



# Customer Pipeline

**Emerald Coast Utilities Authority**

## CWRF Project Selected Water & Wastes Digest 2011 Top Ten Projects

Water & Wastes Digest (W&WD) magazine is one of the leading publications serving the water and wastewater treatment industries. Each year, unrelenting effort and innovation are at the core of countless new and retrofit water and wastewater projects across America. Although the scope and costs of each project varies, the main objectives of each are clear and similar: to meet population and regulatory demands, address aging infrastructure needs, and implement cost-efficient technologies and best practices. In the face of shrinking municipal budgets and spiraling repair and replacement costs, innovation and ingenuity continue to produce a plethora of notable efforts.



Each summer (June to August), Water & Wastes Digest invites project managers to submit entries showcasing such innovative industry-specific projects in design or construction, completed within the previous 18 months. The magazine's editorial staff reviews the applications and selects winners based on the

challenges encountered and overcome by all parties involved with the project, as well as final goals achieved and successes met.

We are proud to report that our Central Water Reclamation Facility Project was selected, and we are honored to be a part of the ten distinguished W&WD 2011 annual Top Projects. Our talented and dedicated team of ECUA staff, consulting engineers, contractors and sub-contractors, as well as the ECUA Board made this project such a success.

### 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 potentially affected by your project may be contacted for verification.



### Did You Know?

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 receive only your paper billing statement, receive the E-Notification only, or choose to receive a paper bill **and** an E-Notification.

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](mailto:customerservice@ecua.fl.gov). Include your account number, email address, and preferred E-Notification option. It's that easy!

# 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.fl.gov](http://www.ecua.fl.gov), or by calling our Customer Service Center at 850-476-0480.

## Making Payments at Wells Fargo Bank:

ECUA customers may make bill payments (current accounts only) at some local Wells Fargo 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 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 Wells Fargo branches that accept ECUA payments are:

21 E. Garden St.	4441 Bayou Blvd.
235 E. Nine Mile Rd., Suite 2	5650 N. Pensacola Blvd.
1745 E. 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 ECUA 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!



## CURRENT PAYMENTS MAY BE MAILED TO ECUA at:

ECUA  
P. O. Box 18870  
Pensacola, FL 32523-8870

## 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 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 the 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.