



# Customer Pipeline

**Emerald Coast Utilities Authority**

## ECUA Honored with Three Peak Performance Awards!



Left to Right: Kijafa Lee, Plant Mgr., CWRf; Clarence "Sonny" Bonds, Plant Mgr., BMWRF; and Steve Routt, Plant Mgr., PBWRF

We are so excited that the ECUA has again earned Peak Performance Awards for the 2024 monitoring calendar year, one for each of its three water reclamation facilities and marks the fifth time in the last six years that all three facilities received awards. The Peak Performance Awards program, sponsored by the National Association of Clean Water Agencies (NACWA), recognizes public wastewater treatment facilities for their outstanding records in compliance with the

National Pollutant Discharge Elimination System (NPDES) permitting limits during a full calendar year.

In 2024, the ECUA's Water Reclamation Facilities were required to meet 12,859 compliance metrics for effluent discharges, an average of over 35 compliance metrics per day. These are considered to be some of the most difficult to meet in the State of Florida and our three facilities successfully achieved a 99.98% compliance rate by meeting 12,856 of these metrics, missing on only three!

ECUA's Central Water Reclamation Facility (CWRf) earned a Gold Award after meeting all 5,076 metrics, demonstrating a perfect compliance record. The CWRf has received awards in nine of its 13 eligible years of operation. Our Bayou Marcus Water Reclamation Facility (BMWRF) earned a Silver Award after successfully meeting its 3,588 metrics, missing only one compliance point and a 99.97% compliance rate. This marks the 12th consecutive year that the facility has received an award, earning a total of 21 awards in the last 24 years.

*Continued on page 2...*

## Ditch the Paper Pile and Get Your Bill Notices Digitally!

Are you tired of all the mail piling up? Why not take the next step and enroll in paperless bill notification? It's fast, simple, and good for the planet, one less piece of mail at a time!

To learn more, visit us at: [ecua.fl.gov/my-bill](http://ecua.fl.gov/my-bill)

Flip to the other side for step-by-step instructions on how to enroll in paperless bill notification. It's easy and fast -- Follow these steps and say goodbye to one more piece of mail!

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"I decided to go to paperless billing on my account. It helps the environment by saving on paper. The billing part is easy to do. You get a message to remind you of your billing date, so you don't miss paying your bill. We all need to do our part in saving this environment."

ECUA CUSTOMER,  
PAM N.



## Mark Your Calendars!

ECUA business offices will be closed Thursday and Friday, **November 27 and 28**, in observance of the Thanksgiving holiday.

### Sanitation Pick-up Schedule for the Thanksgiving Week

#### Residential Customers

Garbage, Yard Trash & Recycling Services

Thursday collection will be on **Friday, Nov. 28**

Friday collection will be on **Saturday, Nov. 29**

#### Commercial Customers

Dumpster Services

Thursday collection will be on **Friday, Nov. 28**

Friday collection will be on **Saturday, Nov. 29**

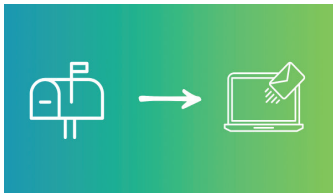
**Have a Safe and Happy Holiday!**

## Emerald Coast Utilities Authority

**Peak Performance Awards, Continued**

Finally, the ECUA's Pensacola Beach Water Reclamation Facility (PBWRF) earned a Silver Award for meeting 4,193, missing only two of 4,195 metrics, for a 99.95% compliance with their operating permit and marking its ninth consecutive year for an award!

ECUA's Citizens' Advisory Committee (CAC) Chairman, Mr. Larry Williams, presented the awards to each plant's manager at a recent CAC meeting. Congratulations to all our Water Reclamation Operations staff on another outstanding year and job well done!



## How to Sign Up for Paperless Bill Notification

**Step 1:** Go to our website and click "View/Pay Bill Now."

**Step 2:** Log in with our partner, InfoSend, or choose "Enroll" if you've been making guest payments.

**Step 3:** Open your Profile Settings.

**On a computer:** Click the settings wheel icon (top right) → select Profile Settings.

**On a mobile device:** Tap the menu (three bars) → select Profile Settings.

**Step 4:** Click "Notifications."

**Step 5:** Select "Paperless Billing."

**Step 6:** For the smoothest setup, deselect SMS and select Email delivery for your 4-digit enablement code.

**Step 7:** Click the green "Apply Changes" button.

That's it, easy-peasy! Once you're enrolled in paperless billing, you'll receive your bill, along with this newsletter, directly in your email inbox.



## Reduce Water Usage & Save, Save, Save!

Here are some simple ways to help reduce water usage during the sewer averaging period\* and throughout the year:

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

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

\*The 90-day sewer averaging period begins with the first reading of your meter on or after Nov. 15 (including ECUA sewer customers who have another water service provider).



**Customer Service: 850-476-0480 • [www.ecua.fl.gov](http://www.ecua.fl.gov) • [customer.service@ecua.fl.gov](mailto:customer.service@ecua.fl.gov)**  
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