



Customer Pipeline

Emerald Coast Utilities Authority

November 15: Sewer Averaging Begins



If you are an ECUA mainland residential wastewater customer, your annual sewer charges are based on the average number of gallons of water used in your household during the period known as “sewer averaging.” Sewer averaging, or Winter Quarter Averaging as it is called in some communities, is usually conducted during the winter months when residential water consumption is at its lowest. **The ECUA’s sewer averaging period will begin with**

each residential customer’s first meter reading on or after November 15 (including ECUA sewer customers whose water service is from another water provider). The length of your sewer averaging period is 90 days.

Since the actual water consumption during this period will determine your sewer charge for the next twelve months, it is important to check all indoor and outdoor plumbing fixtures for leaks. Leaks waste water and will end up affecting your monthly water and sewer charges. Most leaks are easy to identify but sometimes, it takes a little creativity to track them down.

You can confirm a suspected leak in your toilet’s plumbing by putting several drops of food coloring in your toilet tank. Wait 15 minutes, and if the colored water shows up in the bowl, there is a leak in the tank. Check the toilet’s stopper ball for wear by flushing the toilet and rubbing the bottom of the stopper with your finger. If the rubber rubs off or crumbles, it is time to replace the stopper. Finally, **you need to oil, adjust or replace the flush handle if you have to jiggle it to stop the water from running after you flush.** The “stuck” handle may be causing the stopper to stay open, allowing water to flow into the bowl.

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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. 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!

Reduce Water Usage: Save, Save, Save

Here are some other ideas to keep in mind for reducing water usage during the sewer averaging period and throughout the year:



- Water the lawn and garden only when necessary. In order to moderate some of the extreme peaks in usage, and to maintain a balanced system pressure and reduce the amount of wear on our pumping equipment, ECUA recommends that our customers irrigate between the hours of 10:00 p.m. and 3:00 a.m., which is our optimum off-peak time.
- Make sure that outside spigots are not forgotten in the “on” position.
- Cut down on the frequency of at-home car washing, or use a commercial car wash.
- Make sure you have a full load before running the washer or dishwasher.
- Don’t let the water run while you brush your teeth or shave.

Hopefully, following some of these simple steps will help you save money and conserve water too! For other conservation tips, check out the “Live Green” tab on the ECUA website.

Wendco Group Receives Environmental Award

On Thursday, September 6, 2012, Emerald Coast Utilities Authority (ECUA) presented the "Protector of the Environment" (POE) Award to the Wendco Group, which owns and operates 38 restaurants and employs over 1,100 people in Northwest Florida and South Alabama. Wendco Group's President and local Wendy's franchise owner Roger Webb accepted the award from ECUA Board Chairman, Mr. Elvin McCorvey.

The one-of-a-kind initiative rewards local businesses and food service establishments (FSEs) that promote a positive safe working and clean eating environment through the ECUA's Fats, Oils, and Grease (FOG) and Backflow Prevention Programs.

Roger Webb commented, "The Wendco Group is honored to receive the Protector of the Environment Award. The recognition encourages us to continue our search for best practices in ways to protect our environment, while serving quality food. As our late founder of Wendy's, Dave Thomas, taught us, "Do the right thing."

The POE Award recognizes organizations that train their employees on "best management practices," participate in scheduled 90-day cleanliness inspections, have no FOG or Backflow violations, and no warnings within a one-year period. Congratulations to the Wendco Group on earning this important distinction!

L - R: Ivan Blackmon, Wendco Director of Facilities; Kenny Lyons, ECUA Environmental Inspector; Roger Webb, Wendco Group President and local Wendy's franchise owner; Elvin McCorvey, ECUA Board Chairman; Kenyore Edwards, ECUA Environmental Inspector.



Pharmaceutical Take-Back Day: Sept. 27, 10 am to 2 pm.

ECUA and the Escambia County Sheriff's Office are teaming up with the Drug Enforcement Administration (DEA) on Saturday, September 27 for another community-wide "Prescription Drug Round-Up." This is a one-day effort to provide the public an opportunity to dispose of expired, unwanted, or unused pharmaceutically-controlled substances, and other medications, for proper disposal and destruction.

Please don't dispose of unwanted pharmaceutical products by flushing them down the drain -- they end up at our treatment plants and eventually, into our bays, rivers and waterways. The pharmaceutical collection locations for this event, once confirmed, will be posted under the "News & Reports" tab on the ECUA website.

