



**RESIDENTIAL  
PENSACOLA BEACH**

**ECUA  
9255 STURDEVANT ST  
850-476-5110**

**CUSTOMER SERVICE  
850-476-0480  
Monday-Friday  
8:00am-5:00pm**

**AFTER HOURS OR  
WEEKENDS  
850-476-5110**

**History of the Emerald Coast Utilities  
Authority**

The ECUA was originally created under the name Escambia County Utilities Authority in 1981 by an Act of the Florida Legislature to own, manage, finance, promote, improve and expand the water and wastewater systems of Escambia County and the City of Pensacola. The ECUA began offering sanitation services in Escambia County in 1992.

ECUA is a local government body, existing under the laws of the State of Florida. The powers of the ECUA are exercised by a five-member Board. Each member of the Board is elected within one of the five County districts and serves a staggered term. The ECUA's name officially changed to the Emerald Coast Utilities Authority on June 29, 2004.

**ECUA Mission Statement**

The people and resources of the Emerald Coast Utilities Authority are committed to providing the citizens of Escambia County with service to the highest quality. We are dedicated to meeting the needs of our customers in a courteous and responsive manner. We will continue to pursue operational efficiencies in an effort to maintain reasonable prices for our services.

**Residential Security Deposits**

(up to 1" meter size)  
Water \$21.50  
Sewer \$64.50

**Single Family Residential**

These are the current monthly rates which are subject to change based on ECUA Board action.

**Water Rates**

Includes Townhouses, Condos and Apartments

Up to 4,000 gallons per unit \$25.84

Over 4,000 gallons per unit 3.73  
per 1,000 gallons

**Sewer Rates**

Includes Townhouses, Condos and Apartments

Up to 3,000 gallons per unit \$36.43

Next 7,000 gallons per unit 4.36  
per 1,000 gallons

Over 10,000 gallons per unit 3.09  
per 1,000 gallons

**Senior Citizen Rates**

The ECUA offers two garbage rates for our senior citizen population of Escambia County.

The standard Senior Citizen Rate for garbage service is \$19.48 per month and one 60 gallon container is provided. All customers 65 years old or older can qualify for this rate by calling our Customer Service Center at 476-0480.

**Senior Citizen Rates - Continued**

A Senior Citizen Lifeline Rate is also offered for those who qualify for \$10.66 per month; for one 40 gallon container. To qualify for this rate, please contact the Northwest Florida Area Agency on Aging at 494-7100.

The Lifeline rate is also offered on water and sewer services to those who qualify:

**Water**– Minimum monthly rate \$24.62 and includes 6,000 gallons of water. Any water used over 6,000 gallons is \$3.73 per thousand gallons.

**Sewer**– Minimum monthly rate \$34.68 and includes 6,000 gallons. Any usage over 6,000 gallons is \$4.57 per thousand gallons.

**All interested Senior Citizens should apply for the Lifeline rate for garbage, water and sewer by contacting the Northwest Florida Area on Aging at 494-7100.**

**Supplemental Security Garbage Rate**

ECUA also offers a monthly rate for residential sanitation customers who are head of household and receive Supplemental Security (SSI) benefits. The monthly rate is \$11.07 and one 40 gallon container is provided. Please contact our Customer Service Center at 476-0480 for more information.

**Fees**

All fees are subject to change based on ECUA Board action.

**Service Fee**

When customers request a meter to be turned on or off, there will be a \$10.75 service charge. This fee does not apply to a customer terminating service and receiving a final bill.

**Same Day Service Fee**

When a customer requests same day service, a fee of \$26.75 will be charged if requested after 11:00 a.m. This fee is in addition to the \$10.75 service fee.

**Delinquent Processing Fee**

When service has been disconnected due to non-payment, the processing fee is \$32.25 before 11:00 p.m. After 11:00 p.m., the fee is \$70.00. Any time on Holidays or weekends, the fee is \$70.00

**Returned Check Fee**

Payments that are returned for any reason are subject to a \$16.25 service fee.

**Meter Test Fees**

The fee for testing a water meter at the request of a customer is as follows:

Meter Size	Meter Test Fee
Less than 1 1/2"	\$ 43.00
1 1/2" to 2"	80.75
Larger than 2"	214.75

There will be no fee charged if the test results are more than 5% in error.

**Sewer Improvement Fee  
Other than single family residential**

Average Gallons Used Per Month	Monthly Charge
<b>Lifeline</b> (less than 6,000 gallons)	\$ 2.00
Up to 3,000 gallons	2.00
3,001-4,000	3.50
4,001-5,000	5.00
5,001-10,000	5.50
10,001-12,000	6.50
12,001 and up	7.50

Except for single-family residential customers certified as eligible for lifeline rates, Average Gallons Used per Month will be fixed for an annual period based upon average water consumption, for Mainland customers. **For single-family residential customers located on Pensacola Beach, Average Gallons Used per Month will be fixed for an annual period based upon average water consumption from May 1 to April 30 if the residence could be occupied that entire time. Residential customers who do not have adequate account history from which to make such computations shall have their Monthly Charge based upon anticipated Monthly usage.**

**Residential Impact and Connection Fees for New Construction**

All applicants are required to pay capacity impact fees for new construction and connection fees; all fees are based on meter size. Impact fees paid are site specific and no refunds shall be made to any applicant.

**Water**

Meter Size	Impact Fee
5/8"	\$ 845.00
1"	1,447.00

**Sewer**

Meter Size	Impact Fee
5/8"	\$1602.00
1"	2743.00

**Water Connection Fees**

Meter Size	Fee
5/8"	\$550.00
1"	655.00

**Sewer Connection Fees**

Each applicant for sewer service shall pay a sewer connection fee if a usable sewer service lateral is not stubbed out from a sewer main to a boundary line of the property to be served.

The sewer connection fee will be the actual cost of the connection, which includes labor, materials and overhead costs as determined by ECUA.

**Wastewater Grinder Pump**

Private residences that require the use of a grinder pump to connect to the ECUA sewer system may apply for a possible reimbursement for the Grinder Pump Work Station. Please contact ECUA Customer Service at 476-0480 for an application.

**One Time Leak Adjustment**

After the discovery of a houseline water leak, please contact Customer Service for a possible adjustment to the excess water and sewer charges. ECUA offers a One Time Leak Adjustment that may alleviate some of the charges. The adjustment is offered once for the lifetime of the account. A signed form is required along with proof that the leak was repaired. For more information, please call Customer Service at 476-0480 or visit us on the web at [www.ecua.fl.gov](http://www.ecua.fl.gov).

**Project EUAP**

The Escambia Utility Assistance Program was created in 1988 to assist elderly, disabled or other customers on low or fixed incomes who suddenly face a high utility bill they cannot pay. Project EUAP is helping to meet this need.

ECUA customers can make regular contributions to the program by having a \$1.00 or more per month included in their monthly utility bill. For more information, to make a onetime contribution or to sign up as a regular participant, please contact Customer Service at 476-0480 or visit us on the web at [www.ecua.org](http://www.ecua.org). ECUA and our community appreciate your support. All contributions are used exclusively in the emergency relief fund and never to pay administrative expenses of the program

**Need to make a payment?**

Payments can be made by phone by calling 1-855-329-0911 or online at [www.ecua.fl.gov](http://www.ecua.fl.gov) a service fee of \$1.45 applies.

You may also mail your payment to:  
 ECUA  
 PO Box 17089  
 Pensacola FL 32522-7089

Hancock Bank locations will also accept payments **provided you are paying your current bill by check and you have your payment stub.**