



# Customer Pipeline

**Emerald Coast Utilities Authority**

## It's Yard Work Season Again!

With the arrival of Spring, many of us have already been out tending to our lawns and gardens, and doing all kinds of landscaping projects. This flurry of outdoor work usually means plenty of yard trash needing disposal. Following a few ECUA tips will help all of us keep our yards and neighborhoods neat, while properly disposing of all that unnecessary vegetation. First, a definition; Yard Trash, as defined by the ECUA Sanitation program, is: leaves, pine straw, grass clippings and small prunings.

### So What Do I Do With It?

ECUA provides yard trash collection service once each week to all residential customers as part of the regular sanitation collection service. Our crews get an early start, so it is best to have your yard trash at the curb prior to 5:30 a.m. on your scheduled yard trash collection day.

Remember, due to seasonal variations in waste volumes, changes in collection routes, unforeseen mechanical problems and personnel scheduling, ECUA can not specify the exact time of day your collection will be made.

ECUA CREWS GET AN EARLY START SO IT'S BEST TO PLACE YOUR CAN OUT BY 5:30 A.M. OR THE NIGHT BEFORE YOUR PICK-UP DAY.

## How Can I Help My Yard Trash Collection Go Smoothly?

1. Place your yard trash bag(s) or can(s) within two feet of the curb, as it is less likely to conflict with traffic and / or get scattered.
2. Small yard trash, clippings, leaves, pine straw and grass clippings must be contained in standard garbage containers or plastic bags that do not exceed 32 gallons in size or weigh more than 40 pounds when full.
3. Cut limbs should not exceed four feet in length or 40 pounds in weight, and must be bundled in a pile of no more than sixty-four cubic feet (4'W x 4'D x 4'H).

Tying your loose limbs in manageable bundles will help your yard trash collector load the material into the collection truck, which ultimately improves productivity and helps to control costs. Remember, please place tree limbs that are piled or bundled within two feet of your curb.

With your help in following these guidelines, our crews will be able to consistently offer reliable and efficient service.



## Did You Know?

The ECUA's Customer Service Call Center received and answered 280,000 phone calls in 2010?

## Call Before You DIG

Underground lines, both on and off your property, can be easily damaged by digging equipment.

To ensure personal and community safety, all area utilities work with a free "line locator" service to help you spot utility lines before you dig. In our area, the number to call is:



**1-800-432-4770**

It is important to call at least 48 hours in advance so that all of the utility companies affected by your project may be contacted for verification.

## ECUA's New Bill Format is Bigger & Better

In late February, ECUA began transitioning to a new billing format, and to an out-sourced billing process.

The selection of our new bill format, at 8.5 x 11 inches, two-fold. First, more space allows us to make the bill easier to read and second, we can now provide more information about your account on the bill. In addition to data such as current and previous readings and consumption information, we'll now be able to include data on your previous month's or last year's consumption. Furthermore, the new billing format is roomy enough to include messages, delinquencies, annual consumption, and more. So be on the look-out as we begin to add more and more "news you can use" on your bill. We will be providing the additional account information on the bills in the not-too-distant future.

Along with the new size and format of your bill, it is now coming to you from a third-party vendor who specializes in billing for utility companies. This decision came as we were facing the replacement of bill-processing equipment that had served us well but was ready to be retired. Outsourcing the new billing activity will save ECUA, and our ratepayers, money. We were able to avoid the purchase of two new and extremely expensive pieces of large equipment that were needed to process and mail the bills. Also, we were able to reduce our staff expenses equivalent to one full-time employee and the new bill size assures us that we pay the lowest possible postage rate. Finally and as importantly, outsourcing this process positions ECUA to offer electronic (paperless) billing, which we hope to introduce in the near future.



## ECUA Honors Sacred Heart Cafeteria Operation

The Emerald Coast Utilities Authority last month presented its Protector of the Environment (POE) Award to Sacred Heart Hospital's cafeteria operations.

ECUA's initiative rewards businesses and food service establishments that promote a safe working and clean eating environment through ECUA's Fats, Oils and Grease (FOG) and Backflow programs.

Whataburger and the Navy Federal Credit Union were the first two winners of ECUA's Protector of the Environment Award, which began in 2010.

ECUA board Chairman **Elvin McCorvey**, Executive Director **Stephen E. Sorrell** and Environmental Program Development Specialist **Gabriel Brown** presented the awards to **Carol Schmidt**, president of Sacred Heart Hospital and chief operating officer of Sacred Heart Health System, **Mike Smith**, vice president of managed care and support services, and **Mark Culp**, director of hospitality services.



From Left: Stephen E. Sorrell, Elvin McCorvey, Gabe Brown, Carol Schmidt,

