



Customer Pipeline

Emerald Coast Utilities Authority

Budget Billing: Even Out The Highs And Lows Of Your Monthly Utility Bill.

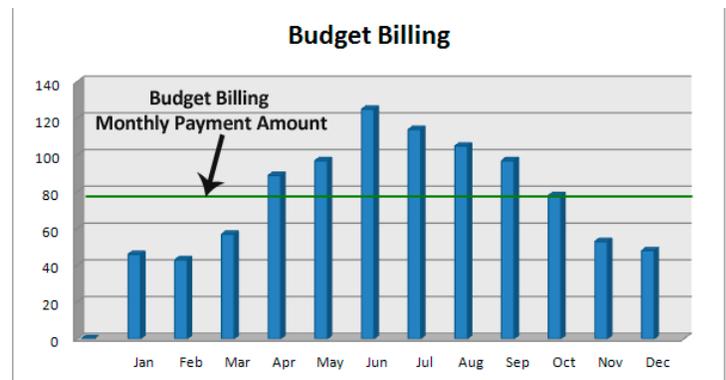
The time of year and weather conditions typically have a big impact on the quantity of water you use, affecting the amount you pay each month for water and sewer services. For most customers, the highest bills are in the summer when water usage is at its peak from irrigation combined with typically lower levels of precipitation. Perhaps you have a swimming pool to fill and wash the car more often-- these fluctuating conditions lead to highs and lows in your monthly billing cycles.

Now, you can say goodbye to those monthly peaks and valleys. The Budget Billing program allows residential and commercial customers to pay their ECUA bill at a similar amount each month, based on a monthly average of the previous year's water usage.

To be eligible to participate in this program, ECUA customers must have current accounts and a billing history of at least 12 months at the same location.

Each customer's Budget Billing Plan payment amount is calculated based on the total bill charges over the 12 months prior to the signing-up date, and divided by 11, leaving the twelfth month as the "settle-up" month. The Budget Billing payment is then made monthly until the settle-up month, at which point any credits or balances due are "settled-up." Then, the process begins again, perhaps with a newly-determined monthly Budget Billing amount, based on the latest 12-month period. Our aim is to make the Budget Billing amount as accurate as possible and effectively even out the highs and lows of your monthly utility bill.

For more information, please visit our website at www.ecua.fl.gov, or call the ECUA Customer Service Department at 850-476-0480.



Did You Know?

Most people probably don't give much thought to what happens to telephone books when they are discarded, and many haven't considered whether they even want to have a phone book in their home in the first place. Savings from phone book recycling can be significant and are easy to do -- all you have to do is place it in your ECUA recycling container and we do the rest. However, if you're apt to go straight to the internet when you need a phone number, then perhaps you should consider opting-out of receiving a phone book. The process is easy, and then you won't even have to worry about phone book recycling.

For more information, search 'phone book opt-out' in your favorite search engine, or visit these sites:

www.yellowpagesoptout.com or www.YellowPagesGoesGreen.org

Premium Rebates are Nice; Safe Employees, Better!

Many factors impact the budget or the bottom line of an organization's operation: labor costs, prevailing market conditions, business overhead, claims, and employee turnover, just to name a few. However, one often-overlooked factor is the impact of accidents, and their associated costs, which include: downtime or decreased productivity; the expense of training new employees; the replacement or repair of vehicles or equipment; decreased employee morale from the loss or injury to a co-worker; loss of customer goodwill; and last but not least, higher insurance premiums.



ECUA Executive Director, Stephen E. Sorrell, left, accepts check from Florida League of Cities' Tom Conley, right.

Accidents are a "lose-lose" situation, and ECUA strives to reduce - or eliminate - the number of workplace accidents annually. Since ECUA is self-insured for claims less than \$300,000, each accident directly affects our operating costs and our ability to keep rates as low as possible. Just as, if not more importantly, our employees' safety and welfare while on-the-job are the driving factors of our safety initiatives. Accident prevention is in the hands of both the employee and the employer, and ECUA takes safety very seriously. We do everything possible to prevent an injury or accident before it happens.

Over the last five years, ECUA has made great strides in achieving a reduction in property claims, vehicle accidents and employee injuries. As a result of this improved performance, our insurer, the Florida League of Cities, recently issued a premium rebate check in the amount of \$164,928 for the 2012 policy year. Rebates were also issued to ECUA for the previous four policy years, resulting in over \$1,067,500 in total return of premium over the 5-year period. Wow!

This continuous improvement effort was possible due to the support and commitment of all ECUA staff. As you can see, there is not only an impact on the employee's well-being, there is also a major impact to the overall budget.

ECUA strives for continuous improvement by conducting all our operations and activities in a safe and responsible manner.



Mark Your Calendars!

ECUA offices will be closed on **Monday, February 18**, in observance of the Presidents' Day holiday.

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Sanitation Pick-up Schedule for the Presidents' Day Holiday

There are **no changes** to the collection schedules for all Residential and Commercial customers.

All garbage, yard trash, recycling and commercial dumpster collections will be made on their regularly scheduled days.

Have a Safe and Happy Holiday!