



Customer Pipeline

Emerald Coast Utilities Authority

Don't Let the Cold Freeze You Out

Every winter, many homeowners face the inconvenience and expense that come with frozen water pipes. Here are a few simple measures you can take to ready your home's plumbing for winter.



1. DISCONNECT AND DRAIN OUTDOOR HOSES: Detach all hoses from faucets and allow them to drain. This guards against the water in the hose or pipe from freezing and bursting the faucet or pipe to which it is connected.

2. INSULATE PIPES OR FAUCETS IN UNHEATED AREAS: Pipes located in any unheated area of your house are subject to freezing. Take the time to wrap these pipes with insulation materials made especially for this purpose *before* freezing temperatures arrive. Doing this early in the season protects against having to scramble at the last minute, and it's a lot easier to work in an unheated area when temperatures are mild!

3. FIND THE MASTER SHUT-OFF VALVE: The master shut-off valve controls the water flow to your home's plumbing and is usually located near the entry point of your home's water line, near the water heater or the washer and dryer hook-ups. Knowing where this valve is located will be important if a pipe bursts anywhere in your home as it will allow you to cut off the flow of water. You can mark this valve with bright paint or by hanging a tag marker on it. Make sure all family members know where it is, and how to turn it off.

4. RUN A TRICKLE OF WATER: When forecasts call for sustained and / or severe freezing temperatures, run a thin trickle of water from the faucet farthest from the water line coming to your house. Usually this is in a room at the back of the house or outside, in the yard. Allowing the water to circulate through your home's plumbing helps to keep it from freezing. Some consider this a waste of water but the cost of the water used is slight compared to that of repairing broken pipes and resulting water damage.



Mark Your Calendars!

ECUA offices will be closed on **Monday, January 21**, in observance of the Martin Luther King, Jr. holiday.



Sanitation Pick-up Schedule for the Martin Luther King, Jr. 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!

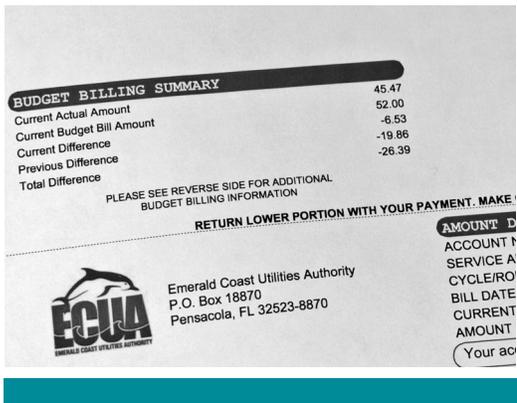
Dates to Remember...

ECUA offices will be closed during 2013 for the following holidays on these days:

New Year's Day	Tuesday, January 1
Martin Luther King, Jr. Day	Monday, January 21
Presidents' Day	Monday, February 18
Memorial Day	Monday, May 27
Independence Day	Thursday, July 4
Labor Day	Monday, September 2
Thanksgiving	Thursday & Friday, November 28 and 29
Christmas Eve	Tuesday, December 24
Christmas Day	Wednesday, December 25

New Year Brings: New Bill Format, New Look

As the new year gets underway, be on the look-out for a new bill format from ECUA.



First, what stays the same:

We've kept the large, 8.5 x 11-inch sheet size, which provides ample room for information. This size helps the bill be easy to read and maintains a clean, uncluttered look.

We'll also keep all the information that you've become accustomed to

seeing: data such as current and previous readings and consumption information, and pertinent messages regarding special programs.

So what's going to be different? As we prepare to introduce a Budget Billing option in late January, we're making room on the bill for detailed information related to that billing alternative. We'll cover the complete details of the Budget Billing program, and how you can participate, in the next issue of the *Customer PipeLine*.

Remember, electronic (paperless) billing is also available now. You can 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!



From L-R: Robbie Dean, Paula Chetwynde, Nettie Williams.

The Gift of Sharing

Tucked away in an interior office of the ECUA Administration building, the sound of holiday music resonates as members of the ECUA Christmas Choir prepare for their upcoming 2012 caroling tour.

Since 2000, members of the ECUA Employees' Christmas Choir have been dedicating their personal time to entertaining local retirement home residents with holiday music and festive songs. Choir founder Gabriel Brown says, "It's all about the gift of sharing, we let the 'spirit of good will' lead our effort, and everything falls into place."

On Tuesday, December 11, the Choir performed at the Baptist Manor, an annual traditional tour stop. This year's Choir featured Customer Service Specialist John Gaines on keyboards, and the vocals of Robbie Dean and Paula Chetwynde. Sandy Gallagher, Baptist Manor activities director, says the residents always look forward to the entertainment program offered by the ECUA employees.

As Brown reflected on past visits he added, "It doesn't cost anything to share love. The joy is free."

