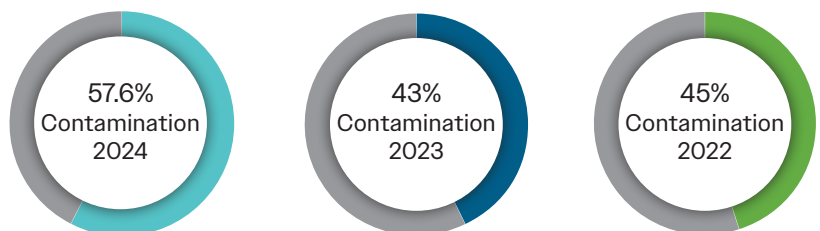
Administration Division — ECUA MRF

In FY 2024, the ECUA Materials Recycling Facility (MRF) navigated a year of transition as a neighboring county launched its own recycling facility, slightly reducing the breadth of our regional partnerships. Despite this shift, the MRF remained a key processor for recyclables from ECUA, Escambia, Santa Rosa, and Okaloosa Counties, along with the Cities of Pensacola and Fort Walton Beach, FL. In total, the MRF processed 21,140 tons of recyclables. However, contamination in the recycling stream increased to 57.6%, underscoring the ongoing need for public education and contamination reduction efforts.

TONS OF RECYCLING PROCESSED BY MRF

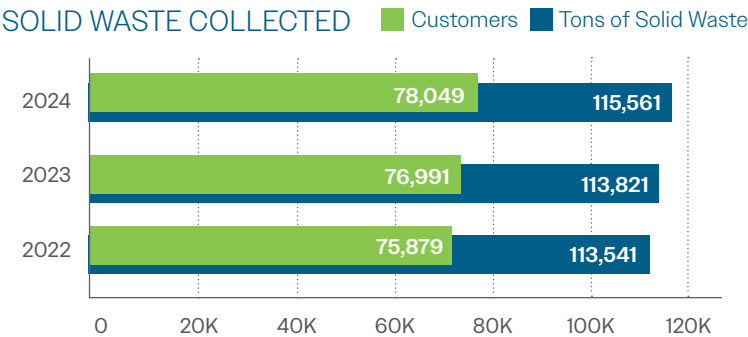


TRASH CONTAMINATION IN RECYCLING



Residential Division

ECUA residential customers generated an average of 1.61 tons of waste per household in FY 2024. Altogether, 115,561 tons of residential solid waste and bulk waste were collected. We welcomed 1,058 new sanitation customers this year, reinforcing the trust our community places in ECUA's dependable, safe, and environmentally responsible services.



Commercial Division

FY 2024 showed steady strength in our roll-off services, with 1,580 service pulls and 698 container deliveries—closely mirroring the previous year's performance. Commercial dumpster operations also saw an uptick, collecting 18,500 tons of garbage from Pensacola Beach and the Escambia County Mainland. While no major commercial expansions occurred this year, our reliable service continued to meet the needs of our existing business community.

Bio-Solids Composting Facility

Now in its ninth year of operation, the ECUA Biosolids Compost Facility (BCF) continued to provide a sustainable solution for managing yard waste. In FY 2024, the facility processed 14,083 tons of yard debris from 2,387 loads. Of this material, 8,011 tons were sold as compost, while 10,196 tons were delivered to the Escambia County Perdido Landfill for use in slope stabilization and landfill cover.

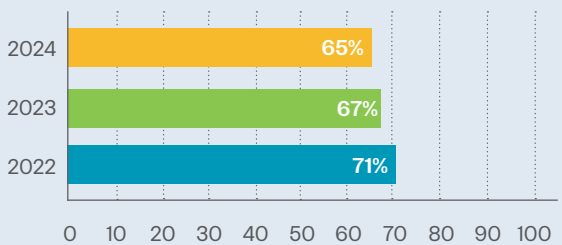


In 2024
65% of ECUA
Sanitation
Customers
Recycled

Recycling Division

Approximately 65% of ECUA sanitation customers in Escambia County participated in the residential curbside recycling program, contributing 8,190 tons of recyclables to the MRF. These efforts helped ECUA avoid \$230,052 in residential disposal costs. In a new twist on community engagement, our Recycle Star program evolved to feature monthly audits across the service area, spotlighting and celebrating the most outstanding recycler in each region. Our outreach initiatives remain focused on driving participation and minimizing contamination.

PERCENTAGE OF CUSTOMERS RECYCLING





CUSTOMER SERVICE

Contact Center

The contact center effectively managed over 460,000 customer interactions across multiple platforms, including voice, email, fax, and in-person contact.

Customer Survey

Customer feedback continues to be overwhelmingly positive, with survey results showing that customers rated the service at 4.93 in 2024, consistent with the rating from the previous year, on a scale of 1 to 5.



National Customer Service Week

ECUA celebrated National Customer Service Week from October 7–11, with a series of events that engaged both internal and external customers at the Ellyson Field Office. The festivities included a variety of meals, such as breakfast, tacos, cake and ice cream, pizza and salad, and lasagna with desserts, creating a fun and engaging atmosphere for all attendees.

During the week, Top Performer Award medals were presented to Customer Service Specialists (CSSs) in recognition of their exceptional performance in call quality, processing volume, and paperwork accuracy.

Lenita Stephenson was honored for her outstanding contributions in the research area, while Deloise St. Cyr, who continued to excel in assisting walk-in customers, was acknowledged for her exceptional service in that area. Additionally, Lewis Daniels and Charles Washington, Water Service Technicians, were recognized for completing the highest number of 'cut-non-pay' work orders. Their efforts resulted in ECUA recovering outstanding balances on over 12,135 delinquent accounts, significantly contributing to the organization's financial health. This celebration highlighted the dedication and hard work of ECUA staff, fostering a positive and motivated work environment.

Mentoring/Cross Training Program

The cross-training program remains a key strategy in enhancing employee skills and providing flexible backup coverage across the Customer Service Department. At the end of September, several employees were rotated through different areas within the department, ensuring they gained proficiency in various functions. This approach ensures operational continuity and supports career development by broadening employees' knowledge and skill sets. Furthermore, it encourages leadership growth as employees gain a deeper understanding of different roles, preparing them for future leadership opportunities. The program continues to foster a well-rounded and adaptable workforce, contributing to the overall success of the department.

Regional Services/Meter Reading

Water Service Technicians assisted Regional Services by processing turn back-on whenever their assistance was needed during staff shortages. Our staff verified meter 're-reads' and processed consumption data on inactive accounts to assist the Meter Reading and Billing Division.

Incentive Program

The incentive program plays a crucial role in motivating employees to consistently provide professional and high-quality service. Quarterly assessments, which focus on key performance indicators such as phone etiquette, service quality, the volume of calls processed, and accuracy in adjustments, offer a structured approach to performance evaluation. This initiative has proven effective in enhancing the overall performance of customer service specialists. Regular feedback from supervisors helps to maintain a cycle of continuous improvement, ensuring that employees remain engaged and focused on delivering exceptional service.

The combination of incentives and consistent feedback drives noticeable improvements in individual performance and customer satisfaction.

Inter-Departmental Cooperation

The collaboration between Engineering, Regional Services, and IT has led to the development of a plan to address concerns regarding the potential presence of Lead and Copper in both customer house lines and some of the utility's lines. This initiative aims to ensure the safety and compliance of the water infrastructure.

Additionally, ECUA's Private Sewer Lateral Program (PSLP) is focused on reducing sewer overflows and backups caused by non-compliant sewer laterals. The Customer Service team plays a crucial role in this effort by actively communicating with affected property owners. By guiding them through the process of addressing issues with their private sewer systems, the team helps mitigate risks and ensures that customers understand the steps needed to bring their systems into compliance. This collaborative effort enhances overall service quality while promoting environmental and public health safety.

Holiday Cheer

Our annual holiday festivities included a team effort with customer service employees participating in the company's first door decorating contest. Most of the specialists decorated their cubicles and workspaces in the spirit of the holiday. A day of celebration included various foods and desserts while the team celebrated the holiday with a gift exchange.

Continuing Education/Training

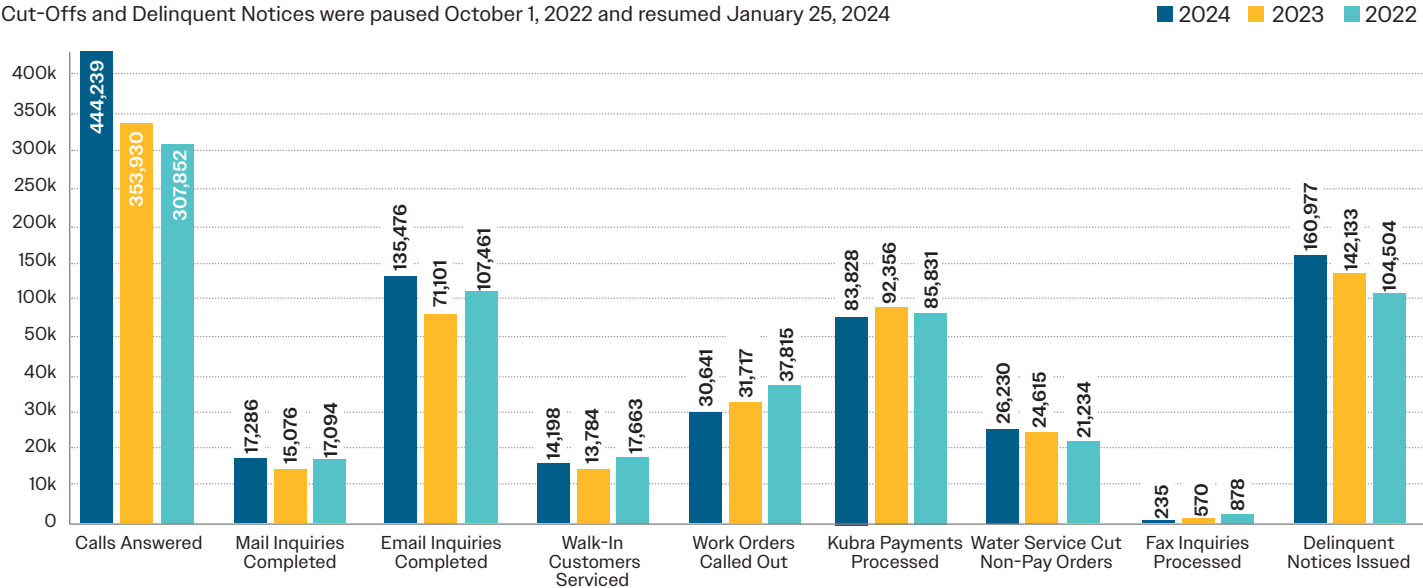
Jeremy Ruffin, Life Coach and Motivational Speaker with RUFFPATH, LLC, lead three consecutive sessions for the employees that focused on managing stress and taking care of their mental and physical health. All of the Customer Service Specialists and Supervisory Staff participated in this seminar. We continually utilize NEOGOV for in-house training and some courses featured include; De-escalation 1&2, Listening Skills, Providing Service with Heart, Responsible Use of Social Media, and Cyber Security.

Infosend

Our customer service staff teamed up with the finance and billing staff and INFOSEND representatives to implement a new payment system, which allows customers to enjoy added payment features and flexibility in the bill-paying process.

CUSTOMER SERVICE ANNUAL TOTALS

Cut-Offs and Delinquent Notices were paused October 1, 2022 and resumed January 25, 2024





PUBLIC INFORMATION

Public Information Office (PIO)

The Public Information Office supports the Authority, the Executive Director, and ECUA leadership with internal and external communications and coordination with governmental and community partners. With the Education Programs Specialist position filled for all of FY24, we were able to expand our outreach efforts, delivering a wide range of public appearances, educational presentations, and partnership activities across our service area. Although the social media and digital communications coordinator position was vacant for most of the year, it was filled at the end of FY24, and we look forward to the contributions our new team member will bring in FY25.



Public Outreach Programs

ECUA's environmental programs continue to make a strong impact in our community. With a full event schedule resumed, our Education Programs Specialist brought new energy and ideas, supporting 91 community and school events, 53 of which featured the popular Quench Buggy. The PIO team also distributed approximately 290 Newcomer's Welcome Kits to new homebuyers.

Career Exploration Program

In June 2024, ECUA launched its first-ever Career Exploration Program—a weeklong, hands-on experience introducing high school students to careers in the utility sector. Participants explored ECUA's essential services through facility tours, lab activities, and interactive experiences like operating a garbage truck arm and making recycled paper. Highlights included visits to the Central Water Reclamation Facility and the Materials Recovery Facility, which students especially enjoyed.

The inaugural session welcomed a small but enthusiastic group, and strong staff coordination ensured a smooth launch.



Student feedback reflected a new appreciation for utility work, with many expressing interest in future careers at ECUA.

Looking ahead, we plan to expand the program in 2025 with longer sessions, added community partnerships, enhanced activities, and a developing alumni network to track ongoing engagement. This initiative reflects ECUA's commitment to education, outreach, and workforce development.



Lead & Copper Line Verification Program

In response to the EPA's updated Lead and Copper Rule Revisions (LCRR) and forthcoming Lead and Copper Rule Improvements (LCRI), ECUA launched a comprehensive Lead & Copper Line Verification Program in FY24. This multi-year effort, required by federal regulation, involves verifying the pipe materials of service lines on both the public and private sides of our water system to ensure the absence of lead. The program has been a cross-departmental collaboration, drawing on the expertise of ECUA's Administration, Engineering, Regional Services, IT, Customer Service, Water Production, and Public Information teams. Thanks to this outstanding teamwork, ECUA successfully met the EPA's October 16, 2024, deadline to publish our service line inventory results.

To ensure customers were informed and engaged throughout the process, Public Information staff developed a wide range of outreach materials – including customer letters, door hangers, a dedicated webpage, video, newsletters, FAQs, press releases, and social media content – with critical support and technical input from Engineering and Water Production staff. Their expertise helped ensure that all public messaging was accurate, accessible, and aligned with the requirements of the rule.

As of the reporting deadline, 91% of private-side service lines in our system had been identified and verified as non-lead. ECUA remains committed to transparency, customer engagement, and safe drinking water as we continue this important initiative in alignment with EPA standards.

ECUA in Print, Video and Online

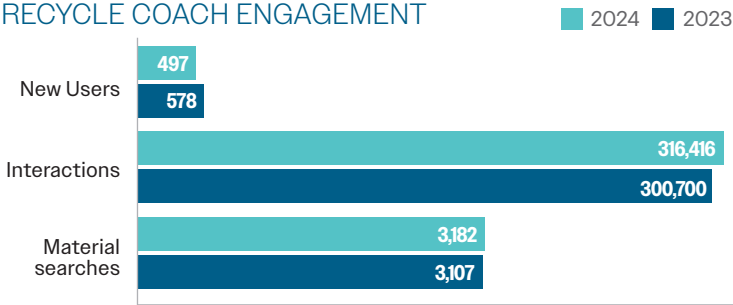
Clear, timely communication remains central to our mission. Each year, PIO staff produce a range of materials—from monthly newsletters and educational fliers to print and digital ads, and promotional items supporting key programs like recycling, FOG, and proper disposal practices. In FY24, we launched a new webpage for the Line Verification Program and produced several educational videos, including a message from the Executive Director.

Working with advertising partners, the team also produced the Annual Calendar, Annual Report, and federally required Consumer Confidence Report. The 2025 calendar, featuring local photography and monthly highlights of ECUA services, continues to serve as a popular educational tool.

We also saw increased engagement with the Recycle Coach app, promoted through social media, newsletters, and events. In FY24, the app gained 497 new users, logged over 316,000 interactions, and handled 3,182 material searches—supporting customers with reminders, bulk pickup requests, service inquiries, and recycling guidance.



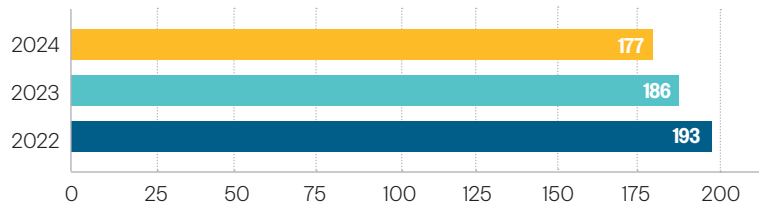
RECYCLE COACH ENGAGEMENT



ECUA in the Media

In FY24, our television and radio campaigns focused on priority topics, including the updated Bulk Waste collection process, recycling contamination reduction, and the dangers of improper disposal of lithium-ion batteries and other flammable materials. We also continued integrating recruitment messaging to support HR staffing goals—a strategy first introduced in FY22.

PRESS RELEASES ISSUED





WATER PRODUCTION



Engineering Evaluations/ Analysis Planning Assistance to States (PAS) – Water Facility Optimization

ECUA partnered with the U.S. Army Corps of Engineers (USACE) through a cost-sharing agreement to optimize the operation of its water facilities. Phase I was completed and several recommendations have already been implemented. Phase II, which focuses on calibrating ECUA's water system hydraulic model, is currently underway. This phase involves collecting pressure and flow data to compare with model predictions. The data has been collected, and comparisons are ongoing. Phase II is expected to be completed in 2025, with Phase III to follow.

Pensacola Beach Tank Site Revetment

The Pensacola Beach Tank Site currently has two tanks, which need replacing. After evaluating storage needs, staff determined that replacing the 1 MG and 0.5 MG tanks with a single 3 MG tank would be the best option. Additional property is required for proper tank placement, including necessary setbacks and water main installation. ECUA's engineering consultant submitted a permit application to the Florida Department of Environmental Protection (FDEP) to reclaim eroded land, but the permit was denied. FDEP suggested a land swap, and ECUA has engaged an ecological consultant, who has submitted a proposal to FDEP for consideration.

New Well on Pensacola Christian College (PCC) Property

Water Production staff is in ongoing discussions with Pensacola Christian College (PCC) regarding the potential acquisition of property to construct a new water production well.

PFAS Litigation

Staff continues to collaborate with legal counsel on ongoing PFAS-related litigation.

PFAS Treatment and Disposal Evaluation

ECUA solicited and received proposals from several approved engineering firms for the evaluation of PFAS treatment and disposal options. The selected consulting firm is currently working with Water Production staff to gather the necessary information.

Risk and Resiliency Assessment Update

Under the American Water Infrastructure Act (AWIA), water utilities must update their Risk and Resiliency Assessment every five years. ECUA has contracted Arcadis, the engineering firm that completed the 2020 assessment, to perform the update.

Water Supply to the U.S. Navy at Corry Field and Pensacola NAS

ECUA has been in discussions with the U.S. Navy about providing water to the two bases. Initially, an agreement was signed for emergency water supply, allowing ECUA to provide water as long as it did not negatively impact its system. The Navy made improvements on their property to enable them to receive water at Corry Field. Discussions are ongoing regarding the ECUA becoming the sole provider of potable water to these naval facilities. An engineering consultant's proposal is currently under review for water system modeling to determine the necessary infrastructure improvements for consistent, full-time water service.

Design Phase Beulah Well

The water system master plan, along with hydraulic model runs and low-pressure complaints during high-demand periods, highlighted the need for an additional water supply to the Beulah area. A potential well site has been identified on property purchased from International Paper and an adjacent landowner, located at the west end of Devine Farm Road near I-10. A test hole has been drilled and analyzed. Bids for a test well were published, but only one bid was received, which is expected to be rejected. Revised design documents will be issued, and the test well will be re-bid.



2023 Water Storage Tank Inspections

Annual inspections, including OSHA and safety checks, were conducted on all water storage tanks. No deficiencies requiring immediate attention were identified.

Bulk Lime Slurry Project

ECUA currently uses bagged hydrated lime for pH adjustment at water wells. Due to rising costs and other challenges with bagged lime, an evaluation by an approved engineering consultant recommended switching to bulk lime stored in silos and mixed into a slurry. Phase one involves purchasing and storing lime slurry at ECUA's Ellyson Field property, to be transported by truck to each well site. Phase two will include the installation of silos at the site.

Devine Farms Rd/Frank Reeder Rd Water Transmission Main

A new water transmission main will be constructed along Frank Reeder Road, extending from the Beulah Road/Frank Reeder Road intersection east to the 297A/97 intersection. This main will provide flexibility for ECUA to move water between areas as needed. If the new Beulah Well meets flow and water quality standards, it will pump water through this transmission main.



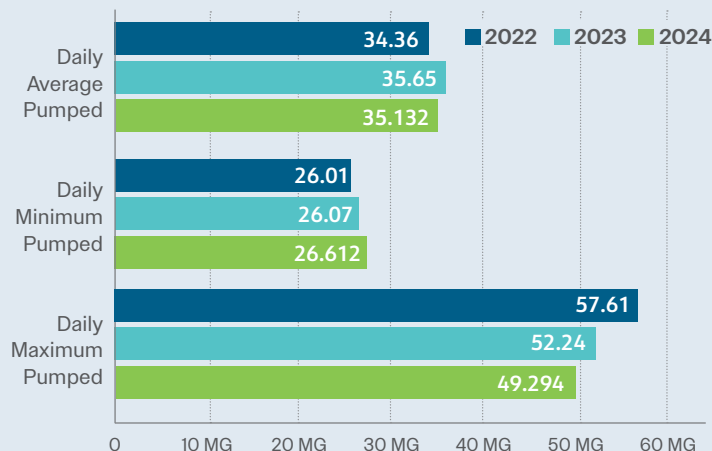
WATER PRODUCTION

WATER PRODUCTION STATISTICS

Phone calls (incoming & outgoing)	37,233
Work Orders Issued	15,866
Utility Locates Requested	1,279
PBWNs Issued	523
BMPs (samples requested)	94
SSOs (submitted to FDEP/FDOH)	43
Compliance Samples Taken	224
Visits and Servicing of Wells & Pump Stations.....	18,368
Bagged Hydrated Lime added (in pounds)	3,718,829
Chlorine Fed (in pounds).....	101,084
Fluoride Fed (in pounds)	368,395
Orthophosphate Fed (in gallons).....	13,188

12.82 BG of Water Were Pumped And Treated In 2024

BG-Billion Gallons MG-Million Gallons



Hagler Well PFAS Treatment

A proposal for designing the foundations for vessels used in a GAC treatment system to remove PFAS from Hagler Well water has been approved. The foundation work is expected to be completed in FY25. Proposals will soon be requested for the remaining installation of the GAC system.

Lillian and Humphries Well Pump to Waste

An engineering consultant has completed the design and permitting for improvements that will allow the Lillian and Humphries Wells to be pumped to waste more efficiently during cleaning and maintenance activities. Bid documents for this work are in preparation.

Nine Mile Road PFAS Treatment

The design phase for PFAS treatment at Nine Mile Well is underway. Plans have been prepared for the foundation of eight GAC filter vessels and associated site work. A proposal for engineering services to set the vessels and install piping has been received. The eight GAC vessels have been purchased and are stored on-site.

Olive PFAS Treatment

PFAS treatment at Olive Well is also in the design phase. It is anticipated that two GAC vessels will be required for this site.

Royce Well PFAS Treatment

The design phase for PFAS treatment at Royce Well is progressing. A proposal for the design of the vessel foundation for four GAC filter vessels has been approved. Once the design is complete, plans will be submitted to Escambia County and FDEP for permitting. A proposal for engineering services to set the vessels and install piping is in progress.

W & Avery Well PFAS Treatment

PFAS treatment at the W & Avery Well is in the design phase. Approved plans and specifications are being prepared for the foundation of four GAC filter vessels. After completion, the plans will be submitted to Escambia County and FDEP for permitting. A proposal for engineering services for vessel installation and piping is underway.

Construction & Major Maintenance Complete F & Scott – Completion of New GAC Treatment System

Replacement of the existing GAC vessels at the F & Scott well is complete and operational. Piping for the vessels was completed, and carbon was added to the filters.

GAC Filter Media Changeout and Spent GAC Disposal at McAllister, Spanish Trail, and Watson Wells

Spent GAC was removed and disposed of at an Arid Subtitle C Landfill. New GAC media was installed, and the wells were returned to service.

Lillian Well Cleaning

Due to decreasing well capacity, cleaning and development methods were used in an unsuccessful attempt to restore production. A new pump and discharge piping were installed, allowing the well to now produce approximately 1,000 gallons per minute more efficiently.

Muldoon & Avondale Wells GAC Vessels

Six GAC filter vessels were purchased and installed on structural foundations. A contract for vessel piping installation was completed in 2024, and the system is now operational.

Cross Connection Control (CCC)

In 2024, CCC issued 16,239 notifications to commercial and residential customers for testing, installation, or repair of Backflow Prevention Assemblies (BPAs). Of these, 5,660 were for residential customers. We tested 365 BPAs at ECUA facilities, leading to 130 repairs.

Staff processed 10,794 test reports into the backflow database, verified 116 initial certifications, and confirmed the compliance of 195 five-year recertifications for private wells. The division also submitted the eighth required annual backflow report to the FDEP.

CCC conducted 828 surveys of existing commercial developments and reviewed 52 new commercial developments to ensure proper BPA installation. We worked with local Fire Departments, the City of Pensacola, and Escambia County Building Inspections to ensure BPAs were installed and tested prior to issuing Certificates of Occupancy. Additionally, CCC worked with Finance, Customer Service, and Regional Services to address backflow issues, consumption readings, and billing discrepancies. Three CCC staff attended a Tester Recertification class, and one attended WEFTEC.

In 2024, CCC launched a new “Opt-In Program” for residential customers to have one of ECUA’s contractors test and/or install BPAs. The program, approved by the ECUA Board in April, has since sent 1,816 notifications to customers, with 442 opting in.



Well Maintenance Division

The Well Maintenance Division focused on preventive maintenance, repairs, and data collection at well sites, including:

- Upgraded chlorine, fluoride, and pH monitoring equipment
- Tested all generators for emergency power readiness
- Backwashed GAC vessels to remove iron
- Measured static and draw-down water levels to determine the specific capacity (performance) of the well. Collected monthly electrical and vibration readings at wells and booster pump stations
- Installed new sample tap lines on GAC vessels and replaced stainless steel ball valves at seven well sites, and butterfly valves at two sites
- Removed, serviced, and reinstalled electric well motors and chemical feed pumps
- Replaced fluoride metering pumps and chlorine booster pumps at several facilities
- Replaced chlorinators, chlorine ejectors, rotameters, switchovers, and tubing at various sites
- Replaced 12” gate valve at F & Scott Well and 16” gate valve at Muldoon Well
- Replaced lime slurry pump motor at Royce Well and slurry agitator motors at Villa and Tennant Wells.

The division also supported contractors with tasks such as corrosion protection inspections, GAC vessel rehabilitation, and draining facilities for required inspections.

Additionally, operation and maintenance manuals were updated for each well site and pump station to reflect current equipment. The division completed 530 work orders in FY 2024.



MAINTENANCE & CONSTRUCTION

The Maintenance & Construction Department includes the Regional Services Department (with 10 divisions) and seven additional divisions. It oversees maintenance for ECUA's wastewater and water systems, lift stations, emergency power, facilities, and the mechanical and electrical upkeep of all plants and facilities, including composting and recycling.

Regional Services and the seven divisions collaborate to maintain all ECUA infrastructure, from water reclamation plants and water mains to lift stations and electrical systems. Services range from basic facilities maintenance to advanced instrumentation, mechanical, and electrical work, plus managing capital improvement projects. The department also ensures emergency power support for all ECUA operations. All tasks are managed through our Enterprise Asset Management system, which tracks work orders, monitors division performance, and prioritizes preventive maintenance over reactive repairs.



Facilities Maintenance Division

The division consists of nine employees: a manager, lead maintenance technician, four maintenance technicians, and three specialists. With 90 facilities spanning 414,430 square feet, maintaining these diverse buildings—varying in size, age, and function—is a daily challenge. The headquarters serves as a customer service hub, while other special-purpose facilities include the Water Quality Lab, Fleet Maintenance Garages, and Storage Warehouses at Ellyson Industrial Park. The team also manages ECUA's satellite locations, including the Materials Recycling Facility, Godwin Sanitation complex, and various Regional Services and Water Reclamation facilities.

In FY 2024, 2,113 work orders were completed, with 486 being cyclical preventive maintenance. Notably, 60% (1,259 work orders) were focused on the Ellyson Industrial Park facilities.

FM also led several capital improvement projects to upgrade and modernize facilities, including:

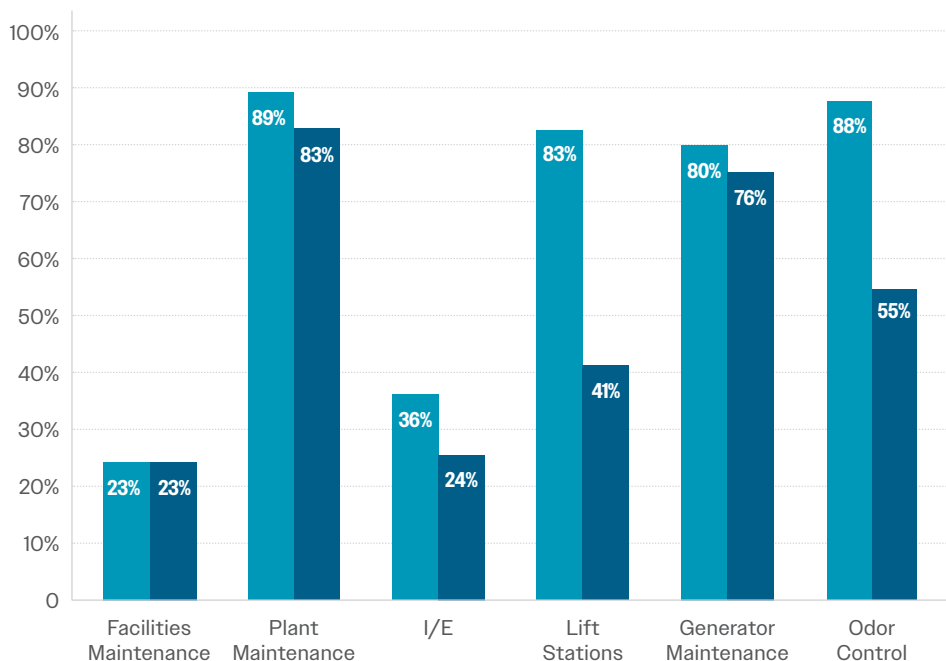
- Customer Service Elevator Modernization: Upgraded controls and replaced critical components to comply with new elevator safety code requirements for the two-landing hydraulic elevator.
- Customer Service HVAC Project: Upgraded geothermal equipment, installed new piping, and added a modern digital control system.
- Regions South Restroom Renovations.

Other key achievements in FY 2024 include:

- Installation of new electric overhead door operators at Godwin Fleet Maintenance Garage.
- Interior painting at Customer Service.
- New firefighting hose stations at the Materials Recycling Facility.
- Parking area restriping at Customer Service/EOSA East.

PREVENTIVE MAINTENANCE WORK ORDERS (WOs)

■ % of PM WOs FY24 ■ % of PM WOs FY23



Instrument/Electrical Division

The division completed 3,179 work orders this fiscal year, covering preventive maintenance, capital improvements, and repairs. We also provided Arc Flash/Lockout Tag Out training for the entire Maintenance and Construction department.

I/E continued installing the redundant SCADA system, VTSCADA, updating 19 more lift stations and two water production sites. This brings the total to 37 sites with cellular transmitters and UHF radios reporting to two control systems. Another 33 sites are expected in FY2025, with the goal of equipping all 400 SCADA locations.

At the Ellyson Administration building, I/E upgraded the HR training room by installing power receptacles, Ethernet drops, audio cables, and equipment for six 86-inch TVs, 24 speakers, and three HDMI panels, enabling the room to be divided into three training spaces.

I/E also supported the EOSA Geothermal

HVAC upgrade, replacing nine circuit breakers for the new air handling units.

Energy-efficient LED lighting upgrades included:

- Replacing eight faulty LED fixtures at the Composting facility.
- Replacing twelve fire-damaged fixtures at the MRF Pre-Sort cabin.
- Installing 46 LED High Bay fixtures at the Godwin Lane Sanitation garage, improving visibility and adding a 30-amp circuit and disconnect for a new water heater at the handwashing station and bathroom.
- Godwin Lane Sanitation Garage Lighting I/E crews installed surge protection at 13 lift stations to reduce outages during storms and power surges. They also installed electrical control panels and components for three new permanent generators and mixers at three lift stations, as well as a new generator at a water pumping station.

Odor Control Division

Odor Control maintenance completed 1,676 preventive maintenance work orders, servicing 42 scrubbers and blowers at lift stations. Crews also replaced media on all Calgon vents on the CWRf transmission main and monitored hydrogen sulfide (H₂S) levels to control odors. Additionally, scrubbers at the three Regional Pump Stations (RPS) were cleaned and media was replaced twice to prevent odor buildup.

Generator Maintenance Division

The Generator crew completed 719 work orders, maintaining 41 portable and 75 permanent generators, ranging from 20KW to 2.5 MW. This included load testing automatic transfer switches (ATSs) and managing fuel tank inspections for compliance with FDEP standards.

A fuel testing system, including polishing and cleaning, improved fuel quality, reduced injector clogs, and extended fuel filter life. Two fuel tanks were cleaned and painted at water wells and lift stations.

The fleet grew with the purchase of a 500KW Cummins portable generator and two permanent natural gas generators at LS157 (Navaho Drive) and LS184 (Dog Track).

Information Systems/Warehouse Division

The Hexagon EAM system manages work orders, purchasing, parts, and assets for the Maintenance & Construction Department, providing key data on equipment location, costs, and performance, while enabling preventive maintenance over reactive repairs.

In FY24, the focus was on integrating ECUA's GIS system with Hexagon EAM, a project that will continue into early FY25.

The department processed 945 purchase requisitions and completed 20,155 work orders during the fiscal year.



MAINTENANCE & CONSTRUCTION

Lift Stations (LS) Division

The Lift Station crews maintained 378 stations and completed 8,084 work orders in FY24, covering preventive maintenance, repairs, and capital improvements.

Four new Lift Station Mechanic I employees earned their Class C Wastewater Collection Certification, and two passed the Class B certification.

The division's Hurricane Preparedness plan continues to strengthen our fleet of generators and bypass pumps, ensuring we have the necessary equipment to minimize sanitary sewer overflows (SSOs) during storms.

M&C staff coordinated several emergency lift station upgrades, including installing a fiberglass liner and concrete lid at LS186 (Eleven Mile Creek), increasing capacity at LS340 (Navy Point), and repairing LS233 (Keywest Subdivision) and LS274 (Beach Haven Cove).

Additionally, crews re-piped five older stations to address age-related deterioration and prevent SSOs across the sewer collection system.

Preventing SSOs, mechanical issues, and clogged force mains remains a priority. Two vacuum trucks removed 267,546 gallons of fats, oils, grease, and rags from stations, also supporting other divisions and contractors in preventing SSOs.

Plant Maintenance

The division handles preventive and predictive mechanical maintenance at ECUA's three Wastewater Reclamation Facilities, three Regional Pumping Stations, the Materials Recycling Facility, and the Composting Facility. In FY2024, Plant Maintenance completed over 5,200 work orders and supported capital improvement projects and other ECUA departments.

The division also participated in the Touch a Truck event at First United Methodist Church of Pensacola, supporting the community and The ARC Gateway by allowing children to explore three of our trucks and heavy equipment.

Central WRF (CWRF)

The division completed 985 work orders at CWRF. Key tasks included:

- Hard surfacing overlay of paddle shafts in Dryer #1, welding repairs to steam vessels on Dryers #1 and #2, and replacing shaft packing and installing a new coil in steam generator #1.
- Replacing three failing 150HP aerator reducers on BNRs #2 and #3, and refurbishing two motors.
- Replacing two 5-ton air conditioners on BNR #2 and Reject Storage MCC rooms.
- Installing 6" gate isolation valves for the reuse system to ensure water availability during piping failures.



Bayou Marcus WRF

The division completed 634 work orders at Bayou Marcus WRF. Key tasks included:

- Refurbishing and replacing two 90HP effluent pumps and replacing a failed 200HP motor on Surface Aerator #1 (the motor was refurbished and stockpiled as a spare).
- Replacing all filter carpets, gaskets, and seals in Aqua Diamond filters 1 and 2.
- Replacing 300 diffusers in the sludge digester and repairing leaks in the air supply header.

Pensacola Beach WRF

The division completed 726 work orders at Pensacola Beach WRF. Key tasks included:

- Rebuilding the Huber step-screen at the plant's headworks.
- Fabricating new masts, swivel bases, and intermediate wall mounts for the three mixers in Digester #2.
- Assisting with the removal and coating of the trough and center ring of Clarifier #2.

Regional Lift Stations (RLS)

Government Street RLS – The division

completed 54 work orders. Key tasks included removing tons of debris and grit from both wet wells, installing a new channel grinder in wet well #2, and refurbishing the existing grinder for future use.

Moreno Street RLS – The division completed 61 work orders. Mechanics rebuilt and installed two 312HP pumps, fabricated and installed new mixer masts on all four mixers, and replaced channel grinder #2, rebuilding the old one for spare use. They also removed grit and debris from the wet wells and assisted with recoating the influent channels.

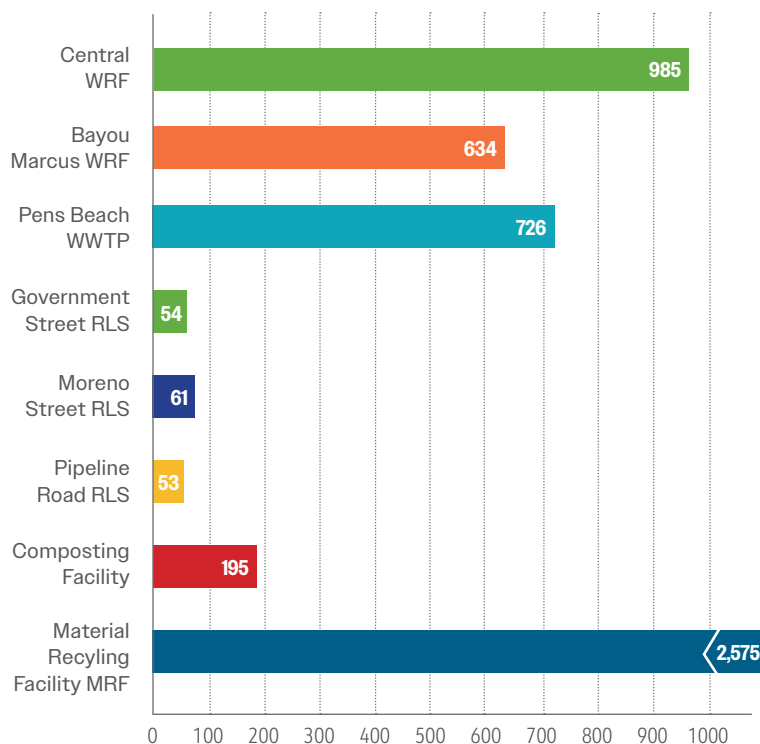
Pipeline Road RLS – The division completed 53 work orders. Tasks included rebuilding and installing one 600HP pump, resurfacing, and coating the influent tanks, piping, and valves.

Composting Facility

The division completed 195 work orders at the Composting site. Key tasks included:

- Overhauling the Komptech screener by replacing sorting star fingers, shafts, bearings, chains, and sprockets on both decks, and replacing conveyor belting, seal strips, bearings, idler rollers, pulleys, and side guide rollers. Oil changes were also performed on gearboxes and drum motors.
- Replacing the metering bin chain conveyor, bearings, and rollers, and fabricating new conveyor deck beds and safety guards.
- Rebuilding the Morbark tub grinder discharge system, including the belt, bearings, pulleys, shafts, and rollers, and replacing wear strips on the conveyor framing.
- Replacing the Morbark discharge augers, including augers, stub shafts, bearings, and couplings.

WORK ORDERS COMPLETED BY DIVISION



Material Recycling Facility (MRF)

The division completed 2,575 work orders at the MRF.

Key tasks included:

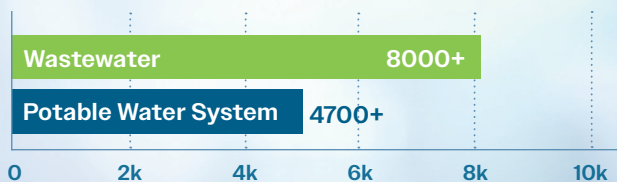
- Setting up a new 12x16 structure for ice and vending machines and a 40ft Conex storage container for maintenance storage.
- Rebuilding the glass unit (NIHOT), replacing return idler rollers, trough rollers, brackets, and the conveyor belt.
- Performing preventive maintenance on 54 gear motors, including oil changes and motor cooling system cleanouts, and servicing Hydraulic Power Units #1, #2, and #3, as well as both compactors.
- Compiling an inventory of conveyor belts, robot wear parts, and hydraulic power units into Hexagon EAM.
- Repairing a failed seal on the Harris baler ejector ram and rebuilding three hydraulic pumps on the main baler power unit.
- Repairing the portable load dock system by replacing the failed hydraulic pump and cylinders and welding the main frame, significantly improving product delivery.



WATER RECLAMATION

The Water Reclamation Department employs 45 licensed operators, 23 of whom have the highest license issued by the State of Florida, to oversee operations at three locations 24 hours a day, 7 days a week. Six Water Reclamation operators advanced to the next level of FDEP-issued Operator's licenses after passing required coursework, on-the-job training, and a rigorous exam.

Water Samples Collected and Analyzed in 2024



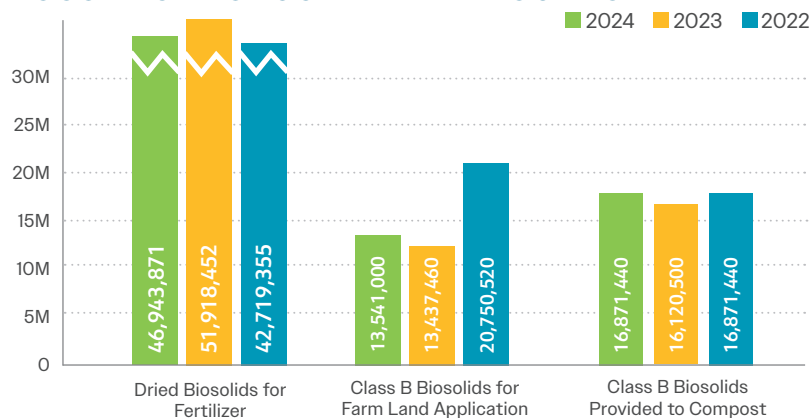
Biosolids Handling

The ECUA Biosolids Facility located at the CWRf processes sludge from all three of our water reclamation facilities. In FY 2024, the facility processed approximately 217 million gallons of sludge from our three facilities, creating approximately 12.0 million dry pounds of biosolids for beneficial reuse as fertilizer and compost.

CWRf biosolids tanker drivers made 679 trips to the Pensacola Beach WRF, hauling 484,947 wet pounds in 4,342,000 gallons, and 1,709 trips to the Bayou Marcus WRF, hauling 3,600,468 wet pounds in 11,078,00 gallons. These trips added up to 88,985 miles traveled by our drivers who safely and successfully completed the year with no accidents.

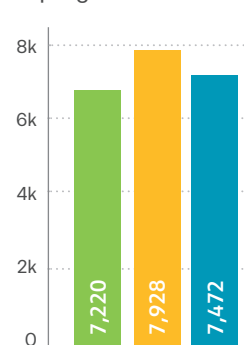
Operations staff in biosolids handling also collected and analyzed more than 18,000 samples for permit compliance and operational purposes, meeting all 504 of its compliance metrics.

BIOSOLIDS PRODUCED IN WET POUNDS

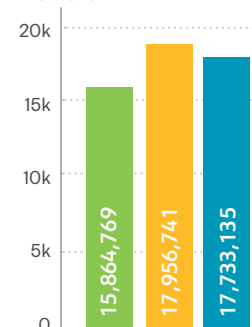


SEPTAGE RECEIVED

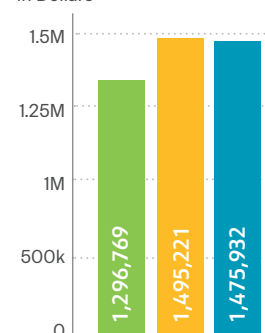
Septage Loads



Septage Volume In Gallons



Septage Revenue In Dollars



Bayou Marcus Water Reclamation Facility (BMWRF) Pollutant Removal

PARAMETER	REMOVAL EFFICIENCY	LBS. REMOVED	ANNUAL AVERAGE	DEP PERMIT LIMIT
Carbonaceous Biochemical Oxygen Demand (CBOD)	99.4%	3,534,246	1.2 mg/L	5.0 mg/L
Total Suspended Solids (TSS)	99.8%	4,493,288	0.5 mg/L	5.0 mg/L
Total Nitrogen (TN)	99.2%	824,410	1.2 mg/L	3.0 mg/L
Total Phosphorus (TP)	96.8%	96,259	0.18 mg/L	1.0 mg/L
Ammonia (NH3)	99.9%	592,297	0.05mg/L	1.6 mg/L

The Bayou Marcus WRF had a total flow of 2.130 BG in FY 2024 and earned a Silver Award from the National Association of Clean Water Agencies (NACWA) for the 2023 calendar year, maintaining compliance with all but one of its 3,584 compliance metrics. Additionally, the Bayou Marcus WRF treated more than 6.3 million gallons of leachate from our community partner, Escambia County’s Perdido Landfill.

In FY 2024, Bayou Marcus WRF Operations staff pulled 2,305 samples and performed data analysis on more than 8,000 results for submitting reports to regulatory bodies and process control.

Bayou Marcus WRF’s staff is dedicated to the sustainability of Pensacola’s local ecosystems. The Bayou Marcus wetlands, which are also part of the Florida Birding Trail, are sampled for physical, chemical, and biological parameters throughout the year. Dedicated staff members monitor seven sampling stations for more than 24 parameters during each sampling event in addition to biological health indicators, accessing locations both by foot and boat. This year’s results point to a thriving and balanced wetland ecosystem that should flourish for years to come.

Central Water Reclamation Facility (CWRF) Pollutant Removal

PARAMETER	REMOVAL EFFICIENCY	LBS. REMOVED	ANNUAL AVERAGE	DEP PERMIT LIMIT
Carbonaceous Biochemical Oxygen Demand (CBOD)	99.5%	10,284,777	1.3 mg/L	5.0 mg/L
Total Suspended Solids (TSS)	99.5%	11,029,803	1.2 mg/L	5.0 mg/L
Total Nitrogen (TN)	98.9%	2,008,143	0.9 mg/L	3.0 mg/L
Total Phosphorus (TP)	98.1%	222,651	0.08 mg/L	0.4 mg/L

The Central WRF had a total flow of 5.134 BG in FY 2024 and earned a Silver Award through NACWA for Calendar Year 2023, maintaining compliance with 5,068 of 5,071 compliance points.

At the end of FY 2023, FDEP approved new permit requirements and operating protocols proposed by CWRF staff. These changes improved compliance with the operating permit, reduced sodium hypochlorite usage and its associated costs, while maintaining permitted discharges. As a result, the CWRF had no permit violations and reduced sodium hypochlorite use by 19.5% over the course of FY 2024!

Water Quality Laboratory

The Water Quality Laboratory division is home to a Laboratory Manager, Laboratory Supervisor, Water Quality Field Supervisor, Senior Laboratory Analyst, and six Laboratory Analysts who facilitate the sample collection, analysis, reporting, and logistics in support of the Water Production, Water Reclamation, Wastewater Infrastructure, Regional Services, Engineering, and Customer Service Departments.

In addition to normal sampling and analysis, laboratory staff are responsible for in-home visits to customers’ homes and responding to sanitary sewer overflows. This year, laboratory staff successfully resolved 75 customer complaints while also responding, investigating, sampling, reporting, and resolving 23 sanitary sewer overflows in ECUA’s collection system.

This year, the laboratory analyzed 8,129 wastewater samples, performed 590 sampling events, pulled more than 4,700 samples for the potable water system, and analyzed over 800 samples for ECUA’s Industrial Pretreatment Program.

The laboratory also completed four proficiency testing evaluations, which look at comparative sample analyses, to maintain its certifications with the National Environmental Laboratory Accreditation Program (NELAP) and the Department of Health.

This year, staff attended a host of conferences and seminars hosted by the Florida Rural Water Association (FRWA), the Florida Society of Environmental Analysts (FSEA), EPA, and the National Environmental Laboratories Accreditation Conference (NELAC) among others including Focus on Change, FSEA’s Annual Conference, NELAC’s Field Sampling Conclave, and FRWA’s Annual Conference.



WATER RECLAMATION

Pensacola Beach Water Reclamation Facility (PBWRF) Pollutant Removal

PARAMETER	REMOVAL EFFICIENCY	LBS. REMOVED	ANNUAL AVERAGE	DEP PERMIT LIMIT
Carbonaceous Biochemical Oxygen Demand (CBOD)	98.8%	419,646	1.8 mg/L	5.0 mg/L
Total Suspended Solids (TSS)	98.9%	230,752	0.9 mg/L	5.0 mg/L
Total Nitrogen (TN)	95.4%	104,441	1.7 mg/L	3.0 mg/L
Total Phosphorus (TP)	97.8%	13,394	0.11 mg/L	1.0 mg/L

The Pensacola Beach WRF had a total flow of 325.427 MG in FY 2024 and earned a Silver Award through NACWA for Calendar Year 2023, maintaining compliance with 4,169 of 4,170 compliance points.

In FY 2024, the Pensacola Beach WRF continued to upgrade the site and facilities as part of being a good neighbor and environmentally responsible. Landscaping, walkways, and irrigation systems were enhanced to complement the community’s atmosphere. New tankages for aluminum sulfate were purchased to replace 30-year-old tanks that were at risk of failure. Operating protocols were updated to decrease sodium hypochlorite and sodium bisulfite usage all while increasing compliance with strict FDEP requirements.

Industrial Pretreatment Program (IPP)

In FY 2024, the ECUA IPP continued to work with local industries by maintaining active industrial discharge permits and monitoring wastewater discharges through sampling efforts, analytical report reviews, and routine inspections. In FY 2024, the ECUA IPP renewed 14 industrial discharge permits. Each permitted facility must comply with Local, State, and Federal regulations, and Significant Industrial Users are required to be inspected on an annual basis. The IPP conducted 13 inspections during FY 24, notating 15 user violations, two being of Significant Non-Compliance. During FY 2024, the ECUA IPP collected 807 wastewater samples from industry, analyzing 3,306 data points, providing the basis to recover over \$1.17 million in treatment costs for more than 225 million gallons of industrial

The inspections and subsequent discussions with a few industries have led to some process improvements and improved communications with business leaders.

wastewater discharged to the Central Water Reclamation Facility (CWRF) and over \$34,000 in treatment cost for more than seven million gallons of industrial wastewater discharged to the Bayou Marcus Water Reclamation Facility (BMWRF).

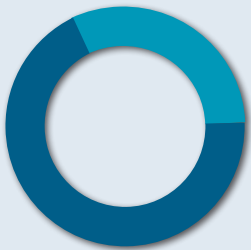
The routinely updated IPP page on the ECUA website allows our customers to easily access information and forms related to Pretreatment, including ‘Dental Discharger’ information, pharmaceutical hazardous waste regulations, the sewer use ordinance, applications, and more.

REUSE OF RECLAIMED WATER



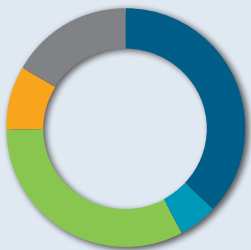
27.62 MG** of reclaimed water from the Pensacola Beach WRF were reused

- SRIA Flow.....14.65 MG
- On-site Reuse..... 12.97 MG



2.134 BG* of reclaimed water from the Bayou Marcus WRF were reused

- Northern Wetlands.....1.454 BG
- Southern Wetlands..... 0.676 BG



5.189 BG* of reclaimed water from the CWRF were reused

- FPL.....2.258 BG
- On-Site Reuse..... 0.295 BG
- International Paper1.401 BG
- Sprayfields0.456 BG
- Wetlands Enhancement0.779 BG

*BG-Billion Gallons ** MG-Million Gallons



Regional Services received nearly 30,000 utility locate requests, of which over 12,300 required marking in anticipation of future construction proximal to ECUA's infrastructure. The remainder were determined to be for private property where ECUA has no infrastructure or where there was no conflict.



Regions East, West and South

The Regional Services Department consists of three regions (East, West, and South), which are collectively responsible for the maintenance of the entire water distribution system, wastewater collection system, and wastewater force main system, along with all of the appurtenances that belong to these systems. The three regions are supported by the wastewater maintenance division, valve maintenance division, fire hydrant maintenance division, meter maintenance division, and pavement repair/debris removal division. Approximately 139,000 work orders were completed throughout the entire department during Fiscal Year 2024, averaging approximately 11,500 work orders per month. When fully staffed, the Regional Services department employs 115 employees, which equates to nearly 100 work orders completed per employee every month.

There are over 115,000 water meters in the ECUA water distribution system, and just over 62,500 of the 139,000 completed work orders were related to the maintenance or service of water meters. All three regions continued the effort to repair or replace components of water meters with automatic meter reading (AMR) technology. A transition to AMR meters began more than fifteen years ago and the demands to repair or replace components, predominantly the register or the communication mechanism, have increased dramatically as the end of these devices' warranty period approaches.

Wastewater Maintenance Division

The Wastewater Maintenance Division coordinated with the Wastewater Infrastructure Division to reduce the number of sanitary sewer overflows (SSOs) that occur. Using six vacuum trucks, Wastewater Maintenance cleaned more than 1,192,000 feet of pipe this year in the gravity sewer collection system, and removed grease and other obstructions to restore proper function of the system. WM also used closed-circuit television (CCTV) to inspect over 512,800 feet of sewer pipe. These inspections yielded valuable information and identified 136 substantial pipe deficiencies that were over for rehab.

The division responded to 798 calls from customers to investigate problems in the collection system, and completed approximately 495 work orders issued by other divisions and departments.



REGIONAL SERVICES

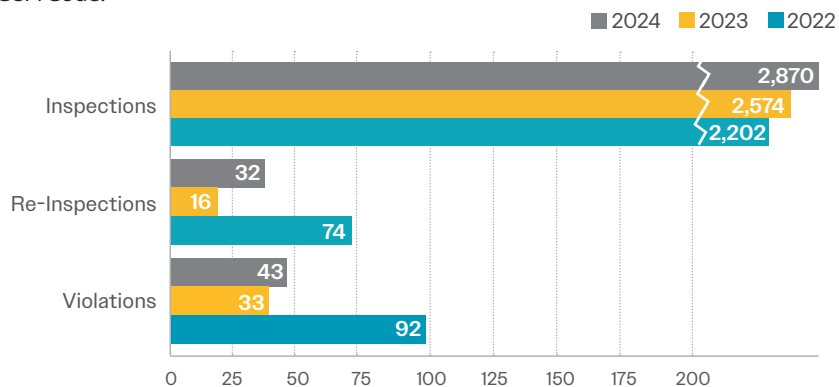


Fire Hydrant Maintenance Division

In FY 2024, the division repaired 336 hydrants, performed preventive maintenance on over 1,800 hydrants and tested them to evaluate flow performance, installed 3 new hydrants, replaced 27 outdated two-port hydrants or damaged hydrants with newer three-port hydrants, and performed 95 flow tests. The flush crew is a part of this division and performs a vital role in the maintenance of water quality in the distribution system. Over the year, the division flushed nearly 253 dead-end water mains and performed 287 flushes in response to concerns about discolored water. The division completed five unidirectional flushing operation — a method used to achieve a more aggressive flush through increased water velocity in the pipe. The crew also installed one new automatic flushing device on hydrants or other flush points, which are designed to automatically perform scheduled flushes with the use of a timer. This helps maintain water quality with only minimal maintenance by employees and reduces the demand on employee time and equipment. The group now maintains 269 automatic flush devices. The hydrant crew also performed 37 valve insertions, which is a method used to install a valve without having to shut down the water or sewer main, thereby limiting disruptions to customers' service and promoting efficient use of employee time.

Fats, Oils and Grease Division

The Fats, Oils, and Grease (FOG) Division manages a program to enforce compliance with ECUA's FOG disposal requirements. The program involves inspection of 989 food service establishments (FSEs) to reduce the discharge of FOG into the collection system. The FOG division performed 2,870 total inspections of FSEs and also continued to manage discharge permit applications from FSEs in accordance with Chapter 6 of the ECUA Code.



ECUA's Residential Cooking Oil Disposal Program has a total number of 14 FOG drop-off stations located throughout the County. These drop-off stations provide customers with an appropriate means of disposal for used cooking oil. Approximately 16,600 gallons of used cooking oil were collected at these sites over the year.

Meter Maintenance Division

The Meter Maintenance Division was created in FY 2022. The purpose of Meter Maintenance is to have a division that is solely focused on water meter maintenance. In the past, meter maintenance was one of the many responsibilities of the East, South, and West Regions. The undivided attention of this single division on this one critical area will improve customer service and the collection of revenue by minimizing mistakes in installation of meters, ensuring that meters are set up properly in our customer database, prompt repair or replacement of defective meters, and consistency in the testing of meters for accuracy. The singular focus of Meter Maintenance will lead to a depth of knowledge and level of attention to detail that is difficult to achieve without this specialization. In FY 2024, Meter Maintenance was responsible for the installation of 151 meters including hydrant meters, they tested the accuracy of 2,542 meters (5/8-inch to 10-inch), and repaired 1,536 meters (5/8-inch to 10-inch).

Valve Maintenance Division

The Valve Maintenance division maintains approximately 580 air-release valves (ARVs) and nearly 22,000 valves in the water distribution system. Depending on the valve's condition, all the ARVs in the system were inspected and maintained every 30, 60, 90, 120, or 180 days, including 69 ARVs on the critical CWRP central transmission main. These valves were inspected and maintained at least on a quarterly basis. VM performed preventative maintenance on 1,631 above-ground ARVs and 76 underground ARVs, quarterly.

Valve Maintenance met and exceeded FDEP's mandated valves to be exercised by exercising 4,414 water valves and 180 sewer valves this past fiscal year. The division repaired 40 broken water valves and replaced or brought 114 valve boxes up to grade for enhanced accessibility. Overall, Valve Maintenance staff provided frequent support to the three regions as well as various other departments and divisions of ECUA including Engineering, Lift Stations, Plant Maintenance, and ECUA contractors by operating and maintaining valves critical to maintenance or capital improvement projects. VM staff completed and/or assisted with the replacement of 40 water valves throughout the system. The Valve Maintenance has removed one 4-inch problematic duck-bill style sewer check valve and replaced it with a swing check valve with a weighted arm and air cushion. Valve Maintenance also installed two (2) 4-inch sewer check valves on the critical CWRP central transmission main where they were not installed originally.

Capital And Emergency Projects Completed In FY 2024

Large Water Meter Vault Installations

Regional Services completed several large water meter vault installations in FY 2024. These projects involved new meters, meter bypass piping, and concrete vaults. Noteworthy projects included:

- **PENSACOLA CHRISTIAN COLLEGE (PCC) EIGHT-INCH WATER METER:** During the 2023 Christmas break, Regional Services replaced PCC's outdated water meter. The old meter lacked bypass piping and couldn't be tested. The team shut down the service, removed the old meter, and installed a new one with bypass piping, ensuring more accurate water usage tracking and enabling future testing without disrupting service.
- **TRISTAN TOWERS SIX-INCH WATER METER:** At 1200 Fort Pickens Road, Regional Services coordinated with the property owners' association to replace a 6-inch meter on private property with an 8-inch meter and new concrete vault in the Fort Pickens Road right-of-way. This upgrade ensures easier access for future maintenance and eliminates issues with the old meter, which lacked bypass piping and could not be tested properly.

Emergency and Capital Projects Completed in FY 2024

Oleander Drive Water Main Replacement

Due to recurring water main failures along Oleander Drive, Regional Services replaced approximately 1,000 feet of 6-inch PVC and 600 feet of 3-inch PVC water main. The project, completed by ECUA's Small Scale Contractor, ran from North Palafox Street to the road's dead-end. Work took 10 days, from April 3 to April 25, 2024, with a total material cost of \$28,125.34 and construction cost of \$53,571.38.

Easton Easement Water Main Replacement

On July 27, 2024, a broken water main near 12 Easton Street was found to be damaged by lightning, affecting nearly 2,000 feet of pipe. Although temporarily isolated, this critical secondary source required replacement. The project, completed by ECUA's Small Scale Contractor between July 29 and August 21, 2024, cost approximately \$63,000.

Harold Avenue Force Main Replacement

To address a failing 6-inch PVC force main, Regional Services replaced it with 600 feet of 6-inch HDPE and 560 feet of 12-inch HDPE casing via horizontal directional drilling. The new force main runs from Harold Avenue and Merger Road to Johnson Avenue/Cody Lane in Escambia County's unimproved right-of-way. The total cost for materials and construction was approximately \$75,839.71.

Gaberonne Swamp Manhole Replacement

In response to a failing manhole in the Gaberonne Swamp, Regional Services replaced a 10-foot-deep manhole along Scenic Highway, north of Manolete Street. The failure was identified through high run times at the receiving lift station. The emergency replacement, carried out by the Emergency Contractor, had a total construction cost of \$79,356.32.

Water Service Renewals - Annual Contract

This annual contract involves replacing water service lines in various Escambia County rights-of-way. Water service renewal includes replacing the tubing that connects the water main to the customer's meter, along with tasks like making new taps, relocating meters, and verifying existing service lines. The contract, publicly advertised and awarded to our contractor on August 30, 2023, allows for up to three one-year extensions with ECUA Board approval. In FY 2024, the contractor successfully renewed 809 water services.



EXECUTIVE STAFF



Don Palmer, PE
Deputy Executive Director of
Engineering & Environmental
Services



Gerry Piscopo, BSME
Deputy Executive Director of
Maintenance & Construction



Tommy Fitzpatrick, MPA
Deputy Executive Director
Shared Services



Gabe Brown, BSOL
Director of
Customer Services



Hamid Rézaie, BSOL
Director of Information
Technology



Tom Dawson, Jr., PE
Director of
Water Production



Stacy Hayden, PE
Director of Engineering



Brian Reid, PE
Director of
Regional Services



Kimberly E. Scruggs, MPA, SPHR
Director of Human Resources &
Administrative Services



Randy Sears, MS, MSA
Director of
Water Reclamation



Justin Smith, CPA
Director of Finance



Nathalie Bowers, DFM, CBC
Public Information Officer



Sigrid Rehrig, BS, MBA
Education Programs Specialist

EXEMPLARY EMPLOYEES



The ECUA is proud to have Michael on staff as he not only upholds but also exceeds our core values. His mentorship helps employees thrive, both inside and outside the workplace, and his dedication makes the workplace a more positive and productive environment.

MICHAEL CROMER

Wastewater Treatment Plant Shift Supervisor
Supervisor Of The Year 2024

This award is presented to Michael Cromer in recognition of his dedication and service to the Emerald Coast Utilities Authority.

Michael exemplifies what it means to be an outstanding supervisor, demonstrating consistent care for his staff and their well-being. Not only does he prioritize their safety by ensuring proper training, but he also goes the extra mile by revising schedules to provide more time off, which has been well received by his team. His efforts to foster a cohesive, inclusive work environment at the Bayou Marcus Water Reclamation Facility reflect his commitment to professional growth.

Generous with his time and expertise, Michael plays a pivotal role in mentoring trainees and assisting them with coursework and licensing requirements for new operators. His professionalism and leadership set a high standard for all, and his ability to involve staff in decision-making cultivates a collaborative atmosphere that promotes trust and respect.

As a result of Michael's leadership, employee morale has significantly improved, leading to increased productivity and reduced turnover rates. Overall, Michael's approach has set a new standard for effective management and has positively impacted the organization's success.

We are proud to honor Michael Cromer as our 2024 Supervisor of the Year.

FUJI TRAN

Utility Service Technician II
Employee Of The Year 2024

This award is presented to Fuji Tran in recognition of his dedication and service to the Emerald Coast Utilities Authority.

Fuji has consistently demonstrated excellence in his role as a Utility Service Technician II. From his quick and knowledgeable responses to every call, to his tireless efforts to ensure our operations run smoothly, he has gone above and beyond to support both the ECUA and the community, setting the highest standard in service quality.

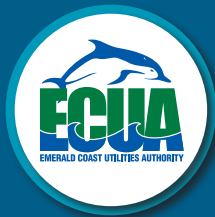
Fuji is known for his exceptional reliability when it comes to handling tasks and he takes his responsibilities seriously, ensuring that every assignment is completed promptly and efficiently. In addition to completing all his orders, Fuji makes sure no other trucks need assistance before leaving at the end of the day. His devotion to his work has given him a reputation for being dependable and trustworthy.

Fuji, with sincere appreciation, we recognize you as a reliable pillar of support and an invaluable member of our team.

We are proud to honor Fuji Tran as our 2024 Employee of the Year.



Tran's strong work ethic, approachability, and dedication have earned the respect of his colleagues. His positivity and problem-solving skills set an inspiring example, motivating us all to improve.



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