



Customer Pipeline

Emerald Coast Utilities Authority

Remember to Bag your Bags!



Do you occasionally see garbage flying out from the top of garbage or recycling trucks and ending up as litter on our streets? Here's what you can do to help prevent this inadvertent littering:

Light-weight materials such as foam-type packing "peanuts", paper, plastic bags, etc., may fly off the garbage truck, causing litter on the street if they are not properly contained. In fact, any materials in the truck, whether they are recyclables or garbage, can potentially fly out of the truck if the items are not well contained.

Help us keep our community clean. **It is very important to bag all your garbage materials securely**, enclosing them in a plastic trash bag. While plastic shopping bags alone are not accepted in the recycling program, you can reuse them by placing your lightweight garbage or recyclables in them prior to disposal. Many retailers also have convenient recycling collection bins for used plastic shopping bags. If we all strive to securely place garbage and recyclables in their respective containers, they will remain in the trucks instead of littering our roadways.

Prescription for Healthy Recycling: No Medical Waste!

Help us to keep our recycling program healthy! Please remember that residential medical waste such as used diabetic supplies and dialysis materials are not recyclable.

Please dispose of these items in your regular garbage can.



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 for this service is:

1-800-432-4770

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



Location, Location, Location!

When we're talking about garbage and recycling can placement, it's all about the location! Please place your can on the road, close to the curb, not on the sidewalk to prevent blocking access to the sidewalk. Be mindful also to place your sanitation can(s) at least 3 feet from your mailbox, nearby fire hydrants, or any other garbage/recycling can. The truck's mechanical arm needs a bit of clearance as it raises and lowers your can during the collection process. Finally, as the weather warms up, please ensure that items such as bicycles, toys, or basketball goal hoops are also placed away from the right-of-way, so as to not impede the truck's arm from collecting your can.

Spring Cleaning: Easier than Ever!

Did you know that all ECUA Sanitation customers are eligible for **weekly** bulky waste pick-up? This service includes pick-up of furniture and other household items **that are too large** to fit in the automated can for disposal. It is not for items that will fit in your can or household garbage. What's even better, is that **there is no need to call to schedule the pick-up**. Simply place your item(s) at the curb before 5:30 a.m. on your regular collection day. Our Bulk Waste crew will be by to pick it up. What could be simpler?



Leaf the Plastic Behind!

We're excited about our new biosolids composting facility located on-site at our Central Water Reclamation Facility, and we need your help to make it a success. In order to maximize the quality of the mulched yard waste, we recommend that customers use brown compostable paper yard waste bags, or reusable plastic cans designated for yard waste, instead of the traditional plastic yard trash bags.



Paper yard waste bags are easily found in many home improvement centers and large retailers, through online sources and in garden centers and nurseries. Plus, if you ask for paper bags at the grocery store (yes, some local stores still offer this choice!), they'll serve double duty when you recycle them as yard trash bags!

It's never too early to start, so the next time you find yourself reaching for that plastic bag, remember to 'leaf the plastic behind' because brown is the new green!



Getting the yard spruced up is easy as well! ECUA provides yard waste collection service once weekly to all residential customers. **We gladly collect up to 20 yard waste bags (preferably compostable paper) or cans each week and two piles of cut limbs.** With the recent start-up of our composting program, we need to eliminate or greatly reduce the use of plastic yard waste bags. Read more on this in the sidebar article.

Yard waste, as defined by the ECUA Sanitation program, includes: leaves, weeds, pine straw, grass clippings and small prunings. Please follow these simple guidelines:

1. Do **not** use your garbage or recycling can for yard waste. Yard waste is collected and processed separately from household garbage.
2. Place your bagged or canned yard waste within two feet of the curb and away from the road.
3. Small yard waste, leaves, pine straw and grass clippings must be contained in standard garbage containers or yard waste

bags (**preferably compostable paper**) that do not exceed 32 gallons in size or weigh more than 40 pounds when full.

4. Cut limbs should not exceed six feet in length or 40 pounds in weight. Please arrange loose limbs into manageable piles that do not exceed 6' W x 6' D x 6' H.

Our crews get an early start every day, so it is best to have your yard trash at the curb prior to 5:30 a.m. on your scheduled yard waste collection day.

During this time of year, yard waste levels are high as residents take advantage of longer days and seasonable weather to spruce up their yards, especially on weekends.

Collections may run behind schedule. **If your yard waste collection was missed, it is likely that the truck did not finish its daily route. Be assured that the truck will complete its route the next day. All collections will be caught up by Saturday,** and we appreciate your understanding.