



# Customer Pipeline

Emerald Coast Utilities Authority

## The Twelve Days of {a Green} Christmas

There's a chill in the air and the days have started to get shorter -- yes, it's that time of the year again as we approach the Christmas holidays. This year, we thought it would be fun to think of 12 ways to incorporate some green or eco-friendly activities in our holiday planning and activities, no matter which holiday you may celebrate. Remember to visit our website or call our Customer Service Center for details on all our eco-friendly programs.

### GO GREEN THIS HOLIDAY SEASON WITH SOME OF THESE ECO-FRIENDLY SUGGESTIONS!

**Day 1: Conserve Water** -- As we begin the Sewer Averaging Period, now is a great time to be mindful of water consumption and do our best to conserve.

**Day 2: Protect Our Groundwater** -- Remember that our drinking water comes from the Sand-and-Gravel Aquifer, and anything that is poured on the ground has the potential to contaminate our groundwater. Dispose of chemicals and household contaminants safely.

**Day 3: Schedule a free Household Hazardous Waste (HHW) Pick-up** -- ECUA residential sanitation customers can take advantage of our free monthly HHW service, usually on the first Saturday of the month.

**Day 4: Put Your Home's Plumbing on a Fat-Free Diet** -- Fats, Oils and Grease (FOG) can clog up household plumbing and the sanitary sewer collection system. Dispose of FOG in an eco-friendly way and help prevent sanitary sewer overflows.

**Day 5: Spend Time Outdoors** -- Enjoy a beautiful day out with family or take a break by yourself and go for a stroll at the Bayou Marcus Wetlands Boardwalk. Enjoy the sights and sounds of this Great Florida Birding Trail site and make it an annual tradition!

**Day 6: Live and Let Live!** -- Make a day of it and go to one of the tree farms in the area to get a live potted tree to decorate for the holidays. Afterward, you can plant it in your yard and watch it grow. It's a great way to preserve trees, make some family memories, and add to your yard's landscaping at the same time.

**Day 7: Recycle, Recycle, Recycle** -- If you aren't already participating in ECUA's residential recycling program, now is a great time to sign up! Did you know that in 2012, ECUA customers recycled more than 10,357 tons of recyclables? Get in on the fun and sign-up today!

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## Mark Your Calendars!

ECUA offices will be closed **Tuesday, December 24** and **Wednesday, December 25**, in observance of the Christmas holiday, and on **Wednesday, January 1, 2014**, in observance of the New Year's holiday.

### Sanitation Collection Holiday Schedules for both Christmas and New Year's weeks

#### Residential Customers Garbage, Yard Trash & Recycling Services

Wednesday pick-ups will be on Thursday; Thursday pick-ups will be on Friday and Friday pick-ups will be on Saturday.

#### Commercial Customers Dumpster Services

No Changes to the schedule

**Have a Safe and Happy Holiday!**

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**Day 8: Recycle or Reuse Plastic Bags** -- Reuse plastic bags as trash can liners or to bag recyclables such as shredded paper materials. If you're mailing packages, use them as a lightweight packing buffer. Also, many large retailers have recycling stations for plastic bags.

**Day 9: Save the Cardboard Packaging** -- Remember that ECUA will pick up all the gift packaging and cardboard from all those gifts through our residential recycling program. Break down large cardboard boxes and watch them disappear on your usual collection day!

**Day 10: Give the Gift of Peace (of Mind)** -- The Escambia Utility Assistance Program (Project EUAP) was created in 1988 to assist elderly, disabled or other utility customers on low or fixed incomes who suddenly face a high utility bill they can not pay. Project EUAP helps meet this need. ECUA customers can make regular contributions to the program by having a \$1.00 or more per month included in their monthly utility bill, or make a one-time contribution. No fuss, no muss, no boxes to throw away.

**Day 11: Kick the Bottled Water Habit** -- Bottled water can cost between \$0.25 to \$2 per bottle, while tap water costs less than a penny. What's more, ECUA meets or exceeds all State and federal drinking water standards, AND was chosen as the Best-Tasting Water in Northwest Florida this year for the fourth time in the last seven years. Drink up and save at the same time!

**Day 12: Recycle Your Christmas Tree** -- When it's time to take down the decorations, place your real tree or wreaths out on your usual collection day for pick-up as part of your regular yard waste collection.

## ECUA Residential Grease Recycling Program

Use ECUA's Residential Grease Program to capture and dispose of cooking grease in an environmentally safe and effective way. **Here's how it works:** Return used oil to its original container or to one you can pick up at any of the ECUA Grease Recycling Disposal Stations (see locations on the ECUA website). Return your filled container to any of the nine drop-off locations, exchange it for an empty container, and you are ready to repeat the process. Once the cooking oil and grease is collected, it's then recycled as biodiesel fuel. It's that simple!



Grease-choked sewer interior



## Sign-Up Now 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 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.**

Include your account number, email address, and preferred E-Notification option. It's that easy!

Customer Service: 476-0480 • [www.ecua.fl.gov](http://www.ecua.fl.gov) • [customer.service@ecua.fl.gov](mailto:customer.service@ecua.fl.gov)

Commercial Sanitation Customer Service: 476-0480 • After-hours Emergency Calls: 476-5110