



Customer Pipeline

Emerald Coast Utilities Authority

Sanitation Services: Getting Better & Better

We're proud of our recycling programs at ECUA, but we like to think that our other Sanitation programs and services are also noteworthy, and we are always always looking for ways to enhance them. We believe in continuous process improvement to provide better value and convenience to all of our customers. Our imminent transition to a natural gas vehicle (NGV) Sanitation fleet (see article on reverse side) is one such example. Savings from this partnership with the City of Pensacola will generate the savings that will allow us to enhance the following services:

Bulky Waste Program

Our regular Bulky Waste Program is designed for the pick-up of furniture, appliances and other household items that are too large to fit in the green automated can. Up to now, all ECUA residential customers have been eligible for one free bulky waste pick-up per calendar month. **Beginning August 1, this will become a regular weekly service with no call-in requirement.** All you need to do is place your bulk waste item(s) at the curb by 5:30 a.m. on your regular pick-up day, and the items will be collected. No fuss, no muss.



Yard Waste Service

Yard waste service is provided weekly as part of residential sanitation service for pick up of vegetative debris such as: leaves, pine straw, grass clippings and small prunings. As with our other residential services, our crews get an early start every day, so please have your yard trash at the curb prior to 5:30 a.m. on your scheduled collection day. Please remember to separate your yard trash from any other items you are placing at the curb for collection.

Here's the good part--**beginning August 1, we are significantly increasing the amount of yard waste that can be put out for collection each week.** That's right, we will now accept two 6'W x 6'D x 6'H piles, **and** up to 20 plastic yard trash bags or cans.

Please keep in mind that anything left in the right-of-way on your regular collection day may be mistaken for a bulky waste item or a yard trash bag. Always be mindful to not place items that are not meant for disposal in the right-of-way to avoid inadvertent pick-ups. For a complete list of guidelines for the yard and bulky waste programs, and a list eligible recycling items, please visit our website at www.ecua.fl.gov, or call ECUA Customer Service at 476-0480.

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:

1. continue to receive only your paper billing statement;
2. receive an E-Notification only; or
3. 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!

ECUA CNG Vehicles are Rolling In!

On May 22, the ECUA took delivery of the first of 50 new compressed natural gas (CNG) refuse collection vehicles that the ECUA Board approved for purchase at its November, 2011 meeting. ECUA Executive Director Steve Sorrell stated, "By transitioning to natural gas vehicles (NGVs), the ECUA is projecting an annual maintenance cost savings in excess of \$350,000, and about \$900,000 less in annual fuel costs. There are less greenhouse gas emissions associated with the use of NGVs, which adds an environmental benefit. While up-front capital costs in buying or converting to a natural gas fleet are significant, the fuel costs are considerably lower, making NGVs much more affordable over the long run." The current per-gallon price range for diesel fuel is between \$3.40 and \$3.80. The price range of natural gas starts at just over \$1.00 per equivalent gallon.

The vehicles will be fueled at a new fast-fill station, operated by Energy Services of Pensacola (ESP), to be situated on ECUA property on Pine Forest Road. Groundbreaking for this partnership between the ECUA and the City of Pensacola was held on June 1, and the station is expected to be operational by September, 2012. Plans are to eventually open the facility to the public and third-party fleets.



ECUA also intends to convert an additional 10-15 vehicles in its Water and Wastewater fleet during its next fiscal year, with additional vehicles converted over the next eight years as part of normal vehicle replacement schedules.

The CNG vehicles will be very similar to the current trucks in the ECUA fleet. The biggest differences are that CNG vehicles do not require diesel particulate filters (DPF), which cost about \$5,000 each, and instead of one large 80-gallon diesel fuel tank on each truck, the CNG trucks will have three 25-gallon CNG tanks. ECUA Deputy Executive Director of Shared Services, Randy Rudd commented, "The total cost of the 50 Sanitation trucks is \$12,029,000, or an average of \$240,580 per truck. The average garbage truck in our fleet uses about 9,000 gallons of fuel per year and at current prices, CNG is \$2.83 per gallon less than diesel fuel. The miles-per-gallon performance for a current garbage truck is approximately the same for diesel or CNG fuel, so we expect a "return-on-investment" of approximately \$20,000 per truck in less than one year on fuel costs alone. The new CNG trucks will have an 8 to 10-year lifespan, so the lifecycle savings are substantial for the CNG vehicles."

Rudd added, "ECUA customers will see a direct benefit. Currently the ECUA bills include a fuel surcharge that is based on the price of diesel fuel. At present market cost, the surcharge is \$1.45 per month to a full-rate customer. Because the price of CNG is appreciably less than diesel fuel, we expect our customers will realize an immediate savings through a reduced fuel surcharge once the switch to CNG has been implemented."



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.