



Customer Pipeline

Emerald Coast Utilities Authority

ECUA Employees Raise \$8,000 For Sacred Heart Children's Hospital

The ECUA Employees' Golf Tournament organizers presented a check for \$8,000 on Tuesday, May 15, to Dr. Henry E. Roberts, president of the Sacred Heart Foundation. The donation was the result of proceeds raised at the 2012 tournament held at the Scenic Hills Country Club on April 13. "Over the past 15 years, the ECUA Employees' Golf Tournament has contributed over \$133,000 in the hospital's ministry with children," said Dr. Roberts.

According to the event organizers Bill Ellis, Doug Gibson, Ron Doolittle, and Bobby Rogers, "The tournament is successful because of the financial support we receive from the Platinum Sponsors-BLD, Inc. and Southwestern Packing & Seals. In addition, there were over eighteen additional sponsors and event participants. We are very proud of the excellent work the Foundation does in our community and we feel blessed to

"Over the past 15 years, the ECUA Employees' Golf Tournament has contributed over \$133,000 in the hospital's ministry with children."



From left: Cathy Laird, Sacred Heart Fund Development; Doug Gibson, ECUA; Ron Doolittle, ECUA; Dr. Henry E. Roberts, Sacred Heart Foundation; Bill Ellis, retired ECUA employee; Bobby Rogers, ECUA.

be able to contribute," commented Ellis. "We are deeply grateful to all the sponsors and the ECUA employees who support this annual golf tournament. This year, the money generated by this event will be used to purchase state-of-the-art pumps to be used on the Neonatal & Pediatric Transport Ambulance. These critical pumps ensure the proper dosage and type of medicine is delivered to the patients while en route to Sacred Heart Children's Hospital," said Dr. Roberts.

Mark Your Calendars!

ECUA offices will be closed on **Monday, September 3**, in observance of the Labor Day holiday.

Sanitation Pick-up Schedule for the Labor Day Holiday

There are **no changes** to the collection schedules for all Residential and Commercial customers.

All garbage, yard trash, recycling, bulk waste and commercial dumpster collections will be made on their regularly scheduled days.

Reminder:

Sanitation service keeps getting better! Beginning August 1, Bulk Waste Pick-up will expand from once-monthly pick-up to a regular weekly service with no call-in requirement! Also on August 1, ECUA is significantly increasing the amount of yard waste that can be put out for collection each week. We will now accept up to **20** plastic yard trash bags or cans, **and two** 6'W x 6'D x 6'H piles.

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 block a sidewalk or bicycle path. This will help keep our neighborhoods safe and beautiful.



2011 Water Quality Report - Daily Testing Tells the Story

ECUA's 2011 Water Quality Report was published and distributed to all our customers in June. Also known as the Consumer Confidence Report, this document details the analytical test results for ECUA water through the 2011 calendar year.

Once again, we are proud to note that ECUA water complied with all state and federal Safe Drinking Water Act (SDWA) standards through the entire year.

With 32 wells in our service area, ECUA conducts a rigorous and extensive sampling program, which includes daily monitoring and testing at numerous points within our system. Each well is

considered a water treatment plant and the sampling and testing protocol applies to each site.

Approximately 1,250 samples are drawn each month throughout our system - that's roughly 42 per day and 15,000 each year!

This program is regulated by the Florida Department of Environmental Protection, and includes sampling and testing for more than 100 bacteriological and chemical components.

In addition to the mailed copies, the ECUA's Annual Water Quality Report is available at www.ecua.fl.gov. ECUA customers can inquire about water quality or report a water quality problem by calling ECUA Customer Service at 850-476-0480 or ECUA Water Quality Manager at 850-969-6689.



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 mains combine to provide water to your home. Last year, ECUA pumped and treated an average of 34.56 million gallons of water daily. The ECUA's daily water production during the last week of May 2012, was approximately 43 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.