



# Customer Pipeline

Emerald Coast Utilities Authority

## Sewer Expansion Project On the Horizon

An important sewer expansion project is on the horizon for ECUA customers located on Perdido Key Drive. The project, with a budget of \$1.4 million, will allow ECUA to provide gravity wastewater service to 50 additional properties on Perdido Key (including several condominiums).

The project encompasses approximately 7,200 feet of gravity sewer, beginning at the eastern boundary of the Perdido Key State Park, eastward on Perdido Key Drive to the Ocean Breeze East Condominiums, and is being funded out of the 2011 Capital Improvement Program (CIP) budget. The planned sewer line will allow for the elimination of three existing ECUA sewer lift stations and five privately-maintained lift stations, resulting in future savings in operating and maintenance costs.

The Perdido Key Drive Sewer Expansion project was held up in order to delay beginning of construction on Perdido Key until after Labor Day. The project was advertised for bids on June 5, and bid opening is scheduled on July 12 (at time of this issue's printing). The ECUA staff plans to present a recommendation for award of bid to the ECUA Board at the July 28 meeting. Typically, the next four weeks would be required for the normal review and execution of the contract, allowing for the issuance of the Notice to Proceed immediately after Labor Day. The contract time is set for 180 days, which should allow the work to be substantially complete by the 2012 Spring Break season. While we strive to plan and execute projects at the most convenient and least disruptive times, the scheduling of a utility project is always subject to unknowns during the bidding process, weather-related delays, and unforeseen issues encountered during construction.

**THIS SEWER EXPANSION PROJECT WILL ENSURE RELIABLE SEWER SERVICE TO HUNDREDS OF AREA FAMILIES AND COST-SAVINGS TO ECUA RATEPAYERS.**

## Curb Appeal and Safety First

Please remember to place your sanitation and recycling containers at the curb by 5:30 am on your collection day, and to retrieve them on the evening of your pick-up day. Please assure that your cans are placed at least three feet away from mailboxes, parked cars, other cans and objects.

Also, for safety's sake, please do not place your garbage or recycling can in the roadway, or blocking a sidewalk or bicycle path. This will help keep our neighborhoods safe and beautiful.



## Our Web Address Has Changed

We're thrilled to announce that our web-site has a new look, and a new address. During the first week of June, ECUA launched its new website, which embodies the Authority's forward-thinking vision, environmental stewardship and commitment to the growing needs of our customers and community.

The site's homepage welcomes visitors with bold new colors, a clean uncluttered design, and moving images with content that is focused on informing, educating, and inspiring new environmental concepts. ECUA Executive Director Stephen E. Sorrell unveiled the new and simplified [www.ecua.fl.gov](http://www.ecua.fl.gov) website that offers the ECUA's 240,000 daily customers access to better organized and more detailed information.

**Our new site has a new address. Please bookmark ECUA at: [www.ecua.fl.gov](http://www.ecua.fl.gov)**

Analysis indicates approximately 30% of all visitors to the ECUA website seek "bill-paying process information." To address this need, a new user-friendly interactive navigation tool, "My Bill" section, was created, allowing users to hover over parts of their bill to better understand the information presented.

"One of my top priorities is to improve the way we communicate with our customers. We completely over-hauled the ECUA's website format by putting the customer first with clear, easy-to-find information," added Sorrell.

To that end, we've also added road and traffic information and precautionary boil water advisories, located on the home page, and an interactive meeting and events calendar.

## Remember Our Bulky Waste Service

With the focus on our recycling programs in the last two years, it's easy to forget that ECUA continues to offer other reliable and steadfast sanitation programs. Our regular Bulky Waste Program is one such service, designed for the pick-up of furniture, appliances and other household items that are too large to fit in the green automated can. All ECUA residential customers are eligible for one free bulky waste pick-up per calendar month.

All you need to do is call ECUA Customer Service at 850-476-0480 or e-mail us at [customer.service@ecua.fl.gov](mailto:customer.service@ecua.fl.gov) to schedule a bulky waste pick-up on your next regular pick-up day. Please note that our customer service e-mail address has changed.



The following guidelines were developed to help us provide this free service to as many customers as possible within the current rate structure. Please keep them in mind while preparing your bulky waste pick-up load:

- The items we accept in our Bulky Waste Program are: Furniture: (couch, mattress, desk, chairs, dresser); Appliances; Rugs; Carpets; Vacuum Cleaners; Bicycles; Bags of clothes; Grills and toilets.
- The service is limited to 8 cubic yards per month, the rough equivalent of a couch, loveseat and chair.
- Customers should pile the bulky waste item(s) at curbside, being careful not to block traffic.
- Piles should be placed free of overhanging tree limbs and / or wires.
  - Items should not be placed at curbside earlier than 48 hours prior to their scheduled collection day.
- Yard trash is not included in the Bulky Waste program since it is picked up in a separate collection, once each week.



## Did You Know?

ECUA water is withdrawn from the Sand-and-Gravel Aquifer. Its main producing zone lies directly below the central portion of Escambia County, south of Cantonment.

Thirty-two wells in the ECUA water system and 1700-plus miles of water main allow us to provide water to your home. Last year, ECUA pumped and treated an average of 33.57 million gallons of water daily. The ECUA's daily water production during the first week of June this year was approximately 52 million gallons per day (mgd). ECUA has more than sufficient water and pumping capability to accommodate this demand, but we need your help.

In order to moderate some of the extreme peaks in usage, and to maintain a balanced system pressure, **we suggest that our customers irrigate between the hours of 10:00 p.m. and 5:00 a.m., which is our optimum off-peak time.** If a large percentage of our customers respond to the request, it will greatly enhance our system capabilities and extend the life of our equipment, while also optimizing water pressure during the times when our customers need it most. You, the customer, will be the ultimate beneficiary. Lower operating costs mean lower rates to our customers. Please help us serve you better.