



Customer Pipeline

Emerald Coast Utilities Authority

Reuse Facility is First of its Kind

On April 7, officials from Emerald Coast Utilities Authority (ECUA), Baskerville-Donovan Inc., and the Santa Rosa Island Authority (SRIA), turned a symbolic valve to mark the dedication of the new Pensacola Beach Wastewater Treatment Plant's (PBWWTP), "Reclaimed Water Reuse Facility."

Under blue skies and a warm sun at Our Lady of the Assumption Catholic Church on Pensacola Beach, SRIA Executive Director Buck Lee, SRIA Chairman Ed Guernsey, ECUA Board Chairman Elvin McCorvey, ECUA Board Member Dale Perkins, and Escambia County Commissioner Grover Robinson IV, participated in the dedication ceremony for the system, which is the first of its kind here in Escambia County.

Baskerville Donovan Project Engineer Scott Jernigan says, "Not only will this reclaimed water reuse program aid the beach's environment, but with the initial phase completed, it will be easier to add more users to the system in the future." The reuse water program is not available for residential use at this time, but this is the first step in providing that as an option for our customers in the future.

The new environmental and cost-saving feature allows the SRIA to irrigate the rights-of-way and medians along Via de Luna Drive, from Avenida 10 to Avenida 23. ECUA Director of Engineering Bill Johnson summarizes the benefits: "The project will reduce the draw on the community's potable water source, provide irrigation water to the SRIA at a lower cost, and eliminates some of the effluent discharge from the PBWWTP into local surface waters." For additional information concerning the use of reclaimed water, contact the ECUA at 476-0480. Information on the reuse of reclaimed water can also be found on the Florida Department of Environmental Protection (FDEP) website: www.dep.state.fl.us/water/reuse.

**ECUA'S PENSACOLA
BEACH RECLAIMED
WATER REUSE FACILITY
IS THE FIRST OF ITS KIND
IN ESCAMBIA COUNTY**



*Standing, from left: Commissioner Grover Robinson IV; SRIA Board Chairman, Ed Guernsey; ECUA Board Chairman, Elvin McCorvey; SRIA Board Member, Dave Pavlock.
Kneeling, from left: SRIA Board Member, Dr. Tom Campanella; SRIA Board Member, Vernon Prather; ECUA Board Vice-Chairman, Dale Perkins.*



Did You Know?

The "Prescription Drug Round-Up" is a one-day effort between local and federal law enforcement to provide the public a site to voluntarily surrender expired, unwanted, and unused pharmaceutically-controlled substances, and other medications for proper disposal.

The ECUA and the Escambia County Sheriff's Office, in coordination with the Drug Enforcement Administration, will be at six local Walgreens, and four ECSO Precinct locations on Saturday, **April 30, from 9:00am to 2:00pm**. For more details and a list of locations, visit us at www.ecua.org.

We understand that, due to the distribution schedule of this newsletter, some of our customers will receive this information after the April 30 event. If you are interested in participating in the proper disposal of prescription drugs, please visit our website for advice and information on possible future drug take-back events and programs.

The water quality of our local bays and bayous depends on proper disposal of unused pharmaceuticals.

ECUA's Many Ways to Pay Your Bill

For your convenience, ECUA has several methods that customers may use to pay their bills. This information is also located on our web site at www.ecua.org, or by calling our Customer Service Center at 850-476-0480.

Making Payments at Wachovia Bank:

ECUA customers may make bill payments (current accounts only) at some local Wachovia bank branches. Tellers at these locations will be able to take payments made with cash, check, or money order. Customers are asked to have their bill stub with them when making the payment.

In addition to the inside-the-bank payment option, there is an outside drop box at the former Wachovia Bank branch (now a Troy University satellite location) located at 21 New Warrington Road. This drop box may be used to deposit payments on current accounts. If you make payments using the drop box, please allow 2 business days for processing of payment.

The local Wachovia branches that accept ECUA payments are:

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| 21 East Garden St. | 4441 Bayou Blvd. |
| 235 E. Nine Mile Rd., Suite 2 | 5650 N. Pensacola Blvd. |
| 1745 East Nine Mile Rd. | 3775 Gulf Breeze Parkway |
| 4341 W. Fairfield Dr. | 6425 Mobile Hwy. |
| 5151 N. 9th Ave. (on the Sacred Heart Hospital campus) | |

Pre-Authorized Checking Program:

The Pre-Authorized Checking (PAC) Program is a method which allows for the automatic transfer of funds from your bank account to pay your bill. As an Emerald Coast Utilities Authority customer, you are invited to use our PAC program for making your payments the easy, hassle-free way. Just complete the authorization agreement (a copy is available for download on the ECUA website or from our Ellyson Customer Service office). Please complete the form, attach a voided check, and return it with your next payment or deliver it to our Customer Service location. Your PAC account will be setup and you will begin to enjoy the convenience of

Pre-Authorized Checking two billing cycles after signing up. Of course, information about your bill will still be mailed to you, and your account will not be drafted until the PAC date shown on your bill. It doesn't get any easier than this!



So Many Other Options

Pay On-line or over the Phone with the Speedpay® Service:

ECUA customers now have the option of paying their bills by phone or via the internet. For a minimal charge, this new option is a service and a convenience that allows customers to pay their bill by either check, credit card, or debit card with a Visa or Mastercard logo. It's easy and convenient! For participants, there are no more checks to write, no envelopes to mail, and no postage to pay!

Payment at an ECUA office:

Payment of bills, application for new service, transfer of service and deposits may be made in person at Ellyson Industrial Park ECUA Customer Service Office. Drive-thru service is available for your convenience.

Night Deposit Box:

Payment of bills, made in the form of checks or money orders, may be placed in the Ellyson Industrial Park office deposit box. Cash should not be placed in the night deposit box; ECUA is not responsible for cash payments placed in the deposit boxes. Payments placed in the deposit boxes during operating hours will be credited to the customer's account on the following business day.