



Customer Pipeline

Emerald Coast Utilities Authority

It's Yard Work Season Again!

With Spring just around the corner, many of us are beginning to tend to our lawns and gardens, and planning all kinds of landscaping projects. This flurry of outdoor work usually means plenty of yard trash needing disposal. Following a few ECUA tips will help all of us keep our yards and neighborhoods neat, while properly disposing of all that unnecessary vegetation. First, a definition; Yard Trash, as defined by the ECUA Sanitation program, is: leaves, pine straw, grass clippings and small prunings.

So What Do I Do With It?

ECUA provides yard trash collection service once each week to all residential customers as part of the regular sanitation collection service. Our crews get an early start, so it is best to have your yard trash at the curb prior to 5:30 a.m. on your scheduled yard trash collection day.

Remember, due to seasonal variations in waste volumes, changes in collection routes, unforeseen mechanical problems and personnel scheduling, ECUA can not specify the exact time of day your collection will be made.

ECUA CREWS GET AN EARLY START SO IT'S BEST TO PLACE YOUR CAN OUT BY 5:30 A.M. OR THE NIGHT BEFORE YOUR PICK-UP DAY.

How Can I Help My Yard Trash Collection Go Smoothly?

1. Place your yard trash bag(s) or can(s) along with any pruning waste within two feet of the curb, as it is less likely to conflict with traffic and / or get scattered.
2. Small yard trash, clippings, leaves, pine straw and grass clippings must be contained in standard garbage containers or plastic bags that do not exceed 32 gallons in size or weigh more than 40 pounds when full.
3. Cut limbs should not exceed four feet in length or 40 pounds in weight, and must be bundled in a pile of no more than sixty-four cubic feet (4'W x 4'D x 4'H).

Tying your loose limbs in manageable bundles will help your yard trash collector load the material into the collection truck, which ultimately improves productivity and helps to control costs. Remember, please place tree limbs that are piled or bundled within two feet of your curb.

With your help in following these guidelines, our crews will be able to consistently offer reliable and efficient service.



Did You Know?

The ECUA's Customer Service Call Center received 5,708 calls for Household Hazardous Waste Pick-Up Service in 2011? Why not give it a try? It's part of your monthly residential sanitation service. Our Customer Service Specialists are always ready to help. Give them a call!

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.

Thirty Years of Environmental Leadership: Household Hazardous Waste Service

As ECUA marks its thirtieth year, we are celebrating the environmental initiatives we have achieved to date, and those we look forward to implementing in the future. This month, we're focusing on our Household Hazardous Waste (HHW) Program.

ECUA's Household Hazardous Waste (HHW) Program was introduced in July 2010, just a year after the launch of our residential curbside recycling program. The HHW program is a great way to dispose of unwanted household hazardous materials in an environmentally responsible way. HHW in landfills can leak or, if disposed of on the ground, can contaminate our drinking water supply. Finally, HHW in garbage containers can leak or react with other substances, starting fires that may injure drivers and others nearby.



In 2011, the HHW Program netted 41 tons of tires; 54 tons of appliances; 68 tons of electronics; 39 tons of cardboard; 2 tons of batteries; 90 propane tanks; 94 tons of paint; and 7 tons of oil. Wow!

ECUA customers need only call or email us to request this once-monthly service. The pick-up is made on the first Saturday of the month following the called-in request. Items in the HHW Program pick-up list include swimming pool and household chemicals, paints, used cooking grease, lawn and garden chemicals, and used motor oils (see a detailed list on our website at www.ecua.fl.gov).

It's easy and simple to participate in this program!

Simply email us at customer.service@ecua.fl.gov or call our Customer Service line (476-0480) to request a pick-up of your HHW items once per month. Together, we can keep our community beautiful in an environmentally responsible way!

RecycleMania at Pensacola Beach

Come see us at RecycleMania Pensacola Beach on Saturday, March 31, 2012 from 8:00 am to 12:00 pm at Casino Beach (Via DeLuna and Fort Pickens Road). We'll have all of the info on our Household Hazardous Waste Program, general residential recycling services, and even the Pharmaceutical Round-Up Programs. Pick up a "What Can I Recycle?" magnet, browse the yard sale, and take advantage of on-site shredding services for up to 50 lbs. of paper, which will naturally be recycled.

The event is sponsored by the Pensacola Beach Advocates' Beachkeepers group. It will be a great day -- See you there!



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 just receive your paper bill, 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 do their bill-paying electronically, since they will no longer be receiving a return envelope.

E-Notification service increases our conservation efforts and is 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!