



Customer Pipeline

Emerald Coast Utilities Authority

ECUA Honored with NACWA National Environmental Achievement Award

The ECUA received a National Association of Clean Water Agencies (NACWA) National Environmental Achievement Award (NEAA) for its excellence in Operations and Environmental Performance. The NEAA Operations Award is presented to member agencies for outstanding projects, systems, or methods relating to wastewater treatment operations and/or environmental enhancement.



2012 NEAA recipients pictured from left to right: Philip Friess, Sanitation Districts of Los Angeles County; Tim Haag, ECUA; Elvin McCorvey, ECUA; David Williams, East Bay Municipal Utility District; Ken Kirk, NACWA

ECUA was selected for this award for its completion of the Main Street Wastewater Treatment Plant Replacement Project in the Fall of 2010. The project was the result of Hurricane Ivan's impact on the Main Street Wastewater Treatment Plant, and ECUA's subsequent action to plan, design and build the Central Water Reclamation Facility (CWRF). The CWRF is a state-of-the-art facility that significantly reduces the ECUA's exposure to facility damages in the coastal floodplain, and eliminates the direct surface water discharge to Pensacola Bay from the former Main Street WWTP.

The CWRF utilizes advanced wastewater treatment (AWT) technology, and achieves zero-discharge operations through its partnerships for industrial reuse of the reclaimed water. The reuse partnerships reduce the demand on the Sand-and-Gravel Aquifer, which is the sole source of the area's drinking water.

ECUA was recognized with this honor at the 2012 NACWA Winter Conference on Monday, February 13, 2012 at the Omni Hotel in Los Angeles, California. ECUA Chairman Elvin McCorvey, accepted the NEAA award on behalf of the ECUA.

For more information on ECUA's award-winning contributions to environmental protection and wastewater management, visit us at www.ecua.fl.gov. The National Environmental Achievement Awards are sponsored by the National Association of Clean Water Agencies, Washington, DC. The ECUA has been a NACWA member since 1985.



Did You Know?

The ECUA collected 9,148 tons of recyclables through our Curbside Recycling program in 2011?

If you are not yet signed up for this free service, call us at 476-0480 and get started! We would love to help you recycle.

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.

Escambia School District Earns this Quarter's Protector of the Environment Award

On Tuesday, February 21, 2012, ECUA presented the "Protector of the Environment" (POE) Award to the Escambia County School Board's cafeteria operations. This one-of-a-kind initiative rewards local businesses and food service establishments (FSEs) that promote a positive, safe, working and clean eating environment, through the ECUA's Fats, Oils, and Grease (FOG) and Backflow Prevention Programs.

According to Escambia County School Board Assistant Superintendent of Operations, Shawn Dennis, "The District is honored to receive the Protector of the Environment award. The recognition clearly illustrates the collective team effort of many departments within the District that are actively engaged in conscientious and environmentally appropriate approaches to doing business. We're proud to be a part of Escambia County's earth friendly team."

Accepting the POE award were Ms. Glenna Taylor, director of school food services and Mr. Chuck Peterson, director of maintenance services, on behalf of Escambia County School Board Superintendent Malcolm Thomas. The award was presented by ECUA Board Chairman, Mr. Elvin McCorvey.

The POE Award recognizes organizations that train their employees on "best management practices," participate in scheduled 90-day cleanliness inspections, have no FOG or Backflow violations, and no warnings within a one-year period. During the previous quarterly award period, the Emerald Coast Utilities Authority presented its Protector of the Environment (POE) Award to Sacred Heart Hospital's cafeteria operations. Whataburger and the Navy Federal Credit Union were the first two winners of ECUA's Protector of the Environment Award, which began in 2010.



From Left: Ms. Glenna Taylor and Mr. Chuck Peterson, Escambia County School District; Mr. Elvin McCorvey, ECUA.

It's Here! Sign-Up for E-Notification

You can now opt-in to receive email notification when your bill is ready to be viewed online at ECUA's Click2Gov Web site, on the same day that it is generated by our billing system.

The choice is yours: continue to receive only your paper billing statement, receive the E-Notification only, or choose to receive a paper bill **and** an E-Notification.

Save on postage, save some trees! E-Notification is just another small way we can make a big difference.

Going "paperless" with E-Notification only is an especially suitable option for our customers who are enrolled in our Pre-Authorized Checking (PAC) program, or for those customers who do their bill-paying electronically, since they will no longer be receiving a return envelope.

E-Notification service increases our conservation efforts and provides a cost savings for you and the ECUA.

To sign-up, simply call our Customer Service Center at 850-476-0480 or email us at **customerservice@ecua.fl.gov**. Include your account number, email address, and preferred E-Notification option. It's that easy!

