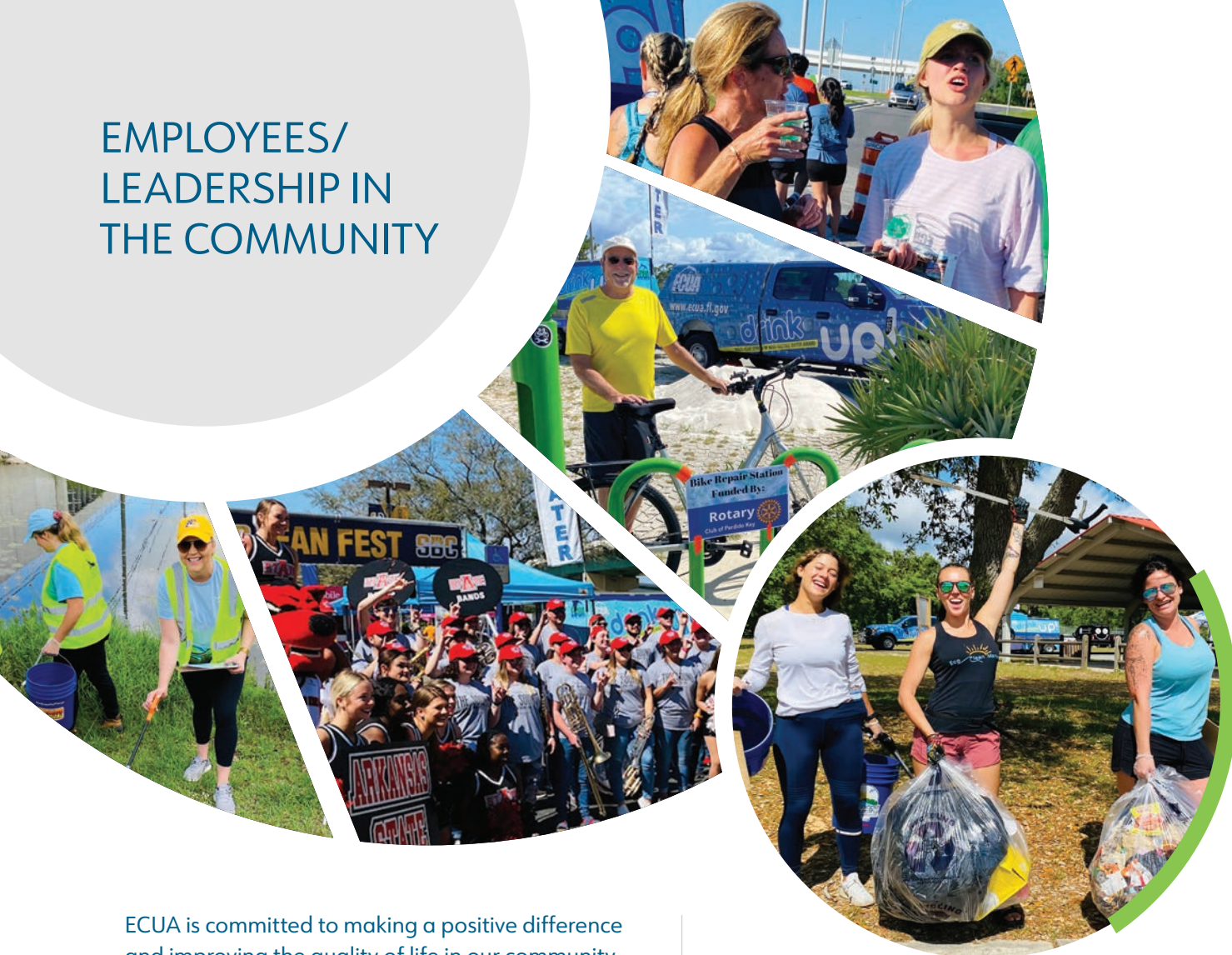


Emerald Coast  
Utilities Authority

2022  
ANNUAL  
REPORT



## 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 Red Cross and OneBlood Blood Drives
- American Cancer Society's Making Strides Against Breast Cancer Walk
- Boys and Girls Club of Escambia County
- Greater Pensacola Society for Human Resource Management Spirit of Giving Event
- Sacred Heart Children's Foundation
- United Way
- Disabilities Summit Council
- Gulf Coast Diplomacy Council
- Youth LEAP (Leadership Pensacola)

### VISIT PENSACOLA – JONES CREEK CLEANUP

Each year, Visit Pensacola leads its Tourism Gives Back initiative with a day for the industry and community to come together to contribute to the destination that we know and love.

This year, ECUA joined in the fun on the community cleanup at Jones Creek. Volunteers had the option of cleaning up the area by foot or by kayak.

### TAKE ME OUT TO THE BALL GAME!

Every season, you'll find us on the concourse cheering on the Blue Wahoos and sharing our passion for ECUA's many environmental programs. Come out and see us next year!





## ECUA'S QUENCH BUGGY GENERATES SMILES THROUGHOUT THE COMMUNITY

### • Graffiti Bridge 5K Run

Put the paint brush down and lace-up your running shoes, it's time for the Graffiti Bridge 5K!

### • Pensacola Triathlon

The Pensacola Triathlon is a local tradition. We're always happy to encourage the participants and provide refreshing water as they compete!



## WORLD OCEAN DAY

The 2022 World Ocean Day was a great day of environmentally focused games, activities, and art projects at the Perdido Key Area Chamber of Commerce and Visitor's Center. We were so happy to be a part of the fun!

As temperatures soared into the 90's, ECUA's Quench Buggy provided fresh-chilled water as staff delivered environmental information.



## SUN BELT CONFERENCE BASKETBALL CHAMPIONSHIP

Division I basketball came to Pensacola thirsty and ready to play ball! Our Quench Buggy kept everyone hydrated and on their game!



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# EXECUTIVE DIRECTOR'S MESSAGE

In 2022 the Emerald Coast Utilities Authority (ECUA) celebrated our 41st year serving the citizens of Escambia County. The state Legislature created the ECUA as an Independent Special District on June 18, 1981, to improve the Health, Safety and Welfare of the public through consolidation of various drinking water production and wastewater treatment services into a single, public entity.



## ENVIRONMENTAL PRIORITIES

ECUA's highest priority is the health and safety of its customers and the protection of our local environment. Our 2022 Water Quality Report documents that our water meets all Federal and State requirements. We voluntarily test more frequently than state law requires. There are fourteen (14) wells that have Granular Activated Carbon (GAC) filters for iron or organic contamination removal. Three additional wells are either in-design or already in construction for adding GAC filters in 2023. The ECUA closely monitors proposed regulations and was an early investor in GAC filters before Health Advisories for PFAS and related chemicals were even released by the EPA. Also, in partnership with the county, there are Wellhead Protection ordinances, which regulate the type of development that can occur within certain proximity of an ECUA well in order to protect the aquifer.

Providing reliable wastewater collection, conveyance and treatment makes the ECUA a major protector of the local environment. The ECUA treats wastewater to

Advanced Wastewater Treatment (AWT) standards, well beyond our permit requirements. The three treatment plants regularly

receive awards from the National Association for Clean Water Agencies (NACWA) for the highest levels of permit compliance. Discharges from two sites help replenish wetlands as a reuse, and engineering plans have begun for a reuse irrigation expansion on Via De Luna medians at Pensacola Beach to reduce discharges of advanced treatment discharges to the Santa Rosa Sound. In the collection system, over \$9 million is spent annually in relining or replacing older collection mains to reduce the infiltration of groundwater, which would otherwise rob the collection system of its capacity, especially during severe weather events.

Increased efficiencies in operations and financing through economies of scale have been a benefit to ECUA customers. Equally important is that as a public entity, the ECUA has a locally elected Board so policy makers are local residents who live in the area that they serve, are sensitive and responsive to our region's unique needs, and are easily accessible to our ratepayers.

## ECUA BOARD

### GROWTH

Residential growth in Escambia County continues at a brisk pace. The ECUA added 1,635 new water connections and 1,453 new sewer connections in 2022. Redevelopment downtown and new development across town, especially in the Beulah area, have largely driven this growth. We added two booster pump stations in 2022 and began design for an additional well in the western parts of our service area to stay ahead of growth.

### THE YEAR AHEAD

The economy is still reflecting challenges initiated by the COVID pandemic through rising costs for materials and construction due to inflation, rising interest rates, as well as ongoing supply chain delays. The low availability of labor, especially in technical fields, is also a challenge. Lastly, rising levels of contamination in the recycling stream put upward pressure on the expense of extracting recyclable materials and lower the value of the commodities we sell to help support the program. We need our customers' help to keep inappropriate materials out of recycling containers to help keep costs down. Despite these challenges, the ECUA Board and staff continue to work hard to run an efficient utility service and to protect your interests as owners of this public utility.

Thank you for being an ECUA customer.



J. Bruce Woody, P.E.  
Executive Director

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  
District One • (850) 449-1196  
vicki.campbell@ecua.fl.gov  
Term expires 11/2024



MS. LOIS BENSON • Chairman  
District Two • (850) 221-4404  
lois.benson@ecua.fl.gov  
Term expires 11/2026



MR. LARRY WILLIAMS  
District Three • (850) 292-7139  
larry.williams@ecua.fl.gov  
Term expires 11/2024



MR. DALE PERKINS  
District Four • (850) 207-5826  
dale.perkins@ecua.fl.gov  
Term expires 11/2026



MR. KEVIN STEPHENS • Vice-Chairman  
District Five • (850) 380-3431  
kevin.stephens@ecua.fl.gov  
Term expires 11/2024

## CERTIFICATE OF ACHIEVEMENT FOR EXCELLENCE IN FINANCIAL REPORTING

For the thirty-fourth 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, 2021. 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 preparation of state and local government financial reports. In order 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 for revenues, expenses, the numbers of customers, volume of water pumped, and various other data for the last ten years. It also provides a summary of major organization accomplishments for that year and identifies future goals and long-term financial planning.

For the thirty-fourth year in a row, we received the certificate of achievement for excellence in financial reporting.

## 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 \$2.6 million. The VISA card program provides a modest rebate to ECUA based on the total dollar volume purchased during the year. In fiscal 2022, ECUA received a rebate of \$36,399.

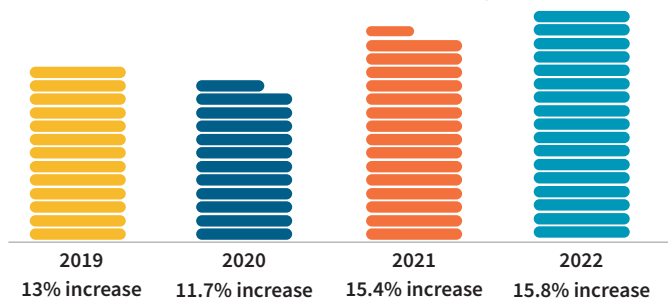
The Purchasing (VISA) Card Program completed its nineteenth full year of company-wide usage. There are currently 210 Visa Cards issued to ECUA employees. These cards allow employees to purchase items costing \$2,499 or less, and are a more cost-effective method of making small-dollar purchases.

## DEPARTMENT STATISTICS

In fiscal year 2022, the Accounts Payable Division processed over 17,000 invoices for payment; the number of vendors paid electronically increased by 4%. The Purchasing & Stores Division prepared and processed 2,191 purchase orders, 7 contract extensions, 25 formal bids, and 22 construction bids. Payroll processed 113 new employees, 6 employees entered the DROP program, and 100 employees left ECUA's employment, with 9 of them retiring. The value of the inventory on hand at September 30 was \$1,542,679. The number of electronic payments received increased over last year by 6.3%. This allows us to receive payments in a timelier manner, with fewer paper-handling costs associated with the processing of paper checks.

The Central Warehouse processed 12,995 issue tickets with a total value of \$2 million.

## ELECTRONIC BILL USAGE TREND Increases Over Previous Year



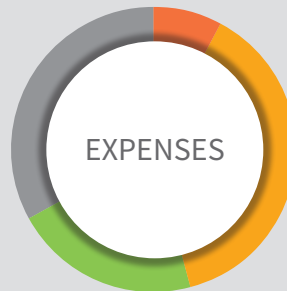
The number of customers receiving electronic bills increased by 15.8% in 2022, thus saving on the cost of printing a paper bill and postage.



### REVENUES

- 2% Misc. Revenues
- 17% Sanitation
- 36% Water
- 44% Wastewater
- 1% Recycling

**Total Revenues:**  
\$167,311,004



### EXPENSES

- 8% Materials & Supplies
- 38% Support Services
- 21% Debt Services
- 33% Personal Services

**Total Expenses:**  
\$144,153,529



### LIABILITIES/ NET ASSETS

- 6% Other Liabilities
- 27% Long-term Debt
- 67% Net Assets (Equity)

**Total Liabilities/Net Assets:**  
\$1,020,668,541



### ASSETS

- 5% Other Assets
- 9% Cash & Investments
- 9% Construction Funds
- 77% Utility Plant

**Total Assets:**  
\$1,020,668,541



# ENGINEERING

## UTILITY DEVELOPMENT DIVISION

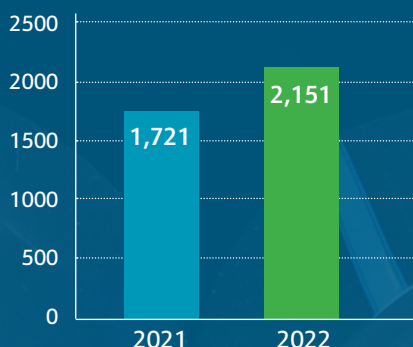
The ECUA Engineering Utility Development Division (UDD) reviews and approves construction plans for System Extension and Single Service Connection Projects to ensure compliance with ECUA standards before projects are placed into service. These projects are typically developer-sponsored residential and commercial developments.

System Extension Projects are developments that include additions to the ECUA water and sewer infrastructure. In FY2022, ECUA UDD received 108 system extension projects for review, approved construction plans for 80 projects, and approved 44 projects for placement into service.

Single Service Projects are developments that do not include additions to the ECUA water and sewer infrastructure. For single services in FY2022, ECUA UDD received 106 projects for review, approved construction plans for 78 projects, and approved 67 projects to be placed into service.

As part of the development review process, ECUA must confirm the availability of water and sewer for a potential project. In FY2022, ECUA UDD processed 2,151 inquiries for confirmation of water and sewer availability from commercial and residential development projects and private individuals seeking to transition from septic to sewer service, a significant 25% increase over FY21.

Inquiries for Confirmation of Water and Sewer Availability



## IN-HOUSE DESIGN PROJECTS

When feasible, ECUA staff will undertake design efforts, plan production and project management for both potable water and sanitary sewer projects to maximize the availability of ratepayer dollars for construction activities.

### POTABLE WATER

As a remedy to frequent pipe breaks along North 46th Avenue, between Lillian Highway and West Jackson Street, we developed plans and managed the construction for approximately 3,000 feet of new water main and services. Similarly, we developed plans and oversaw the replacement of approximately 900 feet of new water main on West Gadsden Avenue. Construction is currently underway on the project titled "Doris Avenue, Powell Street, Rose Avenue & Figland Avenue Water Main Upgrades." When complete, ECUA will have approximately 6,000 feet of new water main in service for approximately 110 customers. Other in-house projects currently in design, which involve the replacement of approximately 10,000 feet of antiquated water mains, are located in the Corinne Jones Park Area and Sanders Beach Area.

### SANITARY SEWER

Sanitary sewer projects designed and managed by in-house staff include River Gardens Sewer Expansion (construction complete) and West Desoto Street Septic to Sewer (construction complete). Staff has worked hard to finalize the needed paperwork to obtain approval for grant funding from the State for four additional sewer expansion projects. Through efforts that included a public meeting, mailings to property owners, and a telephone calling campaign, the projects' boundaries were redefined and design contracts with consulting firms will be finalized in mid 2023.



CONSULTANT DESIGNED / ECUA  
STAFF MANAGED PROJECTS

For the completion of large complex projects, ECUA utilizes consulting firms that provide both engineering and surveying expertise. ECUA staff manages the design efforts, plans development and construction activities through the completion of the required work. Examples are listed below:

SEWER EXPANSION  
PROGRAM

This year, we completed construction of a fourth expansion in the Navy Point area, adding approximately 5,000 feet of new sewer main to serve approximately 100 customers. In partnership with an Escambia County project, construction is underway to add approximately 4,000 feet of sewer main on Lee Street, between “T” Street and Kirk Street. ECUA staff will continue to manage the design efforts for the Airway Drive / Stockdale Avenue area (construction planned for early 2023) and Beach Haven NE Phase 2 projects.

REPLACEMENT OF ANTIQUATED/  
TRANSITE WATER MAINS

The construction project to replace the Transite water main in the Scenic Hills golf course community was separated into two phases to accommodate funding availability. The Scenic Hills Phase 1 Water Main Replacement project is now complete. Phase 2, which involves the installation of approximately 12,000 feet of new water main along Burning Tree Road and Meadowbrook Drive, was awarded in December 2022. The design of approximately 8,000 feet of new water mains and the replacement of Transite water mains located near the Osceola Country Club (north of Fairfield Drive and west of Mobile Highway), is currently at 60%.

WASTEWATER  
INFRASTRUCTURE

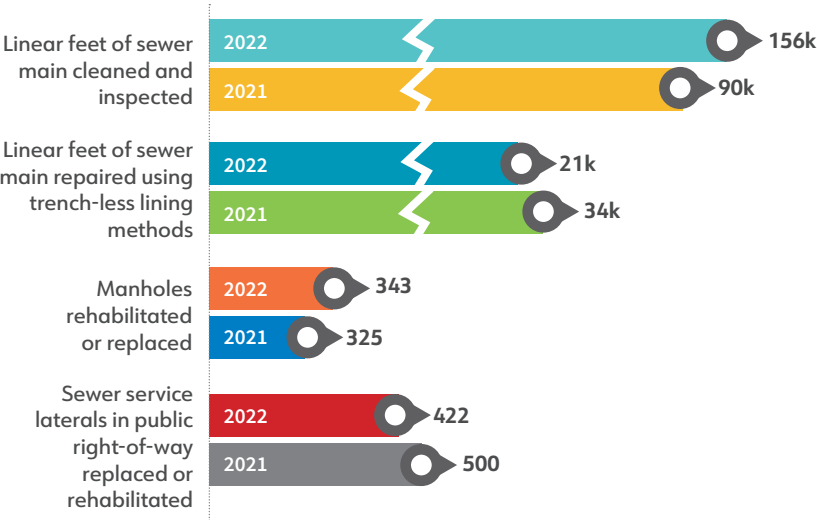
ECUA staff successfully completed the third year of the Corrective Action Plan (CAP), investing a total of \$29 million in sanitary sewer collection system infrastructure improvements over the past three years.

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 CAP provides details of the sanitary sewer overflow (SSO) reduction program through March of FY2029, and is focused in 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 44 recorded spills in FY2022, down from 53 in FY2021. Design and permitting are underway for an influent emergency storage tank at Bayou Marcus Water Reclamation Facility to assist in emergencies and maintenance activities at the sewer treatment facility. An additional emergency storage tank for the downtown Pensacola area is on hold while ECUA and the City of Pensacola work out additional details to support a Private Side Lateral Program to eliminate the need for the additional emergency storage tank in downtown.

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 focus area is currently bordered by Bayou Chico on the west, Palafox Street on the east, Pensacola Bay on the south, and approximately Lee Street on the north.



## LONG-TERM FLOW MONITORING

Two of the key components to reducing SSOs in the ECUA collection system are sewer rehabilitation and sewer replacement. The amount of Inflow and Infiltration (I&I) identified in any given sewer basin is a strong indicator of existing problems, and provides valuable guidance in deciding between undertaking rehabilitation versus replacement efforts within the sanitary sewer collection system. Several years ago, ECUA purchased and installed 14 flow monitors and four rain gauges for long-term collection of sewer flow data. The results of the flow monitoring will assist in the measurement of I&I and will be useful in other ways, such as:

- Prioritizing sewer rehabilitation, making the I&I reduction program more efficient.
- Aiding in measuring the effectiveness of sewer rehabilitation efforts.
- Aiding in calibrating the sewer system hydraulic model and determining the appropriate sewer capacity.
- Providing flow data during different weather and tidal conditions.
- Demonstrating the reduction in I&I in response to the FDEP Consent Order.

## PRIVATE SIDE LATERAL PROGRAM

The Private Side Lateral Program progressed this year in several locations that continue to have high levels of Inflow and Infiltration (I&I) despite rehabilitation of the ECUA sanitary sewer collection system within the right-of-way. Sewer basins with the most severe levels of I&I were identified as locations to continue the program. A multi-departmental team is working together to perform smoke testing, inspect sewer service laterals via Closed Caption TeleVision (CCTV), review the results, and notify customers of any lateral deficiencies that need correction. Smoke testing was continued and CCTV video reviews were added. An additional 330 laterals were found to have defects and property owners were notified for a total of 492 laterals. Of those properties, 39 have made repairs for a total of 105 properties completing repairs. We anticipate more customers will make repairs leading to a positive impact on the operation of the collection system during storms.

ECUA continues discussions with the City of Pensacola and Escambia County to expand the Private Side Lateral Program to make a bigger impact with inflow and infiltration reductions on private properties. Discussions for the programs are ongoing. With private side lateral programs to identify and encourage repairs of the private laterals, the need for additional emergency storage tanks in downtown Pensacola and other parts of the county may be avoided.

Smoke testing does have limitations such as high ground water and bellies in the sewer lines, which both prevent leak detections. The average results of CCTV inspection show two thirds of all laterals contain defects that need to be repaired versus four percent of the laterals found to contain defects by smoke testing.

## WASTEWATER INFRASTRUCTURE

### ADDITIONAL PROJECTS

#### Sanitary Sewer Collection System Master Plan

The Sanitary Sewer Collection System Master Plan was completed in October 2022. The project began by reviewing and prioritizing the 20-year capacity needs of the sewer collection system to include force mains, gravity mains, lift stations, and emergency storage provisions needed to adequately convey sewage to the ECUA's main wastewater treatment facilities. This master plan identifies specific projects needed for system capacity and community growth over the next 20 years.

#### Wastewater 20-Year Needs Analysis

The Florida State Legislature enacted a law requiring all sanitary sewer service providers to perform a 20-year needs analysis for their wastewater system. The analysis looked at all of the deficiencies within the wastewater collection system, potential sewer expansion projects, projects identified in the draft sanitary sewer collections system master plan, and all known improvements needed in the wastewater system. The analysis identified \$1.8 billion in wastewater infrastructure needs over the next 20 years, most of which is attributed to sewer expansion.

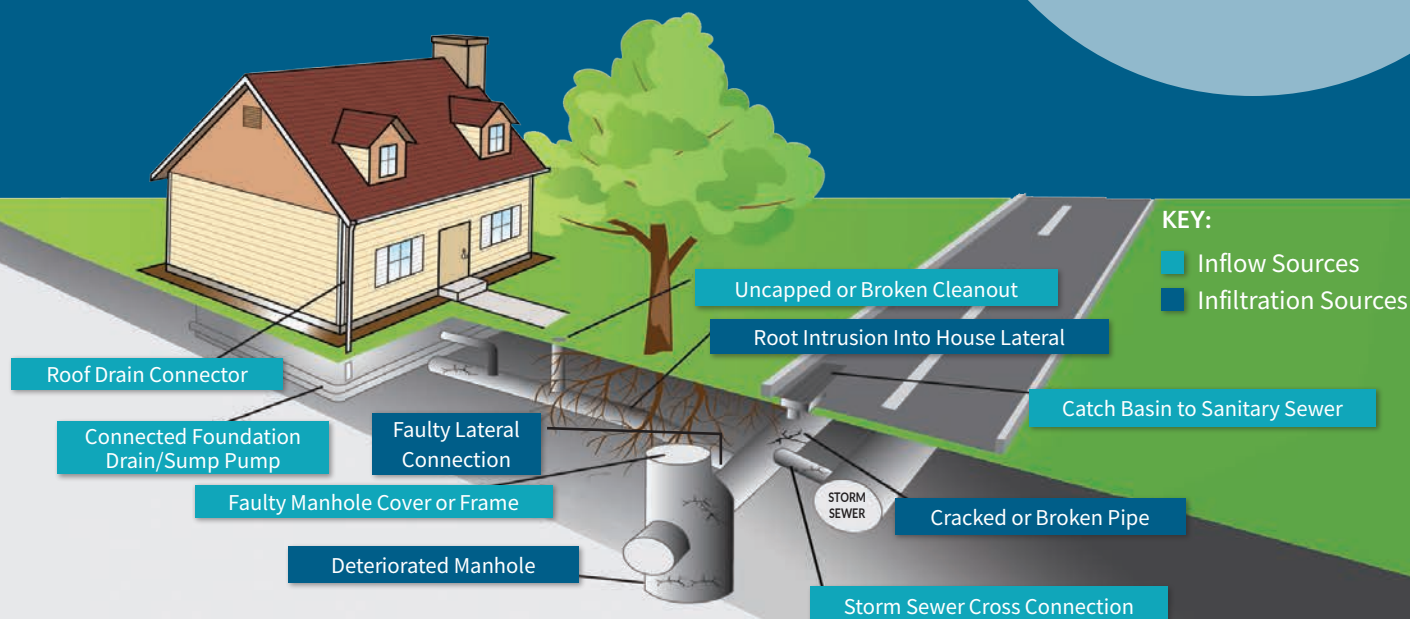
#### Bruce Beach Contamination Sleuthing

ECUA engineering staff worked with ECUA lab staff and the City of Pensacola staff to trace and find potential sources of storm water contamination near Bruce Beach. This successful joint effort located a defective sewer main that was contributing to contamination in a storm drain line near Bruce Beach. In October 2022, ECUA contractors performed an emergency project to excavate and replace the sanitary sewer main line and repair two affected storm drain lines. Follow-up testing will continue in coordination with the City of Pensacola, Escambia County, and Florida Department of Environmental Protection.

#### Carpenter Creek Sanitary Sewer Trunk Main Rehabilitation

The first phase of rehabilitation of the sanitary sewer trunk main that runs parallel to Carpenter Creek, and near the creek, is completed. This work included cleaning and CCTV inspection of 3,700 linear feet of 18-inch sewer trunk main, lining 3,055 linear feet of 18-inch sewer trunk main, and rehabilitating 8 manholes. Phase two construction was started and is anticipated to be complete early FY2023.

# INFLOW & INFILTRATION (I&I)



## WHAT IS 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.

## 3 Reasons Why I&I is a Problem – Extra water in the sewer system is a problem because:

- 1 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.
- 2 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.
- 3 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.



## 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.



# INFORMATION TECHNOLOGY



## INFRASTRUCTURE

The biggest accomplishment of the year in IT infrastructure was upgrading the network core router. The core is where all networks are built and is considered the hub of all network connectivity. The new core has built-in 10G connections and is capable of 40G connectivity in the future. We also completed the transition to our new Wi-Fi controller and access points and decommissioned the former wireless controller. The new wireless access points are faster and more efficient, while providing a more modern level of security. The network infrastructure upgrades are 99% complete. The server infrastructure was upgraded with HP Generation 10 hosts and the hyper-converged system has been decommissioned. The new hosts offer additional layers of redundancy and more powerful CPU and RAM resources.

## APPLICATIONS

IT staff continues to support enterprise-wide applications, as well as an array of other applications used throughout the organization. By dedicating appropriate staff to application support, we are working to provide quality support to our users, and in turn, ECUA customers.

## IT FOCUS

In FY22, the IT Department was focused on the final phase of the implementation of Tyler Munis, the new Enterprise Resource Planning (ERP) solution. All planned infrastructure improvements have been completed, resulting in a fast, reliable network, providing excellent service to our users. As a department, we remain focused on providing the best possible support to all users.

## CYBERSECURITY

Cyber security remained a crucial focus of the IT Department in FY22 and now receives monthly cyber hygiene reports from the Department of Homeland Security. These reports highlight how our network responds to external scans by DHS and if there are any vulnerabilities. This allows us to mitigate any risks quickly, as soon as they arise. We also deployed an application named Topia, which allows us to automate all of the patching for our applications. Keeping all of our applications current helps prevent any exploitations of vulnerabilities by hackers. We also worked closely with other departments to provide secure connections in SCADA applications while keeping them isolated from the corporate network. In addition, we continued our internal Cyber Security awareness and phishing campaigns to educate staff on the importance of cyber security.

## STAFFING

The IT Department began the year fully staffed, but is currently operating with 5 vacancies. We have maintained a core group with extensive knowledge of our resources and processes, and have been able to provide necessary services to our users. Bringing on new staff emphasizes the need to provide training, which we continue to do, having completed over 540 hours of training this year. We replaced 86 computers under the six-year life PC Replacement program, the goal of which is to ensure all users are utilizing current technology on their desktops. Department staff completed approximately 2,000 work requests from users, with our goal being a satisfied user every time.

The IT help desk staff surpassed their goal of 90% of all support calls lasting 5 minutes or less.



### COMMON CYBER THREATS

**RANSOMWARE** is malevolent software which locks user access by encrypting data using cryptovirology while extorting payment from the victim in order to de-encrypt and restore the files.

**MALWARE** is malicious software installed on a machine unknowingly and performs criminal actions for a third party.

**SPOOFING** is email messages sent from a fraudulent account masquerading as a legitimate and trusted source in an attempt to gain access to a user's system or confidential information.

### SAFETY TIPS

#### WHEN BROWSING ONLINE:

- Be careful what you click - be extra cautious
- Hover over a link to see if it is secure

**TIP:** Lock notes on your phone that contain sensitive information



#### SHARING YOUR WORK:

- Be vigilant of Google Docs and other document sharing websites

#### WHEN SOMETHING POPS UP:

- Don't download anything you weren't looking for (including an update)
- Don't click on a "protect now" link
- Don't respond to "call, click, pay"

**TIP:** When having trouble closing a pop-up, click Ctrl+Alt+Delete or Esc

```
age = current_year - year_of_birth
printf("In Your age is %d\n", age);
return 0;
```

# HUMAN RESOURCES

## Research supports that happier employees are more productive and engaged employees.

The focus and efforts of the human resources staff continue to be the successful management of our employees' needs, so that the Authority can in turn, meet and exceed the needs of our external customers.

In fiscal year 2022, human resources staff continued to foster and enhance employee engagement through sincere and timely interactions at every opportunity.

### THE HR STAFF ACTIVELY:

- Organized and coordinated Employee Length of Service Recognition, honoring 88 employees who reached a 5-year employment milestone
- Screened and processed 2,372 on-line job applications
- Conducted 364 in-person and remote interviews
- Proctored 21 written pre-tests for Wastewater Operator candidates
- Guided 26 new hire on-boarding sessions and three quarterly orientation sessions to acclimate new employees to ECUA
- Conducted 30 Job Application Training/Career Counseling sessions
- Participated in 158 Career Counseling sessions for students with disabilities in Escambia and Santa Rosa Counties
- Served on the Advisory Board for the Business Programs at George Stone Technical College
- Sent 7 candidates for testing for basic adult education (TABE)
- Participated in 8 in-person and virtual job fairs
- Participated in 37 Radio Segments on WRNE Radio 106.9 – "ECUA Job Search Solutions"
- Completed a compensation study, the results of which were used to assess benchmarked positions and align ECUA's pay structure to market.
- Began internal compensation analyses to assess compa-ratios and range penetration to ensure pay equity among and across pay bands.

A section was added to the For Your Benefit (FYB) newsletter to recognize employees through customer compliments and/or accolades from awards or accomplishments with ECUA. The employee appreciation events in April and May received positive feedback. Employees' pictures were featured in the music video and shown at the various sites.

Year after year our recruiters participate in mock interviews at local high schools. They spend valuable time helping students set goals and reassure them of the importance of improving their employability skills. Our partnerships with the faculty members help to reinforce the training and guidance students receive from their teachers.

Trust and respect are the cornerstones upon which successful relationships are built, and once established, sincere engagement begins.

### CONNECTING WITH EMPLOYEES

Staff connected and engaged with employees during scheduled face-to-face events and virtual sessions, and through an abundance of electronic and written communications using the following channels:

- Seven onsite Benefits Open Enrollment meetings, one Retiree Benefit meeting, and one virtual Benefits Enrollment meeting
- Several Florida Retirement System webinars
- Multiple health and wellness/lunch and learn workshops/ webinars
- Know Your Numbers wellness events at four ECUA locations
- Numerous individual employee career counseling sessions and team meetings
- Twelve monthly publications of the FYB newsletter distributed to each employee, plus one Special Edition for Retirees
- Multiple Employee Appreciation Events at various ECUA locations



## WELLNESS ACTIVITIES & EDUCATION

The “Impact 2022-Health and Wellness” series was the campaign kickoff for the year, with mental health being a top priority. The pandemic led to interruptions in essential mental health services when they were needed most. Our Executive Director attended a Mental Health Task Force meeting in January and our commitment to the cause was reinforced. We wanted to make sure our employees were truly okay. Our goal was to provide as many tools and resources as possible to help employees enter the new year in a healthy state of mind and wellbeing. It wasn’t just about food and fitness to support their wellness journey; it was making sure they were in the right frame of mind and being mentally okay to do the important work of the ECUA. We were more determined than ever to impact the outcome by equipping employees with new skills, new experiences, and new goals for living healthier lifestyles.

The Florida Municipal Insurance Trust (FMIT) celebrated 100 years, and we were a part of promoting the success of the Hometown Health program by participating in their “100-year pledge and challenge.” FMIT continued to show their support of wellness activities among insured employees and spouses on ECUA’s medical plan. The program provided incentives for healthy choices by offering rewards of up to \$275 per member. Eligible participants benefited from on-site biometric screenings and health risk assessments.

For the past few years, the on-site health coaching program has helped employees stay engaged and on track with their wellness goals. Naomi, Health Designs Health Coach, works closely with employees to track progress, identify obstacles and/or challenges, helping them to get organized and find different ways to accomplish goals by setting realistic goals and creating small wins. This year, in addition to health coaching, Naomi provided articles for our For Your Benefit Newsletter.

We offered financial wellness seminars provided by Regions Bank at two locations. Additional classes and resources were made available online. We also partnered with The Florida Department of Health to impact the outcome of diabetes by offering a twelve-week Diabetes Prevention Program virtual course to anyone with a prediabetes diagnosis. These activities are an important part of creating and maintaining a successful overall wellness program. These resources helped employees give serious thought to changing their habits towards healthy living.

The human resources staff continued its collaboration with the Florida League of Cities (FLC), United Healthcare, West Florida Healthcare, Florida Department of Health, The Standard, and offered over 16 on-site/virtual educational seminars/webinars, and two wellness challenges, which directly benefited employees and family members throughout the year.

The switch to the  
FMIT’s Hometown Health  
Tobacco Cessation program  
proved to be a success  
at an annual cost  
savings of \$13,500  
to ECUA.

## HOMETOWN HEALTH AWARD

In August 2022, the ECUA received its seventh consecutive award for the 2021 program year! Each year, ECUA’s Human Resources Team works diligently to not only promote existing programs, but also on ways to elevate existing offerings on well-being.

FMIT’s annual Hometown Health Award recognizes health members who meet the nine best-practice standards for employee health promotion. Applications for this award are accepted once a year from eligible municipalities across the state that actively engage in the Hometown Health Wellness Program.

It is well known that employers play a vital role in creating a workplace that supports a healthy environment and a health-conscious culture. ECUA’s collaborative efforts are a prime example of a workplace culture where employees feel they are actively supported and have the resources necessary to help them lead healthier lives!

## HEALTH COACHING

Through our continued partnerships with FLC and Health Designs, our onsite health coach provided 48 one-on-one coaching sessions. Participants continued to maintain weight loss goals and make multiple lifestyle changes impacting nutrition, weight management, and building strong relationships. Mental health challenges were at an all-time high and having an onsite health coach to help employees manage emotions, challenge negative thinking patterns, improve relationship skills, and reduce stress and anxiety was transformative. Giving participants fresh perspectives and skills to help reframe their thinking and address problems to facilitate changes in their lives resulted in major changes in overall clarity, energy, confidence, and joy.

Through active participation in qualified wellness activities, ECUA reimbursed \$21,648.50 to 117 employees this year.

## HUMAN RESOURCES

INVEST IN  
YOUR HEALTH

The onsite coaching with a health practitioner gives employees a starting point or sets them on a course to continue healthier lifestyle choices.

### THE HEALTH AND WELLNESS FAIR AND KNOW YOUR NUMBERS (KYN) EVENT

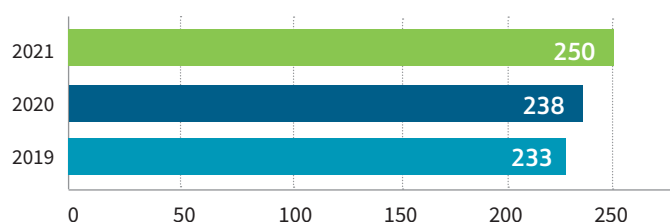
ECUA's wellness program and initiatives foster an environment for health-conscious behaviors and provides resources and ways to support and improve the overall wellbeing of employees.

We have created a culture of wellness where employees look forward to attending and sharing progress and shortfalls. The events have become a checkpoint to help employees identify where they are and how they've been doing with their biometric numbers.

The event offers a variety of health education, awareness, health screening, health coaching, flu/pneumonia shot clinics, wellness fairs, and many other interactive health-centered activities aimed at helping employees engage in a health-conscious environment. We provided biometric screenings for 250 participants including 14 spouses, and 85 participants received flu and/or pneumonia shots.

The overall attendance at ECUA's annual KYN event in November 2021 totaled 250 participants. The events held at various ECUA locations are well received by employees and our participation numbers increased by 5.93%.

**The overall attendance at ECUA's annual KYN event in November 2021 totaled 250 participants.**



### HEALTHY CHOICES REIMBURSEMENT PROGRAM

We are happy to report that employees continued to engage in activities ranging from gym memberships, weight management programs, 5k/10k walk/run events, cross training, smoking cessation, dance instructions, and swim/golf lessons. While the number of employees reimbursed did not increase this year, it did remain steady with 117 participating in the program.

### CHEMICAL REPORTING

The E-Plan system is the nation's largest database for chemical and hazardous material reporting, as regulated by the U.S. Environmental Protection Agency. Risk Management staff completed all requirements for the Tier II Chemical reporting, including disclosure of hazardous chemicals and fuel stored or located at ECUA facilities. In emergencies, accurate data in the E-Plan system can make the difference between life and death for first responders and victims.

### HR STAFF'S PROFESSIONAL DEVELOPMENT

The HR staff's professional certification and educational development continued with PHR, SPHR, SHRM-CP, and SHRM-SCP certified members:

- Six staff members maintained local and national SHRM chapter memberships
- Two staff members attended the HR Florida Conference in Orlando, Florida
- One HR staff member serves on the Board for the Greater Pensacola SHRM association for HR Professionals as the President and also serves on the HR Florida State Council
- One HR staff member serves on the Board for the Greater Pensacola SHRM association for HR Professionals as the Chairperson of the Diversity, Equity, and Inclusion Committee

### COMMERCIAL INSURANCE

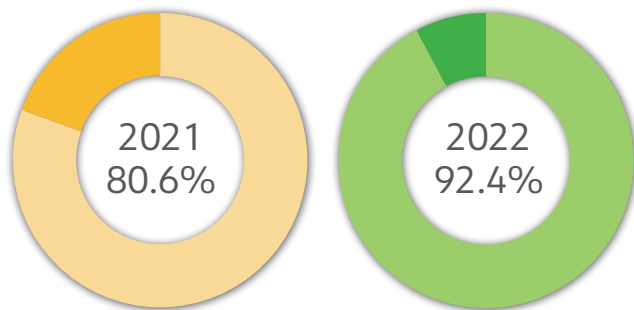
In FY2022, staff reviewed and maintained insurance policies for Property, Automobile Liability and Physical Damage, Workers' Compensation, Cyber Liability, Crime Coverage, Flood Insurance, Pollution Liability, Public Entity Liability, and Road Restoration Bond.

## VARIED PROGRAMS MEET DIVERSE INTERESTS

ECUA's Tuition Reimbursement Program encourages employees to enhance their educational development. Five employees pursued undergraduate/graduate degrees, and/or professional certifications through the program this fiscal year. There were 3,007 course registrations and 2,778 courses completed through the Learning Center, ECUA's on-line learning module for professional development.

- The new-hire orientation was reorganized to include in-person Diversity and Harassment Prevention training.
- 10 Leadership training modules were developed and branded for ECUA, to include a Supervisors' Boot Camp.
- HR staff compiled data from 22 exit interviews in summary format to assess culture and employee experience.
- Performance review training was rolled out during the last annual evaluation cycle through NeoGov. The training was specific to ECUA's process, addressed fairness in the evaluation process, and helped with developing and communicating employee feedback in the evaluation process.
- Stay Interview questions were developed to be used at varying intervals of the ECUA employment life cycle and set to be implemented during FY2023.
- Quarterly metrics were enhanced to include the estimated cost of turnover by department and by turnover source.

### Percentage of completed courses registered through the learning center



## LOSS RECOVERY

Risk Management staff pursued subrogation recovery for ECUA property losses caused by others. Through subrogation efforts, ECUA recovered \$101,414 to offset property damage losses caused by others.



## SUPERVISOR OF THE YEAR AWARD

One of our HR staff members, Ms. Stephanie Norment, Human Resources Manager, was presented the ECUA Supervisor of the Year award for her dedication and service to ECUA.

## PUBLIC HEALTH AND SAFETY

During FY2022, 16 of our employees were certified by the American Heart Association for successfully completing the cognitive and skills evaluations in accordance with the curriculum of the Heart-Saver First Aid, CPR, and AED program.

Sanitation Equipment operators participated in Defensive Driving training, which provided the knowledge and safe driving techniques that, when applied, can prevent collisions, injuries, and traffic violations.

## WORKPLACE SAFETY, TRAINING AND SECURITY

Training provided to employees covered numerous safety and health subject areas such as Confined Space Entry, Fall Protection and Prevention, Fire Extinguishers, Lockout/Tag Out, and Ladder Safety, just to name a few.

During FY2022, the Risk Management staff conducted 3,637 hours of safety and health training for our employees.

We are pleased that formal professional development and continuing education classes resulted in 385 employees receiving certifications or certificates of completion:

- 14 FRWA Water Distribution Certification Level 1, 2, 3 (32-hour)
- 16 American Heart Association Heartsaver First Aid, CPR and AED (5-hour)
- 42 Autocar Truck ACX Xpeditor training for Fleet Mechanics (2.5-hour)
- 4 Intermediate Maintenance of Traffic (IMOT) refresher (8-hour)
- 19 Confined Space Entry for Entrant and Attendant OSHA 1910.146 (8-hour)
- 4 Cross Connection and Backflow (16-hour)
- 256 Defensive Driving Training (2-hour)
- 65 Dynamics of Violence in the Workplace (1-hour)
- 45 Forklift (2-hour)
- 12 Hazmat Tanker- Fuel
- 41 OSHA 10 (10-hour)



# SANITATION



The percentage of trash contamination in the recycling stream is around 45% and is a challenge that negatively impacts the sales of recycled materials, which helps to pay for this program.

## ADMINISTRATION DIVISION – ECUA MRF

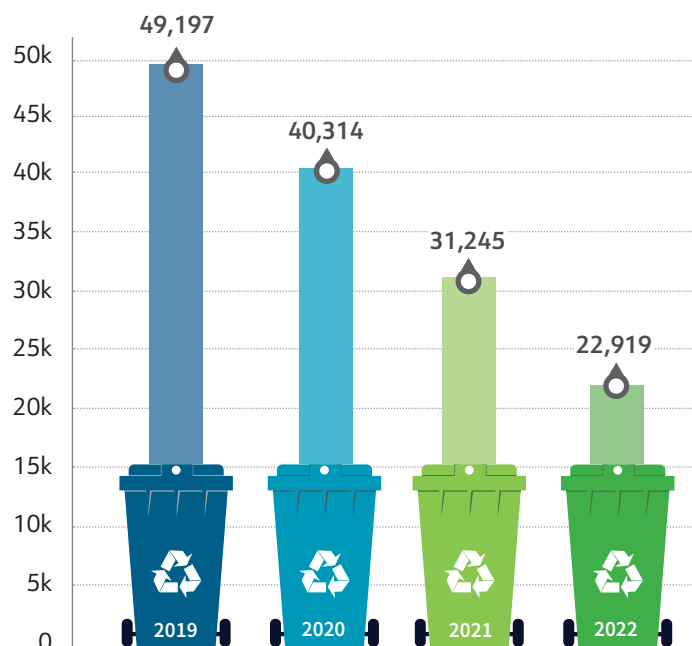
During FY 2022, the ECUA Materials Recycling Facility (MRF) processed recyclables from the ECUA, Escambia, Santa Rosa, and Okaloosa Counties as well as the Cities of Pensacola and Fort Walton Beach, FL. The MRF also processed recyclables from the Cities of Mobile, Atmore, Foley, and Fairhope, and three private haulers providing service for two counties in Mississippi and multiple commercial locations in Florida and Alabama. The MRF processed a total of 22,919.11 tons of recyclables during FY 2022 compared to 31,245 tons of recyclables during FY 2021, a decrease of approximately 26%.

## COMMERCIAL DIVISION

Roll-off services provided 1,590 service pulls and 677 container deliveries throughout the year. The total number of requests for roll-off service was 2,267, compared to 2,153 in FY 2021.

Commercial dumpster operations resulted in the collection of 17,120 tons of garbage from locations on Pensacola Beach and the Mainland of Escambia County, which is an increase of 1,866 tons when compared to FY 2021. This increase is due to the continued recovery of commercial activity on Pensacola Beach following COVID-19 and Hurricane Sally. The Commercial Division added 144 new commercial customers in FY 2022, a significant increase compared to the 82 new accounts added during FY 2021.

## RECYCLABLES PROCESSED IN TONS

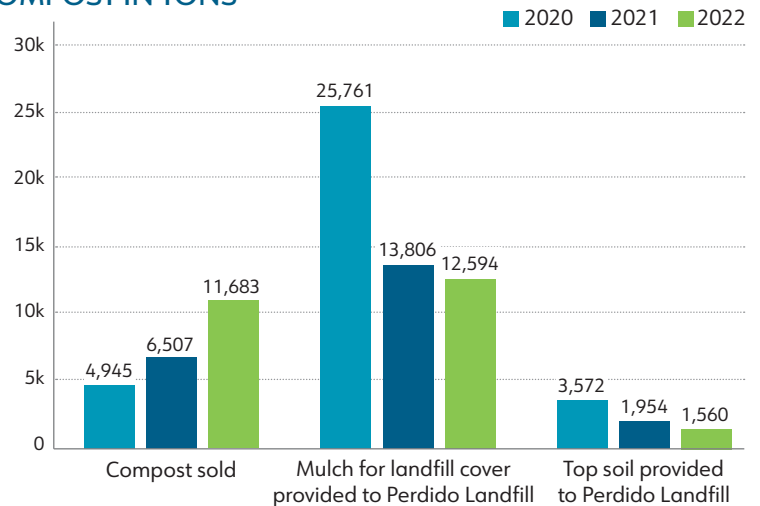


## BIO-SOLIDS COMPOSTING FACILITY

In its seventh year of operation, the ECUA Bio-solids Compost Facility (BCF) continued to expand and produce a high-quality compost product. The BCF accepted 16,608 tons of yard waste in 2,609 loads from ECUA and Escambia County collection vehicles. During FY 2022, the BCF sold 11,683 tons of compost and provided the Escambia County Perdido Landfill with 12,594 tons of mulch for landfill cover and 1,560 tons of topsoil for slope stabilization.

**BCF SOLD 11,683 TONS  
OF COMPOST IN 2022**

## COMPOST IN TONS



## RESIDENTIAL DIVISION

In FY 2022, each of ECUA's residential customers generated an average of 1.47 tons of waste. This resulted in the collection of 113,541 tons of residential solid waste and 9,701 tons of bulk waste during the fiscal year. The total number of sanitation customers decreased by 8,276 during FY 2022. The total disposal cost for residential garbage decreased due to the reduction in tonnage and totaled \$4,220,889 in FY 2022 (\$5,139,074 in FY 2021). Staff believes that the decrease in tonnage collected is due to the reduction in the number of residential customers serviced by the ECUA.

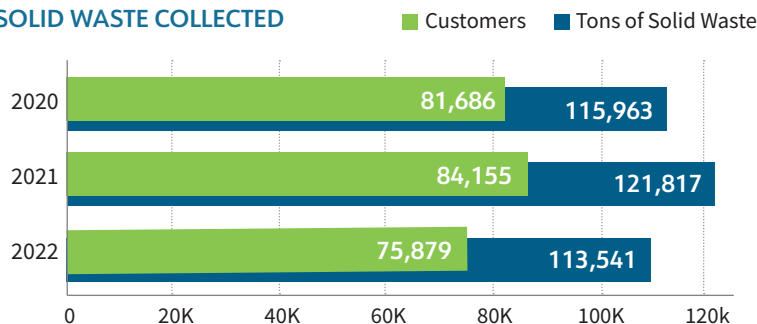
High levels  
of contamination  
are the greatest  
challenge to  
the recycling  
program!

## RECYCLING DIVISION

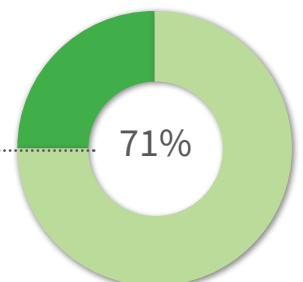
In FY 2022, 67,000 or 71% of ECUA Sanitation customers in Escambia County participated in the residential curbside recycling program. These customers produced 9,613 tons of recyclables that were processed at the ECUA MRF, which is a decrease of 232 tons compared to FY 2021. The diversion of this amount of tonnage reduced ECUA's residential disposal cost by \$432,585 during FY 2022.

Staff is continuing efforts to educate ECUA customers on the proper use of the recycling container through multiple media outlets and public education outreach. Collection staff also identify recycling cans that contain contamination, and repeat offenders' recycling cans are removed for one year. We initiated the Recycle Star program in FY 2019 to recognize and reward customers who recycle properly.

## SOLID WASTE COLLECTED



Percentage of  
ECUA Sanitation  
Customers  
Recycling in 2022



# CUSTOMER SERVICE

## CONTACT CENTER

The “Homebound” program continues to be popular and a success, allowing every high-performing employee the opportunity to work from home on a bi-quarterly basis. The program has proven to be a welcome incentive by our employees, pushing them to excel in their work performance. The supervisory staff has created workflows for this program that do not diminish the quantity or quality of the work carried out by our homebound employees.

Calvin Gillis and Charles Washington, Water Service Techs, received the award for the highest number of completed cut-non-pay work orders, allowing ECUA to collect outstanding balances on more than 11,000 delinquent accounts.

## INCENTIVE PROGRAM

The incentive program has created an environment of continued success for most our Customer Service Specialists (CSSs). Every quarter, employees are assessed on their performance in the areas of phone etiquette, quality, number of calls processed, and accuracy of adjustments. We have seen continued and consistent improvement in these areas attributed to the frequent feedback the CSSs receive from their supervisor. Further, employees challenge one another to achieve the highest number calls taken, in the spirit of teamwork, thereby creating a favorable and competitive environment.

## NATIONAL CUSTOMER SERVICE WEEK

During the week of October 3rd -7th, ECUA celebrated National Customer Service Week. The Customer Service Department celebrated the week with internal and external customers by including all departments at the Ellyson Field Office. Different departments directors, managers and supervisors celebrated by serving meals throughout the week which Included breakfast, pizza, hamburgers and hot dogs, lasagna as well as cake and ice-cream.

Top Performer Awards were presented to the Customer Service Specialists (CSSs) who earned the Customer Service Incentives for each quarter of the 2022 fiscal year. To earn an

incentive, the CSS must have a qualifying score for call quality, the required number of calls, customers processed and served, and accuracy in paperwork and adjustments. This year’s top performers include Wykesha Franklin, Delois St. Cyr, and D’Alan Evans. Brianna Rubert was recognized for her professional and committed service to our walk-in customers. We salute these outstanding individuals and thank them, as well as all of our Customer Service employees, who work tirelessly on a daily basis to provide professional service to all of ECUA’s internal and external customers.



## CUSTOMER SURVEY

Customers who completed the Customer Service Survey continue to rate our customer services with high scores. In 2022, twice as many customers surveyed as last year rated our service with a satisfaction score of 4.92, with 5 being the highest rating score available.



INTER-DEPARTMENTAL COOPERATION

The ECUA Private Sewer Lateral Program (PSLP) is one of many ongoing efforts to protect our community’s health and the environment. Private sewer laterals that are not ECUA code-compliant due to leaks can be a major cause of sanitary sewer overflows (SSOs), and neighborhood backups, and can cause damage to the ECUA sewer system and private property. As such, the purpose of the program is to raise property owners’ awareness regarding existing private sewer lateral defects of which they may be unaware, so that they may be repaired. Our Customer Service staff serve as the liaison for our Private Sewer Lateral Program, communicating via letter(s) with customers whose private laterals have been identified to have defects or are damaged in some way, to assist them with the process of remedying their issue.

HOLIDAY CHEER

Customer Service held their annual ugly sweater and cubical decoration contest for the holidays. The ugliest sweater and best decorated cubical received a monetary prize. Our employees exchanged gifts and celebrated with a holiday luncheon.



CONTINUING EDUCATION/TRAINING

Training is a very important aspect of the customer service operation, keeping staff and employees up to date with the current trends in customer service. We continue to utilize NEOGOV and Fred Pryor Seminars for professional remote training. Some of the courses offered to our staff include the following: How to Deliver Exceptional Customer Service, Accepting Change, Creating Positive Impressions, Cell Phone Use and Misuse, Open to Change and the Essential to the Team. Our Human Resources Department provided the following training: Diversity and Sexual Harassment, Implicit and Explicit Bias, Know Child Abuse, and Drug Free Work Place.

The past year saw a significant increase in traffic for “walk-in” customers, email inquiries, and Kubra EZ-Pay payments. The increase in our walk-in customers and email inquiries account for the approximately 42,000 fewer calls answered.

REGIONAL SERVICES/  
METER READING

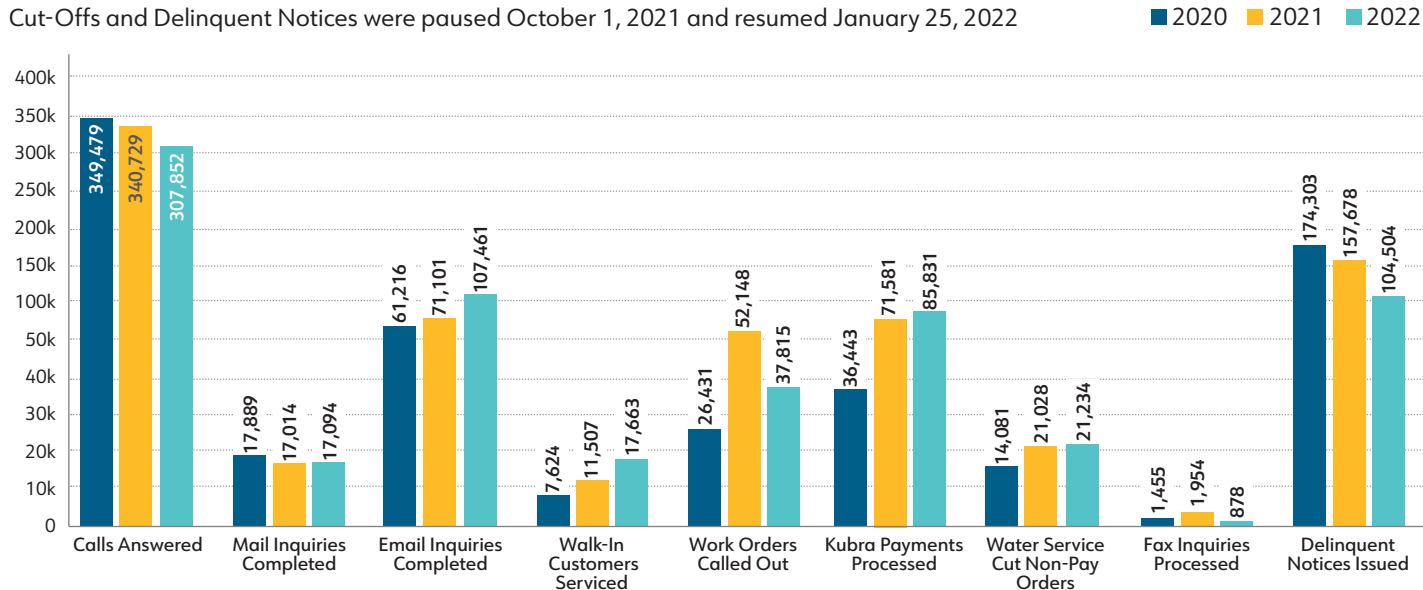
Our Water Service technicians assisted the Meter Reading/ Billing Division by verifying re-reads and processing the consumption data on inactive accounts. Our technicians assisted the Regions Department wherever needed, especially with the ‘Turn-Back-On’ functions during a period of staff shortages.

MENTORING/CROSS  
TRAINING PROGRAM

Customer service employees are rotated to others areas annually within the Customer Service Department, allowing each employee to learn all facets of the department. Cross Training ensures proper coverage in all areas during staffing shortages due to employees’ emergencies, sickness and leave. It also creates a pool of employees who have expert knowledge in all customer service processes and procedures.

CUSTOMER SERVICE ANNUAL TOTALS

Cut-Offs and Delinquent Notices were paused October 1, 2021 and resumed January 25, 2022



# PUBLIC INFORMATION



## PUBLIC INFORMATION OFFICE (PIO)

The Public Information Division provides general administrative support to the Executive Director and the other executive ECUA staff concerning internal and external organizational communications, as well as coordination with various governmental and community organizations. The ECUA maintained its community involvement throughout FY 2022 with numerous public appearances and presentations, and enjoyed our first full year with a team member whose focus is dedicated to our social media and digital communications efforts. Our Education Programs Specialist retired at the end of July, and the position remained unfilled for the balance of the fiscal year.

## Public Outreach Programs

ECUA's important environmental programs have a pronounced impact on our community. After the interruptions in scheduled events due to COVID-19 lockdowns we happily resumed our public outreach programming. However, our Education Programs Specialist's retirement halfway through the year again affected our event schedule. Our PIO staff continued to share the Newcomer's Welcome Kit and the Quench and schedule the Quench Buggy's participation at area events, distributed to approximately 1,370 new home buyers, participation in 92 community, Neighborhood Watch, and school events, and 88 public speaking appearances at local, state, and national organizations.

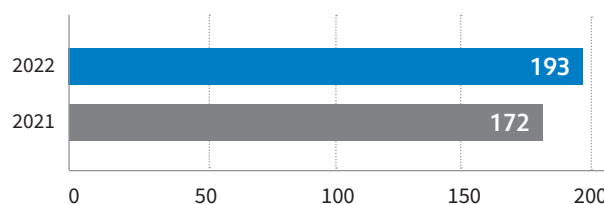
Public Information staff created a calendar for 2023, which continues to be a very popular and annually-anticipated public education tool intended for distribution to employees and customers. The calendar typically features beautiful local photography that highlights an ECUA program or service each month and provides educational material in support of our Recycling and FOG programs.

During the 2022 fiscal year, staff provided over 47 interviews to radio, television, and print media, and issued over 193 press releases.

## ECUA in the Media

Every year, we strive to maximize our investment in television and radio advertising by focusing on specific targeted areas of our business. This year's media outreach campaign aimed at raising awareness and educating our customers on several key issues: the prevention/reduction in recycling contamination as well as the dangers of disposing of flammables in recycling and garbage containers, the damaging effects of Inflow & Infiltration on our wastewater infrastructure, the ongoing and critical need for utility system and capital improvements, and the deterrence of Fats, Oils, and Grease in our sanitary sewer collection system. For the first time, our PIO division also included recruitment and hiring messaging in our advertising efforts to assist in the overall organizational goal of staffing our various departments adequately to provide services.

## Press Releases Issued

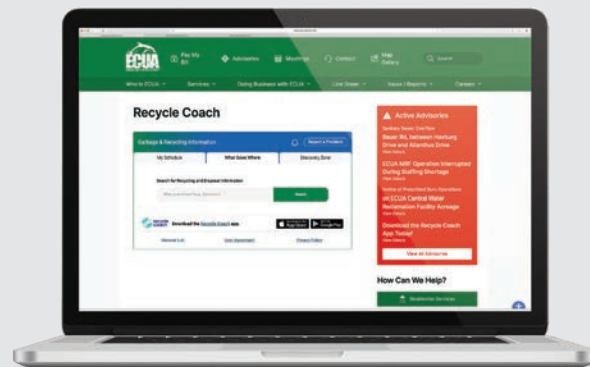


## ECUA IN PRINT, ONLINE, AND ON THE ROAD

Disseminating information to our customers in a timely and targeted manner is an ongoing effort and is the core of our mission. The PIO staff produces a variety of printed materials over the course of the fiscal year: a monthly newsletter that accompanies our customers' bills; collateral materials such as refrigerator magnets and other give-away items that promote awareness of our recycling, "disposable" wipes, and FOG programs; and numerous informational fliers related to sanitation and recycling services, backflow prevention and FOG.

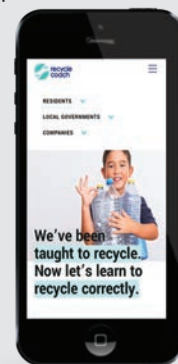
Working with advertising agencies, staff guides the creation of our annual calendar and corporate publications such as the Authority's Annual Report and Annual Water Quality Report. This essential document, also known as the Consumer Confidence Report, is published and posted to the ECUA website annually in May. Advertising for broadcast, print, and a limited scope of online publications is also developed in concert with an outside agency. With the addition of a dedicated social media coordinator, most advertising on social media platforms is now created and placed by our staff.

Every year, we update our 'micro website' LivegreenECUA.com, to reflect changes in our recycling programs, composting, and water conservation pages. Our social media presence continued to grow as a result of our increased outreach on Facebook. With a new strategy that includes 5 posts per week on various topics such as recycling, FOG, water quality, water reclamation, as well as employee promotions and events, our overall reach grew by nearly 92% over the prior year and we saw a 25% gain on page "Likes." Both of those increases are a positive reflection of having a staff member dedicated to our social media and digital presence.

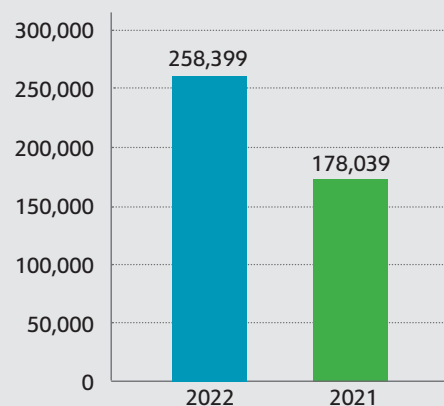


Additionally, downloads and usage of the Recycle Coach application are consistently encouraged via social media posts, which allows viewers to click a link to download the app to their phone or visit the web app. Use of the Recycle Coach app grew this year with 258,399 total interactions on the app, 1,199 new users, and 3,113 material searches in FY2022. A total of 2,842 active users of the app can schedule sanitation pickup reminders, search for materials with the 'What Goes Where' feature, and report issues to customer service through the app.

We replaced our 6-year-old website with a refreshed and technologically upgraded site in April 2019 and continued to expand the features of this site through the fiscal year 2021. We expanded the site to include a new page for the Recycle Star program and a portal page for our new Recycle Coach app.



## Recycle App Total Interactions







# WATER PRODUCTION

## ENGINEERING ANALYSIS Davis Well Treatment Analysis

The Davis Well was taken out of service several years ago to evaluate the effectiveness of different treatment methods for the removal of iron and manganese. Following the completion of several studies, we are coordinating with several treatment companies to test the effectiveness of their systems for removing the contaminants from the Davis Highway Well water.

## EMERGENCY RESPONSE PLAN (ERP)

ECUA contracted with a consultant to include more information on sanitation and sanitary sewer into the ERP. A draft plan currently includes proposed revisions and staff will be meeting to discuss, and ultimately adopt, an expanded ERP in FY23.

## HAGLER WELL TREATMENT ANALYSIS

The Hagler Well was taken out of service several years ago due to contaminants in the well water and ECUA initiated a study to evaluate the effectiveness of different treatment methods for the removal of the contaminants in the well. The conclusion and recommendation from the consultant performing the study point to Granular Activated Carbon (GAC) as the preferred method for contaminant removal. Once funding is provided for this project, the construction of the treatment system will begin.

## PENSACOLA BEACH TANK SITE REVETMENT

The Pensacola Beach Tank Site has two tanks that need replacement. Upon review of the current and future storage needs at Pensacola Beach, staff believes that replacing the 1 MG and 0.5 MG tanks with one 3 MG tank would be optimal. We will need additional property to provide sufficient room for this tank, including necessary setbacks and water main placement. ECUA's engineering consultant submitted a permit application to the Florida Department of Environmental Protection (FDEP) to reclaim previously eroded land, only to learn that the permit would not be approved, but that a land swap may be entertained. ECUA has contracted an ecological consultant to provide recommendation for this land swap.

## WATER STORAGE TANK INSPECTIONS

A consultant performed annual inspections (OSHA and Safety work) of all tanks. There were no deficiencies identified that needed to be addressed at this time.

## WATER FACILITY GAC OPTIMIZATION STUDY

Water Production (WP) Staff and an engineering consultant are exploring ways to optimize GAC treatment of the raw water at wells. Options being considered include lead-lag vs. parallel operation of the vessels, the removal of competing constituents, and other cost-saving possibilities. Additional testing has been performed, and the results discussed.

## WATER FACILITY OPTIMIZATION

ECUA entered in a Planning Assistance to States (PAS) cost-sharing agreement with the US Army Corp of Engineers (USCOE) for a review of ECUA's water facilities and their scheduled use, in order to optimize their operation. Phase I was completed and staff has enacted several of the recommendations. ECUA has entered into an agreement with the USCOE for Water Facility Optimization Phase II.

DESIGN PHASE  
CANTONMENT WATER TREATMENT FACILITY REPLACEMENT

The Cantonment Water Treatment Facility needs replacement. Design has been completed for the replacement and bids are currently being solicited for the work.

BEULAH WELL

The most recent water system master plan, additional modeling results, as well as low-pressure complaints during high demand periods have highlighted the need for an additional water supply to the Beulah area. A potential well site for this well is at the west end of Devine Farm Rd, adjacent to the Interstate and staff negotiated with International Paper and a private landowner for property at this location. Customers in the Beulah area will receive water from this well through a large transmission main constructed from the well site, going under the Interstate and westward on Frank Reeder Rd., to Beulah Rd. Staff is currently talking to several landowners about the acquisition of easements for said transmission main.

CENTRAL WELL FIELD

There are two production wells at this site. WP staff prepared a conceptual plan for the installation of a water treatment facility at one of the two installed wells, along with a transmission main from that well site to US 29. Staff continues to collect stream flow and other hydrological data for submission to the Northwest Florida Water Management District, while awaiting on funding to bring the engineering proposal to the Board for approval of construction.

INNERARITY BOOSTER PUMP  
STATION REHABILITATION

WP Staff is working with an engineering consultant to design improvements to the Innerarity Booster Pump Station that would enhance water pressure to Innerarity Point and Innerarity Island.

MCCRORY WATER TREATMENT FACILITY REPLACEMENT

The McCrory Water Treatment Facility needs replacement. An engineering consultant is currently working on the project design, which we anticipate to be completed and placed out for bids in mid-2023.

WEST WELL AND TANK

Based on the cost analysis derived from a master plan, staff elected to have a new well drilled at the West Well tank site property (which includes some newly obtained property). A consultant has prepared plans and specifications for the new well, Water Treatment Facility, Granular Activated Carbon Treatment, and a large ground storage tank with pump station to replace the existing elevated tank and associated sitework. ECUA's Engineering Consultant is negotiating for quotes for the well drilling work following the absence of received bids on the well portion of the project.

CONSTRUCTION PHASE  
KINGSFIELD WELL LIME  
ROOM REHAB

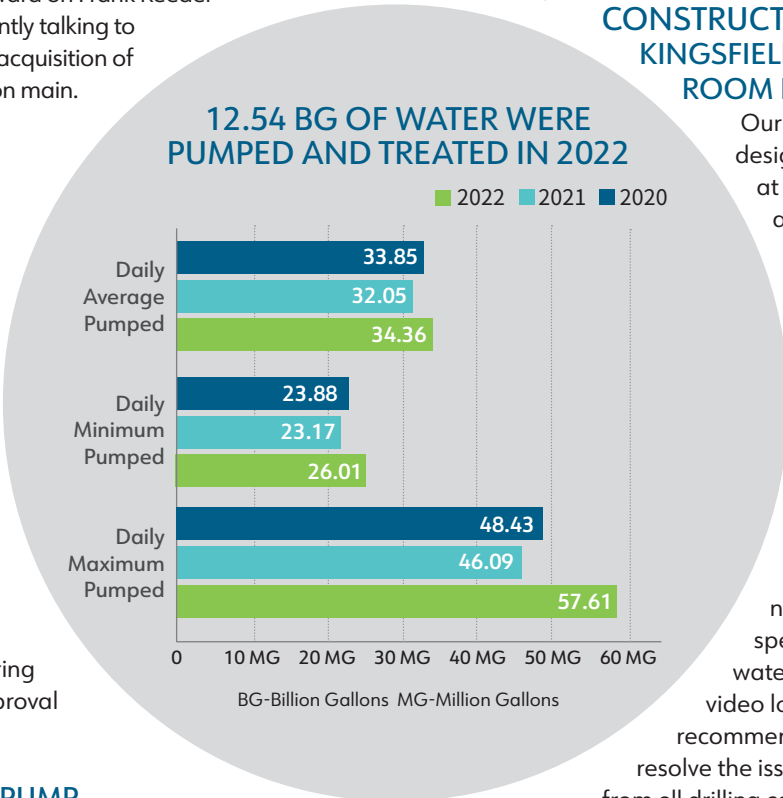
Our engineering consultant has designed the needed rehabilitation at this well, received bids and awarded the project. Work will be performed in the latter part of 2023.

LILLIAN WELL  
CLEANING

The specific capacity has been dropping at the Lillian Well, which has led to lower production. After cleaning with standard methods, the specific capacity did not improve appreciably so a specialty consultant has reviewed water sampling test results and video logs from the well, providing a recommendation on additional work to resolve the issue. Staff has requested quotes from well drilling contractors for this work and is awaiting quotes.

MULDOON AND AVONDALE  
WELLS' GAC VESSELS

A contract was awarded for the installation of a GAC treatment system for these two wells. Construction is ongoing with completion expected in late 2023.





# WATER PRODUCTION

## CONSTRUCTION COMPLETE ELLYSON WELL GAC SYSTEM

Design of GAC treatment for removal of low levels of PFAS from this well, and site construction, were completed.

## LIME ROOM REFURBISHMENT PROJECTS

Rehabilitation of the West Pensacola and Villa Well lime rooms is complete and that of the Kingsfield Well room was postponed until late 2023 due to other planned work.

## MOBILE HIGHWAY BOOSTER PUMP

Construction of a booster pump along Mobile Highway is completed. This booster pump will help with the filling of the Mobile Highway Tank while maintaining reasonable pressures in the transmission main between the Dunaway Well and the Tank site.

## NINE MILE ROAD BOOSTER PUMP REPLACEMENT

The construction of a booster pump along Nine Mile Road, west of the Interstate is complete and in service, providing enhanced pressure to the Beulah Area.

## OLIVE WELL REPAIR

Repairs for damage to the Olive Well building, caused by a vehicle crashing into the building, are complete.

## PERDIDO KEY TANK DISCHARGE BOOSTER PUMP

A booster pump placed on the Perdido Key Tank discharge line is enhancing the functionality of the tank.

## TANK MAINTENANCE 2021

Total coating rehabilitation is complete on the Pensacola Christian College (PCC) Tank.

## WEST PENSACOLA WELL ELEVATION PROJECT (FEMA)

This well was flooded in 2014. Through a cost-sharing agreement with FEMA, we implemented mitigation measures such as adjusting the height of electrical equipment at this well. FEMA has performed the final satisfactory inspection.

## WATER OPERATIONS DIVISION

Water Operators pursued Continuing Education Unit (CEU) regulatory academic requirements by attending regional training sessions sponsored by Florida Section of American Water Works Association (FSAWWA), Florida Rural Water Association (FRWA) and Florida Water and Pollution Control Operators Association (FWPCOA) to maintain licensure.

### Our Licensed Water Operators:

- Took 317 FDEP potable water compliance samples and visited/serviced well and pumping station sites 20,632 times.
- Added 3,914,250 lbs. of bagged hydrated lime for pH adjustment.
- Fed 91,807 lbs. (613 - 150 lb. chlorine cylinders) of chlorine gas for disinfection.
- Fed 324,221 lbs. of hydrofluorosilicic acid (Fluoride) for dental health.
- Fed 14,676 gallons of orthophosphate for corrosion control (lead and copper).

## CROSS CONNECTION CONTROL (CCC)

Staff processed 9,074 test reports into an upgraded database, verified the initial compliance of 122 certification forms and verified the compliance of 747 five-year

recertification forms related to private

residential auxiliary water supply

(private wells), and submitted the sixth required annual report of backflow data to the FDEP.

The division conducted 357 surveys of existing commercial developments and reviews of 217 new commercial developments, to ensure the correct type of BPA, if required, is properly installed.

Staff collaborated with local Fire Departments, the City of Pensacola, and Escambia County Building Inspection Departments to ensure that all commercial accounts

had installed and tested their BPAs prior to receiving a Certificate of Occupancy.

Additionally, CCC collaborated with the Finance, Customer Service, and Regional Services Departments to identify, research, and resolve possible backflow occurrences, consumption readings, and billing issues. Two CCC personnel attended a Tester Certification class, and one CCC staff member attended a Backflow Prevention Assembly Repair and Maintenance Course. CCC collaborated with the University of Florida Training, Research, and Education for Environmental Occupations (UF TREEO) to hold a backflow prevention assembly survey class at ECUA.

In 2022, CCC sent 11,493 notifications to commercial and residential customers to test, install or repair Backflow Prevention Assemblies (BPAs). Of these, 4,369 were for Residential Cross Connection Control requirements. We tested 469 BPAs at ECUA facilities and 96 hydrant meter BPAs, leading to the repair of 138 units.

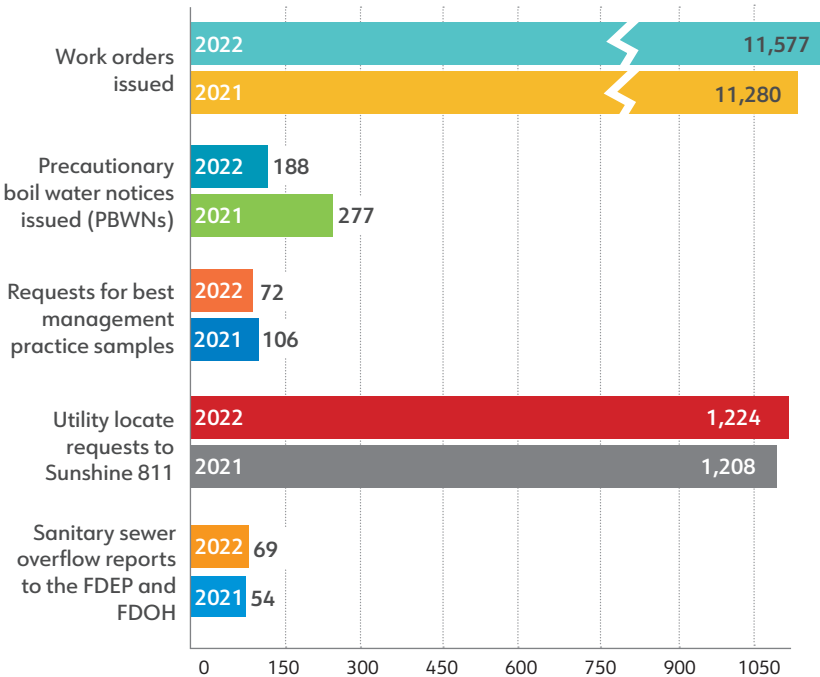


SCADA OPERATIONS

The SCADA (Supervisory Control & Data Acquisition) Operations Center responded to 36,769 incoming and outgoing phone calls, issued 11,577 work orders, called in 1,224 utility locate requests to Sunshine 811, issued 188 precautionary boil water notices, requested samples for 72 best management practices, and submitted 69 sanitary sewer overflow reports to the Florida Department of Environmental Protection (FDEP) and Florida Department of Health (FDOH).

SCADA Operations continued efforts to streamline and improve documentation concerning the following: unplanned and scheduled water outages; issuance of boil water notices; best management practices; and sanitary sewer overflows. SCADA coordinates with the Instrumentation/Electrical Division to complete several lift station and water well upgrades. SCADA and Well Maintenance continued utilizing a water well-specific capacity (performance) reporting process, enabling personnel to identify and prioritize water well maintenance and repairs.

In FY2022, the SCADA Operations Center responded to 36,769 incoming and outgoing phone calls.



REGULATORY ACTIVITIES

We submitted data to the Northwest Florida Water Management District (NFWFMD) as required by ECUA’s Water Use Permit and provided test results and data to the FDEP in accordance with prescribed rules and permit conditions. We coordinated with FDEP and FDOH to collect and test water samples from several ECUA wells for PFAS. We reviewed proposed development plans and the Wellhead Impact Reports associated with the development to ensure compliance with the Escambia County Wellhead Protection Area (WHPA) ordinance.

WELL MAINTENANCE DIVISION (WM)

This division provided preventive maintenance and repairs at well sites including the continued upgrading of chlorine, fluoride and pH monitoring equipment, testing all generators to assure electrical power during emergencies and assisted with the backwashing of GAC vessels.

WM staff assisted contractors with work at water production facilities such as with the inspection of corrosion protection systems, GAC vessel rehabilitation and carbon change outs, and draining of facilities for required inspections.

WM staff replaced the check valve at Nine Mile well and performed upgrades to the Olive well lime room. Static and draw-down water level measurements were taken at each well for calculation of specific yield (performance test) as well as monthly electrical and vibration readings at well and booster pump facilities. Staff also reconfigured and replaced the check valve at McAllister Well, and replaced the pressure-sustaining valve at the Southwest Pumping Station. The Kingsfield, Tennant, Olive, Villa, and West Pensacola lime rooms and chemical truck were re-plumbed. Our maintenance contractor removed, serviced and re-installed the motors at the Tennant, Broad, W & Avery, and West Plant Wells. The air relief valves at West Pensacola and OLF4A Wells were replaced, and the air relief valves at McCrory and Spanish Trail Wells were rebuilt. The wellheads at the Olive, George Watson, Humphreys, and Tennant Wells were repainted.

Our WM staff or contractors replaced the following:

- The sample lines at the Ellyson Well
- A 16-inch isolation valve at the Nine Mile Well
- The discharge valves at the McAllister, Spanish Trail, and West Pensacola Well
- The backflow prevention assemblies at the Spanish Trail, Nine Mile, and Ellyson Wells
- The Mobile Hwy. Pumping Station’s exhaust fan and chlorine booster pumps at the Muldoon Well
- The Southwest Pumping Station, and the chlorinators and fluoride pumps at several sites.



# MAINTENANCE & CONSTRUCTION

## FACILITIES MAINTENANCE DIVISION (FM)

During Fiscal Year 2022, Facilities Maintenance completed 2,245 work orders, of which 473 (21%) were for preventive maintenance. A large percentage (65% or 1,459 work orders) of our maintenance and repair efforts and material expenditures are for the many large facilities located in the Ellyson Industrial Park complex. This division is also responsible for, and frequently responds to, other locations such as the Materials Recycling Facility (MRF), the Godwin Sanitation complex, outlying Regional Services facilities, Water Reclamation facilities, and the numerous Lift Station and Water Well structures.

With an inventory of 90 facilities totaling 414,430 square feet, the FM division's daily requirements are a continuing challenge. The facilities vary in size, age, type of construction, and usage. The ECUA's main building functions primarily as a customer-oriented service facility; however, there are numerous special purpose facilities such as the Water Quality Laboratory, Fleet Maintenance Garages, Storage Warehouses, and a Materials Recycling Facility and numerous Water Well and Lift Station structures. We maintain a comprehensive database on all equipment associated with the facilities, allowing periodic standard operating and maintenance procedures to be completed.

The controlled inspection program continued this year for those facilities under the Division's responsibility with monthly inspections of the buildings on a rotating basis. The proactive inspections allow staff to check interior and exterior building conditions and cleanliness, identify safety and health discrepancies and indoor air quality issues, and make repairs, and communicate and understand occupant concerns. Inspections also include accessing and walking the facilities' roofs and examining the exterior grounds.

During FY2022, Facilities Maintenance completed 2,245 work orders while overseeing an inventory of 90 facilities totaling 414,430 square feet.

### Some of the significant accomplishments during the fiscal year include:

**Water Quality Lab Hood Exhaust Fan Motor and Bearing Replacement** – FM staff and crews from Industrial/Electrical and Plant Maintenance replaced the lab's exhaust fan, which had a failing motor.

**Installation of Eight (8) AMP Robots at the MRF** – FM staff assisted with the installation of eight (8) new robotic sorters at the MRF. Activities included oversight of a canopy to protect the new air compressor; relocation of fire sprinkler heads and piping; and the installation of new video cameras to monitor the robots' performance.

**Water Well Roof Replacement** – FM staff oversaw the installation of five (5) standing-seam metal roof systems at the McAllister, De Soto, Spanish Trail, Ellyson, and W & Avery well sites.

**CWRF Compost Fabric Structures** – In July, FM coordinated the cleaning of the exterior membranes on the three large canopy structures at ECUA's composting facility.

LIFT STATIONS (LS) DIVISION

The division completed 9,526 work orders in total, 368 (4%) of which were for Preventive Maintenance. The progression program for our Lift Station employees continues to pay dividends. Two Lift Station Trainee employees earned their Class C Wastewater Collection Certification and promoted to the position of Lift Station Mechanic I. Two Lift Station Mechanic II staff members earned their Class A Wastewater Collection Certification and were promoted to the position of Lift Station Mechanic III.

The prevention of sanitary sewer overflows, costly major mechanical problems, and clogged force mains continues to be a priority, through the regular use of two vacuum trucks to remove fats, oils, grease (FOG) and rags from all of our lift stations. We removed a total of 323,302 gallons of FOG this past year. The vacuum trucks also assisted various divisions and contractors with multiple small and large shutdowns, which were instrumental in preventing possible SSOs.

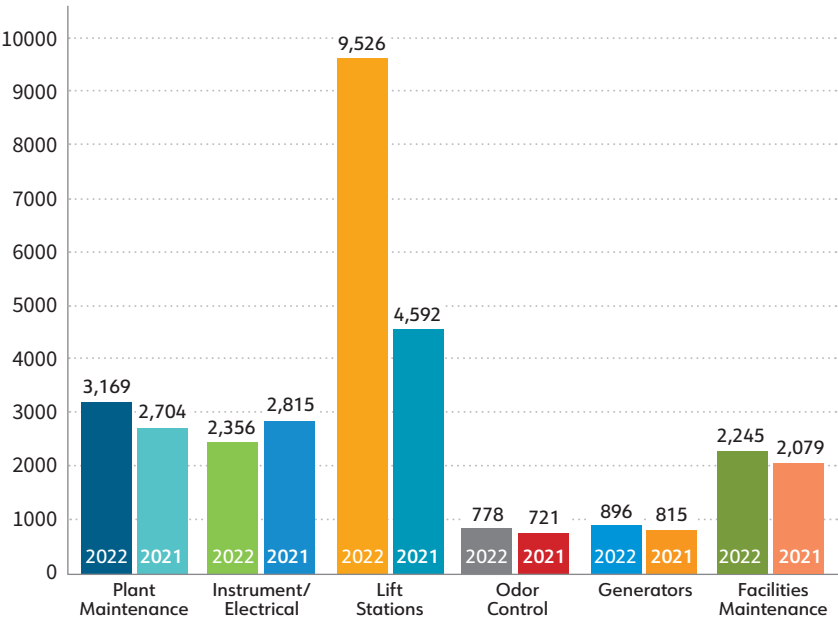
Our LS crews operated and maintained 380 lift stations and worked with ECUA Engineering and multiple contractors to replace LS 50 (Detroit Blvd). We also added four new stations installed by developers, to our collection system: LS 404 (Iron Rock), LS 407 (Deer Run I), LS 408 (Deer Run II), and LS 410 (Glen Hollow). Our crews upgraded LS 125 (Starlake) and LS 80 (Maplewood) with the addition of more efficient pumps to help minimize SSOs at those locations. Staff also upgraded LS 132 (Moore Trailer Park) from a single pump station to a duplex station to provide pump redundancy and prevent overflows.

INFORMATION SYSTEMS/ WAREHOUSE DIVISION

The Infor EAM (Enterprise Asset Management) system manages all work orders, purchasing requisitions, parts, and assets for the Maintenance & Construction Department. This past year we upgraded the system to the most current version of Infor EAM to enhance performance. We closely track inventory levels within Infor EAM and maintain a parts inventory valued at close to \$8 million. In spite of global supply chain issues post-COVID, we have been successful in maintaining parts available levels with no issues.

The database continues to expand with 524 new part records created, for a total of 14,512 part records. The department generated 858 purchase requisitions and completed 18,970 work orders during the fiscal year.

NUMBER OF WORK ORDERS COMPLETED BY DIVISION



We were proud to have a Lift Station employee be the recipient of ECUA's Employee of the Year Award for 2022.

INSTRUMENT/ELECTRICAL DIVISION (I/E)

During the year, I/E completed 2,356 Infor EAM work orders in total, 496 (21%) of which were for preventive maintenance. We provided training to I/E personnel on Basic Instrumentation, Allen Bradley PLC troubleshooting and Allen Bradley Variable Frequency Drive (VFD) maintenance and also provided Arc Flash and Lock-out/Tag-out training to the entire Maintenance and Construction Department.

At the CWRf, I/E crews completed the installation of the automated security gate on the plant's main entrance road.

This entailed pulling approximately 3,000 feet of power wire and fiber optic cable and installing control panels with intercom systems and video cameras. I/E crews completed the electrical installation and Programmable Logic Controllers (PLC) programming for the automated modulating valve and sluice gate for the Chlorine Contact Chamber By-pass project.

As the result of an automobile crash that demolished Lift Station 85 (Lexington Square), I/E Lift Stations crews installed a new backboard, power distribution, lift station control panel, and SCADA to return the station operational in just a few days. I/E Lift Stations crews installed power panel, conduits, wires, and Automatic Transfer Switches for the permanent generator installations upgrades at three lift stations and upgraded the obsolete PLC controllers at four lift stations.

I/E Water Production crews successfully replaced the control panel at the Spanish Trail Water Well, modernizing the station with upgraded PLC controllers and a 12' touch screen HMI.

I/E MRF crews made several repairs to conduits and wires damaged by a fire at the Materials Recycling Center, resulting in minimal down time for the facility.



# MAINTENANCE & CONSTRUCTION

## ODOR CONTROL DIVISION (OC)

Odor Control's two-man crew completed 778 work orders, 33 (4%) of which were for preventive maintenance. Additionally, the crew serviced and maintained 42 odor-control media scrubbers and blowers at various lift stations, and the three main water reclamation facilities. They serviced and replaced the media and cleaned the scrubbers at ECUA's three Regional Pump Stations twice during the year to maintain the systems' performance. The crew installed two Hi-Vent odor control units at LS 395 (Huntington Creek) and at ECUA's MRF, and to help with potential odor issues, staff installed mixers at LS 9 (Montclair), LS 56 (Coventry Estates), LS 119 (Patricia Drive), LS 147 (Blue Angel Parkway), and LS 186 (Kingsfield Road). Crews also serviced and replaced the media on all of the Air Release Valves on the Central Water Reclamation Facility transmission main, which runs 22.5 miles from Government Street to Cantonment, and collected monthly hydrogen sulfide (H<sub>2</sub>S) readings.

## GENERATOR MAINTENANCE DIVISION (GM)

Our Generator crew completed 896 work orders, 586 (65%) of which were for preventive maintenance. These included: the servicing and maintenance of 40 portable and 68 permanent generator units in the ECUA system; the load testing and verification of automatic transfer switches (ATSs) as part of a weekly testing program; and the management of fuel tank inspections and tank compliance with the Florida Department of Environmental Protection (FDEP).

Additionally, the staff and crews continued utilizing a generator fuel testing system that entails polishing and cleaning of the fuel to prevent algae and condensation from building up in the fuel tanks, due to long-term storage. This effort has reduced the amount of clogging on injectors and increased the life span of the fuel filters on the equipment. Crews also cleaned and painted 12 fuel tanks located at various water wells and lift stations throughout our system.

## PLANT MAINTENANCE (PM)

The division coordinates all preventive mechanical maintenance at ECUA's three Wastewater Reclamation Facilities, three Regional Pumping Stations, the Materials Recycling Facility, and the Composting Facility. The PM division completed 3,169 work orders, 2,635 (83%) of which were for preventive maintenance, while also providing support and direction to contractors on capital improvement projects for ECUA and performing all of the heavy industrial maintenance at the Material Recycling Facility (MRF).

**Central Water Reclamation Facility (CWRF)** – PM performed a complete refurbishment of Paddle Dryer 2-2. This effort consisted of hard surfacing the paddles and shafts as well as refurbishing all system-supporting conveyors and the main product feed system for the dryer. We x-rayed and repaired the Paddle Dryer 1-1 steam jackets on the dryer itself, which were fatigued from thermal stresses caused during daily operation. PM staff installed a new wet air receiver tank and refrigerated dryer for the pneumatic systems at the Bio-Solids Building. This pneumatic system provides high-pressure air to the control system for drying and transport functions of the dried product.

PM crews performed grading/repairs to the access roads in the Central Water Reclamation Facility's spray fields and well sites, grading approximately one mile of roads, and spreading over 150 tons of road base material to maintain the roads' integrity.

Plant Maintenance assisted in the installation of a new 48" by-pass system for the Chlorine Contact Chamber, which allows flows of processed wastewater to by-pass the Chlorine Contact Chamber in an emergency and flow to our reject tanks, allowing for normal operations of the plant.

**Regional Lift Stations** – Plant Maintenance removed, rebuilt, and installed two (2) 600 HP. pumps at Pipeline Lift Station as well as two (2) 312 HP. pumps at Moreno St. Lift Station. Plant Maintenance also performed a complete overhaul of two duplex channel grinders supporting the Regional Lift Stations.

**Materials Recycling Facility (MRF)** – Plant Maintenance executed an in-depth equipment evaluation at the MRF. Over 42 conveyors received repairs/maintenance to the frame, drive, belting, and idler systems. The main hydraulic Baler had substantial repairs, including the addition of floor plates which were fabricated, machined, and installed ensuring a secure frame for the equipment's hydraulic systems. The Metering Bin Drum was also overhauled to include new belting and hard-facing of the drum. These improvements will prevent excessive wear and ensure longer run times. Plant Maintenance performed maintenance/repairs on the main hydraulic systems, which provide the main operating systems for the baler, walking floors, and screening equipment. The glass separation unit was also repaired. The vacuum and conveyor systems, which remove debris and labels from the glass during the recycling process, were repaired. Lastly, Plant Maintenance repaired and modified the floor drain systems to allow water run-off to be captured in the self-contained collection system at the recycling facility and prevent contamination of the recycled products.

ECUA purchased two natural gas generators to place at LS 322 (Busbee Plantation) and LS 87 (LaBelle Terre) to help prevent sewer backups during long term and emergency power outages.

# WATER RECLAMATION

The Water Reclamation Department employs 44 licensed operators, 18 of which have the highest license issued by the State of Florida, to oversee operations at three locations, 24 hours per day; seven days per week. Eight 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.

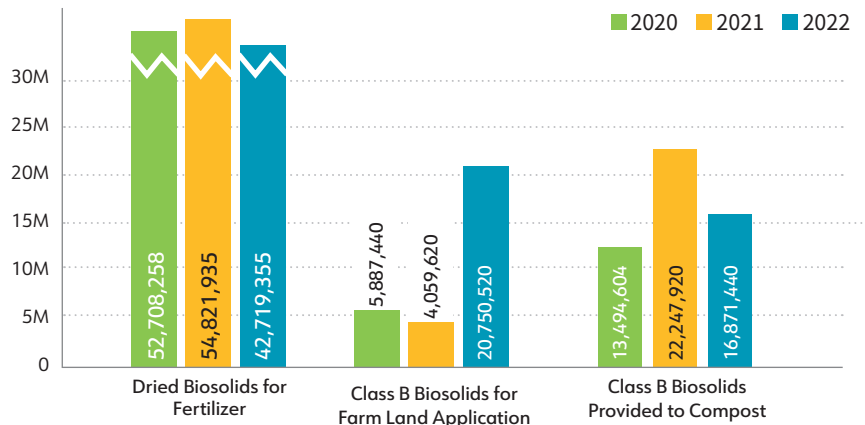
## BIOSOLIDS HANDLING

The ECUA Biosolids Facility located at the Central Water Reclamation Facility (CWRF) processes sludge from all three of our water reclamation facilities. In FY 2022, the facility processed approximately 245 million gallons of sludge from our three facilities, using it to create approximately 12.4 million dry pounds of biosolids for beneficial reuse as fertilizer and compost.

CWRF biosolids drivers hauled 612,840 wet pounds in 4,919,500 gallons from the Pensacola Beach Water Reclamation Facility (WRF), and 3,742,400 wet pounds in 10,907,500 gallons from the Bayou Marcus WRF.

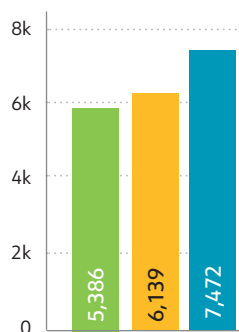
Operations staff in biosolids handling also collected and analyzed more than 18,000 samples for permit compliance and operational purposes, meeting all 714 of its compliance metrics.

## BIOSOLIDS PRODUCED IN WET POUNDS



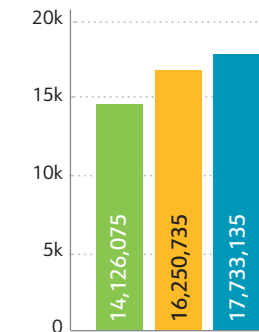
## SEPTAGE RECEIVED

### Septage Loads



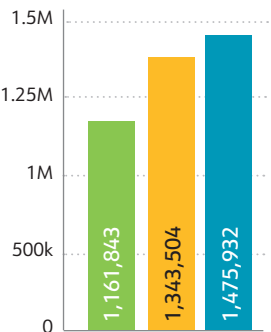
### Septage Volume

#### In Gallons

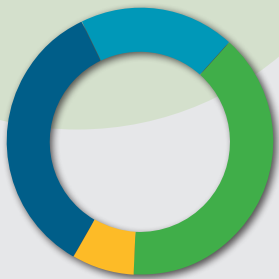


### Septage Revenue

#### In Dollars

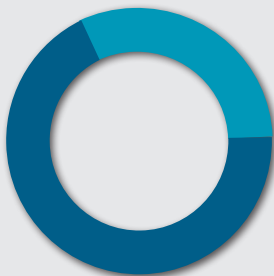


# WATER RECLAMATION



**5.330 BG\* of reclaimed water from the CWRW were reused**

■ Gulf Power .....	1.708 BG
■ On-Site Reuse.....	0.222 BG
■ International Paper .....	1.712 BG
■ Sprayfields .....	0.596 BG



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

■ Northern Wetlands.....	1.554 BG
■ Southern Wetlands.....	0.635 BG



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

■ SRIA Flow.....	22.71 MG
■ On-site Reuse .....	17.91 MG

\*Billion Gallons \*\*Million Gallons

## Central Water Reclamation Facility (CWRW) Pollutant Removal

PARAMETER/CALCULATION	EFFICIENCY	LBS. REMOVED	ANNUAL AVERAGE	DEP PERMIT LIMIT
Carbonaceous Biochemical Oxygen Demand (CBOD)	99.3%	11,054,119	1.6 mg/L	5.0 mg/L
Total Suspended Solids (TSS)	99.8%	13,892,104	0.7 mg/L	5.0 mg/L
Total Nitrogen (TN)	98.4%	1,950,458	0.7 mg/L	3.0 mg/L
Total Phosphorus (TP)	98.6%	256,711	0.08 mg/L	0.4 mg/L

The CWRW had a total flow of 5.477 BG in FY 2022 and maintained compliance with all but four compliance metrics out of more than 5,200.

Beginning in February 2022, the CWRW began collecting influent samples as part of the United States Center for Disease Control's National Wastewater Surveillance System. As sewage is a leading indicator in changes of the COVID-19 burden in a community, public health officials are able to track and trend real-time data in Pensacola. Typically, indicators in sewage will demonstrate trends a week or two prior to data from test results in infected individuals. With this data, health officials are able to respond to changes and disseminate information to the public at the earliest signs of an outbreak. To date, the CWRW has collected more than 80 samples, providing vital information to local, county, state, and federal officials.

## Bayou Marcus Water Reclamation Facility (BMWRF) Pollutant Removal

PARAMETER/CALCULATION	EFFICIENCY	LBS. REMOVED	ANNUAL AVERAGE	DEP PERMIT LIMIT
Carbonaceous Biochemical Oxygen Demand (CBOD)	99.82%	3,756,760	1.3 mg/L	5.0 mg/L
Total Suspended Solids (TSS)	99.89%	4,894,200	1.0 mg/L	5.0 mg/L
Total Nitrogen (TN)	99.21%	795,312	1.2 mg/L	3.0 mg/L
Total Phosphorus (TP)	98.68%	99,113	0.25 mg/L	1.0 mg/L
Ammonia (NH3)	99.98%	573,298	0.02 mg/L	1.6mg/L

The BMWRF had a total flow of 2.189 BG in FY 2022 and earned a Gold Award from the National Association of Clean Water Agencies (NACWA) for the 2021 calendar year, maintaining compliance with all of its 3,584 compliance metrics. As a community partner, the BMWRF also treated more than 11.9 million gallons of leachate from Escambia County's Perdido Landfill.

Sampling and data analysis are of utmost importance in maintaining compliance with all rules and regulations from the FDEP and the EPA at the BMWRF. In FY 2022, BMWRF Operations staff pulled more than 3,040 samples and performed data analysis on more than 8,000 results for submitting reports to regulatory bodies and process control.



Pensacola Beach Water Reclamation Facility (PBWRF) Pollutant Removal

PARAMETER/CALCULATION	EFFICIENCY	LBS. REMOVED	ANNUAL AVERAGE	DEP PERMIT LIMIT
Carbonaceous Biochemical Oxygen Demand (CBOD)	99.12%	446,262	1.3 mg/L	5.0 mg/L
Total Suspended Solids (TSS)	99.06%	244,246	0.7 mg/L	5.0 mg/L
Total Nitrogen (TN)	97.53%	96,342	0.8 mg/L	3.0 mg/L
Total Phosphorus (TP)	97.78%	12,281	0.09 mg/L	1.0 mg/L

The PBWRF had a total flow of 375.86 MG in FY 2022 and earned a Silver Award through NACWA for Calendar Year 2021, maintaining compliance with 4,240 of 4,241 compliance points.

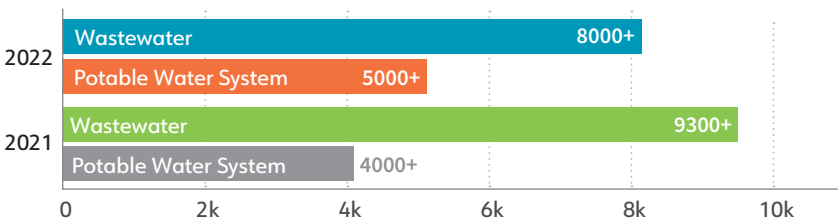
The PBWRF continues to improve and upgrade its operational capabilities and physical structures to ensure long-term sustainability. This year, the facility’s chlorine dosing system received significant insulation updates to prevent freezing during the winter. We sandblasted and coated multiple pumps, pipes, and other equipment, to protect against the harsh saltwater environment on Pensacola Beach.

WATER QUALITY LABORATORY

The Water Quality Laboratory division is comprised of 10 Laboratory Analysts who facilitate the collection and analysis of samples in support of the Water Reclamation, Water Production, Wastewater Infrastructure, Regional Services, and Customer Service Departments. This year, the laboratory analyzed more than 8,000 wastewater samples, more than 5,000 samples for the potable water system, with more than 96% of those samples analyzed in-house. Some of these included the collection and analysis of 2,083 required bacteriological samples, 720 Precautionary Boil Water Notice samples, 291 Main Clearance samples, and 280 Best Management Practice samples in support of ECUA’s potable water system. Additionally, these Laboratory Analysts collected samples for EPA’s required Stage 2 of the DBPR (Disinfection Byproduct Rule), Volatile Organic Contaminants, PFAS and PFOS, which will be future requirements, and Sanitary Sewer Spills as required by FDEP.

The Water Quality Laboratory successfully completed 6 proficiency-testing evaluations, which look at comparative sample analyses to maintain its National Environmental Laboratory Accreditation Program (NELAP) and Department of Health Certifications.

Water Samples Collected and Analyzed



INDUSTRIAL PRETREATMENT PROGRAM (IPP)

In Fiscal Year (FY) 2022, 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. Each permitted facility must comply with Local, State, and Federal regulations, requiring that Significant Industrial Users be inspected on an annual basis. As such, the IPP conducted 20 inspections during this FY. The inspections and subsequent discussions with a few industries have led to some process improvements, as well as improved communications, with business leaders.

During FY 2022, the ECUA IPP collected 735 wastewater samples from industry, providing the basis to recover over \$1.28 million dollars in treatment costs for industrial wastewater discharged to our facilities. This included more than 210 million gallons discharged to the CWRF and over \$52 thousand dollars in treatment cost for more than 11 million gallons of industrial wastewater discharged to the Bayou Marcus Water Reclamation Facility (BMWRF).

Finally, we launched a new page on the ECUA website specifically about the IPP, which allows our customers to easily access information and forms related to pretreatment. This page contains information for dental facilities, existing and emerging pharmaceutical hazardous waste regulations, the sewer use ordinance (Chapter 26 of the ECUA code) applications, and is coordinated internally with other departments such as Regions, Engineering, Cross-Connections, and Customer Service, to aid in the protection of ECUA infrastructure.

# REGIONAL SERVICES

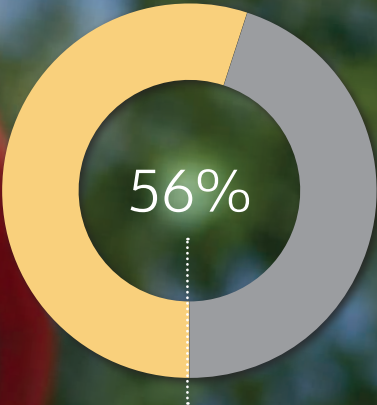
## REGIONAL SERVICES EAST, WEST AND SOUTH

The Regional Services (RS) 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 159,000 work orders were completed throughout the entire department during Fiscal Year 2022, averaging nearly 13,250 work orders per month. When fully staffed, the RS department employs 115 employees, equating to nearly 115 work orders completed per employee monthly.

There are over 115,000 water meters in the ECUA water distribution system, and just over 89,000 of the 159,000 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 ten years ago. The demands to repair or replace components, predominantly the register or the communication mechanism, have increased dramatically as the end of the warranty period on these devices approached.

Regional Services received nearly 27,500 utility locate requests, of which over 10,400 required marking in anticipation of future construction proximal to ECUA’s infrastructure.

The hydrant crew performed 26 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.

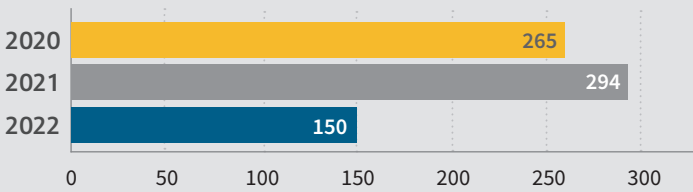


Percentage of work orders in 2022 related to maintenance or service of water meters

## FIRE HYDRANT DIVISION (FH)

ECUA’s water distribution system contains more than 7,700 fire hydrants that require maintenance and testing. In FY 2022, the division repaired 150 hydrants, performed preventive maintenance on nearly 2,400 hydrants and tested them to evaluate flow performance, installed 5 new hydrants, replaced 24 outdated two-port hydrants or damaged hydrants with newer three-port hydrants, and performed 46 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 246 dead-end water mains and performed 328 flushes in response to concerns about discolored water. The division completed one unidirectional flushing operation – a method used to achieve a more aggressive flush through increased water velocity in the pipe. The crew also installed 12 new automatic flushing devices 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 for employee time and equipment. The group now maintains 256 automatic flush devices.

## FIRE HYDRANTS REPAIRED



## METER MAINTENANCE DIVISION (MM)

The Meter Maintenance Division was created and staffed in FY 2022. The purpose of the MM is to have a division that is solely focused on water meter maintenance with the responsibility for installation, testing, inspection, and maintenance of all water meters. Historically, meter maintenance was one of the many responsibilities of the East, South, and West Regions. The undivided attention of this single division on this critical area of our operations will improve customer service and the collection of revenue by minimizing mistakes in the 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. Furthermore, the singular focus of the MM will lead to a depth of knowledge and level of attention to detail among our staff that is difficult to achieve without this specialization.

Thus far, MM has combined all three Regions' meter shops into the one meter shop, created one database of all meters (2" – 10"), with location information and testing history. The ECUA Board has approved the replacement of an antiquated meter test bench with a new state-of-the-art test bench that will allow the MM to perform a higher number of meter tests more quickly, easily, and accurately.

## WASTEWATER MAINTENANCE DIVISION (WM)

The Wastewater Maintenance Division coordinated with the Wastewater Infrastructure Division to reduce the number of sanitary sewer overflows (SSOs) that occur. Using five vacuum trucks, WM cleaned more than 989,000 feet of pipe this year in the gravity sewer collection system, and removed grease and other obstructions to restore the proper function of the system. WM also used closed-circuit television (CCTV) to inspect over 346,000 feet of sewer pipe. These inspections yielded valuable information and identified 128 substantial pipe deficiencies that are now repaired.

Working with contractors, WM addressed root intrusion issues within areas of the collection system that are difficult to access, and implemented a biological treatment process to relieve extreme grease buildup in areas of the collection system that are near commercial food establishments. The division also performed smoke and dye tests of sewer mains in three sewer basins, where service from an estimated 2,250 connections flows, and where severe Inflow and Infiltration (I&I) were noted. The smoke and dye tests are crucial to identifying existing deficiencies in the lines, having them repaired, and eliminating those sources of I&I. Our Wastewater Infrastructure Division affected the repairs.

The Wastewater Maintenance Division responded to 1,024 calls from customers to investigate problems in the collection system, and completed approximately 270 work orders issued by other divisions and departments.

## 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 the inspection of 943 food service establishments (FSEs) to reduce the discharge of FOG into the collection system. The FOG division performed 2,202 total inspections of FSEs and also continued to manage discharge permit applications from FSEs by 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.

More than 17,600 gallons of used cooking oil were collected at these sites over the year.

## VALVE MAINTENANCE DIVISION (VM)

The Valve Maintenance (VM) division maintains approximately 500 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 every quarter.

VM and the Fire Hydrant Division staff located, exercised, and/or collected GPS coordinates on approximately 5,100 water valves throughout the year. The division repaired 40 broken water valves and replaced or brought 361 valve boxes up to grade for enhanced accessibility. Overall, VM 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 1,029 work orders to perform preventive maintenance on ARVs throughout the entire service area.



# REGIONAL SERVICES

## CAPITAL IMPROVEMENTS

### Easement Access and Maintenance

Root intrusion from heavy vegetation is one of the leading causes of water main and sewer main fractures. Through the use of our annual clearing contract, we cleared approximately 4,800 linear feet of heavily wooded utility easements throughout the service area.

### Miscellaneous Valve Replacement Project 2021

Regional Services performs preventive maintenance on all valves throughout the water system and has identified 40 inoperable water valves, ranging in size from four-inch to 16-inch, in need of replacement. The project began construction in March 2022 and construction is currently scheduled to be completed at the end of 2022, at a total construction cost approaching \$730,000. Regional Services plans to compile a list of additional valves that are inoperable in our utility system and present it to the ECUA Board as a change order to this existing contract in 2023.

### Water Service Renewals 2022 Project

ECUA is responsible for the maintenance of the water service lines that connect the water main to the customer's water meter. The Regional Services department has to frequently repair leaking water services as they occur on an unplanned basis. A majority of these leaks are caused by a material failure of the water service line. By waiting for these water service lines to fail, the repair must be made on an emergency basis without planning or notification to the customer. This results in the use of additional funds to pay overtime to employees and the dissatisfaction of customers due to the system outage and the frequent repairs in the same neighborhoods. Based on experience with water service failures in the distribution system, the water service line has an expected life span of about 10 years. ECUA has approximately 100,000 water customers who are served via these water service lines. By using a contractor to preemptively replace 1,000 or more water services per year on a preventive basis, ECUA can reduce costs and improve customer satisfaction. The current contract amount to replace water service this year is just over \$1,300,000.

Regional Services staff solicited quotes from horizontal direction drill (HDD) contractors to replace 900 linear feet of 12-inch HDPE water main via HDD. The total construction cost to complete the project was approximately \$140,000.

### Warrington Sewage Drying Beds

A project to upgrade the sewage sand drying beds at the Warrington facility was completed in FY 2022. This facility is utilized by ECUA, contractors working for ECUA, and local private contractors to dump solids, primarily sand, that are removed from the sewage collection system with vacuum tankers. The total construction cost to complete the project was \$275,505.50.

### Mobile Highway at Bayou Marcus Creek 12-inch HDPE Water Main Project

In March 2022, ECUA Regional Services crews responded to water pressure concerns on Mobile Highway and the Carriage Hills area and discovered that the 12-inch high-density polyethylene (HDPE) water main had ruptured where it crosses under Bayou Marcus Creek near Mobile Highway. Crews were able to isolate pipe failure by using valves on both sides of creek, which restored adequate pressure and service to customers in the area.

### Water Distribution System Upgrades - In-house Construction Projects

Regional Services is responsible for the maintenance of the water distribution system within the ECUA water franchise area and provides the Engineering department with a priority list of areas that require water distribution system upgrades annually. These areas could be anything from antiquated water main replacements to needed water main extensions. Regional Services reviewed the priority list and began to self-perform some of the water system projects with our Utility Service Technicians. This will save ECUA ratepayers money, as well as expedite the number of water distribution system upgrade projects that can be performed. Regional Services is tracking costs of time and materials used to self-perform these projects to compare to soliciting/bidding out these projects to a utility contractor.

The following water distribution system upgrades were completed in FY 2022:

- Magaha Lane Water Main
- Lucy Street Water Main
- West Leonard Street Water Main
- Helen Street Area Water Main

## EMERGENCY PROJECTS COMPLETED IN FY 2022

### Highway 297A Force Main Cleaning


This force main was identified as problematic due to high pressures caused by a partial obstruction of the pipe with sand, grit, heavy septic grease, and rags. Professional Piping Services, Inc. (PPS) is a contractor ECUA used in the past to clean force mains and water mains with good results. PPS cleaned this same force main in 2015 and is familiar with the conditions and requirements. ECUA staff contacted PPS to provide a proposal and quote for cleaning this force main based on their active contract with Manatee County, Florida. ECUA Purchasing Procedures allow for “piggyback” purchases against contracts from other governmental entities, provided that the work/task is specifically within the scope of the contract, the contract is active, and solicited by an invitation to bid. The “piggyback” purchase allowed the project to be expedited in response to the conditions in the collection system, and the cleaning efforts began as quickly as possible. The total construction cost for the project was approximately \$115,000.

### 755 Tanglewood Drive Manhole Replacement

A failing sanitary sewer manhole and gravity sewer main near the eastern bank of Bayou Texar at 755 Tanglewood Drive, due to heavy I&I induced by high groundwater, required ECUA to hire an emergency contractor to remove and replace the manhole and associated 10-inch gravity sewer pipe. ECUA provided the construction materials to the contractor. Due to the proximity to Bayou Texar and the depth of the manhole, this emergency manhole replacement took an extensive amount of dewatering. The total construction cost for the manhole removal and replacement was approximately \$100,000.

### 2060 Utica Place Lateral Replacement

The property owner at 2030 Utica Place spoke at the March 2022 ECUA Board Meeting about the issues he was having with his gravity sewer lateral. After considering the circumstances presented by the customer, the Board moved that ECUA conduct the work necessary within the easement to rehabilitate or replace the existing lateral due to the failure of the antiquated terra cotta clay pipe. Regional Services evaluated many options with multiple contractors to determine the best solution and least impactful to the surrounding property owners. It was deemed that the existing lateral could be replaced using the cured-in-place-pipe (CIPP) lining method. The total construction cost to rehabilitate the existing lateral within the utility easement was approximately \$16,000.



Regional Services performs preventive maintenance and responds to internal and external customer complaints.

### Southbay Subdivision Manhole and Gravity Sewer Emergency Replacement

The Southbay Subdivision reached out to ECUA in regards to a portion of their entrance road sinking just off Blue Angel Parkway.

Regional Services investigated the gravity sewer and manhole near the area of concern and could not perform all the CCTV inspections of the gravity sewer main needed due to extensive corrosion to the cast iron gravity sewer pipe and the inflow and infiltration (I/I). Regional Services cleaned the corroded pipe and determined that the sanitary sewer manhole and gravity sewer main were failing due to heavy I&I induced by high groundwater and high levels of hydrogen sulfide gases produced by sanitary sewer. Due to the high water table and extreme depth to repair, ECUA had to hire emergency contractors to remove and replace the manhole and associated 40 linear feet of 10-inch gravity sewer pipe from the manhole to Lift Station #147, construct a temporary roadway for access into the subdivision, and restore the entire construction area to existing or better conditions. ECUA assisted with sewer by-pass pumping from the subdivision around the construction area. The construction cost for the removal and replacement of the manhole and associated gravity sewer main was approximately \$300,000. The construction cost for the temporary roadway and restoration of the existing roadway and all construction areas was approximately \$100,000.

# EXECUTIVE STAFF



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



**Gerry Piscopo, BSME**  
Deputy Executive Director of  
Maintenance & Construction



**Randy Rudd, BS/CISWM**  
Deputy Executive Director Shared  
Services (through May 2022)



**Gabe Brown, BSOL**  
Director of  
Customer Services



**John Daane, MBA**  
Director of Information  
Technology (through June 2022)



**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



**Jim Roberts**  
Education Programs Specialist  
Retired July 2022



## EXEMPLARY EMPLOYEES



**STEPHANIE NORMENT**  
Human Resources Manager  
Supervisor of the Year 2022

This award is presented to Stephanie Norment in recognition of her dedication and service to the Emerald Coast Utilities Authority.

Stephanie is completely loyal to the ECUA and its employees. She is a cheerleader for the health and well-being of employees, and she genuinely cares about and rejoices in employees' health accomplishments and successes. She keeps a smile on her face and offers a positive outlook to others.

Above all, Stephanie is fair and ethical. She has gone beyond her normal responsibilities to attend outside training for suicide prevention. She has shared with her team the signs to be on the lookout for to appropriately reach out to our employees when they exhibit those signs.

Stephanie is a true leader and role model not only to her department, but also to the organization. She influences others daily to do what is right and think about their actions.

Stephanie works beyond her required scheduled hours to follow up with her commitments. She never shirks her responsibilities or pushes off her work on others. She truly makes a difference in the work she does and the contagious, positive outlook she models. **We are proud to honor Stephanie as our 2022 Supervisor of the Year.**

Stephanie keeps  
a smile on her face  
and offers a positive  
outlook to others.



**JOHNNY GULSBY, JR.**  
Lift Station Mechanic III  
Employee of the Year 2022

This award is presented to Johnny Gulsby, Jr. in recognition of his dedication and service to the Emerald Coast Utilities Authority.

Johnny excels as a lift station mechanic III and is also an excellent mentor for new employees in his division. He works tirelessly at his job and has been a great example to others with his work ethic and excellent communication skills.

Johnny is the first to show up when things are at their worst, during major shutdowns and extreme weather.

Johnny has been with ECUA for eight years, and during this time he has voluntarily taken and passed the class A, B, and C wastewater collection certification exams.

Johnny is an excellent ambassador for ECUA, not only within his own and other divisions, but also with outside contractors and customers. **We are proud to honor Johnny as our 2022 Employee of the Year.**

Johnny works  
each day toward  
making ECUA a  
better workplace.



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