

## CONTACT INFORMATION

Customer Service (850) 476-0480  
After-Hours (850) 476-5110  
[www.ecua.fl.gov](http://www.ecua.fl.gov)

## PAYMENT INFORMATION

IF YOU HAVE RECEIVED A DELINQUENT NOTICE, YOUR PAYMENT SHOULD BE MAILED TO ECUA P.O. BOX 18870, PENSACOLA, FL 32523-8870. TO AVOID DISCONNECTION OF YOUR SERVICE AND A DELINQUENCY PROCESSING FEE, ALL PAYMENTS MUST BE RECEIVED BY THE DELINQUENT NOTICE DUE DATE.

If the reverse side of this bill shows a previous balance, it should be paid immediately to avoid disconnection of your services. Please mail your payment with the bottom portion of your bill in the enclosed envelope to: ECUA, P.O. Box 18870, Pensacola, FL 32523-8870. Please make your check payable to ECUA and write your account number on your check. Allow 7 days for mail processing. CURRENT BILLS ONLY may be paid by cash, check, or money order at any HANCOCK BANK branch in Pensacola, Gulf Breeze, or Pace during normal banking hours. Payments will be taken by a bank teller and you must present your bill stub. Payments may also be dropped in the night drop box at our Ellyson Industrial Park office listed below. For a minimum fee, payments by check, debit or credit card may be made at the ECUA website, [www.ecua.fl.gov](http://www.ecua.fl.gov) or by calling 1-855-329-0911.

If you have any reason to believe your bill is incorrect, please call our customer service division or visit our office at:

9255 Sturdevant Street      Hours 8:00 am - 5:00 pm  
Ellyson Industrial Park      Monday - Friday

## CONSUMPTION INFORMATION

The SERVICE PERIOD column indicates the starting and ending dates of the current reading period and whether the meter reading is for an irrigation or a water meter.

IR = Irrigation Water      WA = Water Meter

The UNITS column indicates whether the meter measures consumption by cubic feet or gallons.

LCFT = Cubic foot meter: subtract PREVIOUS read from CURRENT read multiply by 7.48051 = usage.

HCFT = Compound cubic foot meter: subtract PREVIOUS read from CURRENT read multiply by 7.48051 and add the amount of water used for the LCFT read to get the total usage.

PWGL = People's Water gallon meter: subtract PREVIOUS read from CURRENT read = usage.

LOGL = Gallon meter: subtract PREVIOUS read from CURRENT read = usage.

HIGL = Compound gallon meter: subtract PREVIOUS read from CURRENT read and add the amount of water used for the LOGL read to get the total usage.

When the word EXCHANGE appears in the PREVIOUS read column, a new water meter has been installed during the current reading period.

When an E appears before the CURRENT read, the current meter reading has been estimated.

## BUDGET BILLING

Budget Billing Plan helps you manage your budget by averaging your bills over time.

Contact Customer Service or visit our website for more information.

## E-NOTIFICATION BILLING

Go paperless and opt-in to receive email notification when your bill is ready to be viewed. For more information or to sign up, call Customer Service or email us at:

[customerservice@ecua.fl.gov](mailto:customerservice@ecua.fl.gov).