



Customer Pipeline

Emerald Coast Utilities Authority

2012 Water Quality Report - Daily Testing Tells the Story

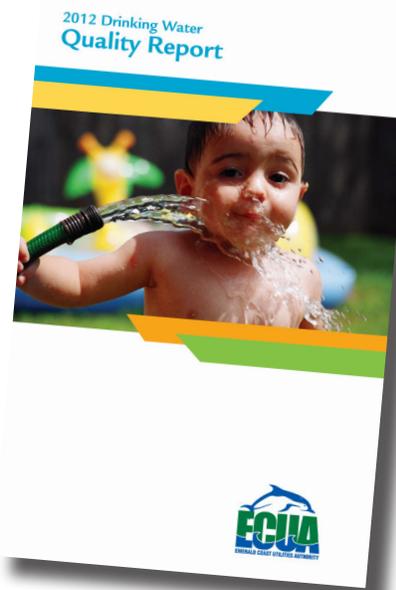
ECUA's 2012 Water Quality Report is published will be distributed to all our customers before July 1 of this year. Also known as the Consumer Confidence Report, this document details the analytical test results for

Once again, we are proud to note that ECUA water complies with all state and federal Safe Drinking Water Act (SDWA) standards

ECUA water through the 2012 calendar year. With 32 wells in our service area, ECUA conducts a rigorous and extensive sampling program, which includes daily monitoring and testing at numerous points within our system. Each well is considered a water treatment plant and the sampling and testing protocol applies to each site.

Approximately 1,250 samples are drawn each month throughout our system - that's roughly 42 per day and 15,000 each year! This program is regulated by the Florida Department of Environmental Protection, and includes sampling and testing for more than 100 bacteriological and chemical components.

In addition to the mailed copies, the ECUA's Annual Water Quality Report is available at www.ecua.fl.gov. ECUA customers can inquire about water quality or report a water quality problem by calling ECUA Customer Service at 850-476-0480 or ECUA Water Quality Manager at 850-969-6689.



Evacuation: Why is the Water Shut Off?

When an approaching hurricane threatens our community, the County Civil Defense director issues the order to evacuate, if necessary. In such a case, the water to the evacuated area will be shut off.

This is not done frivolously or to encourage those who remain to evacuate. Rather, it is to protect the integrity of the remainder of the water system, securing it from high water, tides and washouts, that can damage water mains and contaminate the undamaged sections of the system.

After the storm, portions of the system that have sustained damage can be identified by repair crews more easily, allowing for the restoration of water services more quickly and efficiently. This also reduces the loss of water pressure due to broken lines and protects reserve supplies of water in elevated and ground storage tanks from contamination. Shutting of the water also reduces the demand placed on the wastewater collection system, which may be impacted by the loss of electrical power.

Help us to Serve You Better



ECUA water is withdrawn from the Sand-and-Gravel Aquifer. Its main producing zone lies directly below the central portion of Escambia County, south of Cantonment.

Thirty-two wells in the ECUA water system and 1700-plus miles of water mains, combine to provide water to your home. Last year, ECUA pumped and treated an average of 30.77 million gallons of water daily. The ECUA's daily water production during the last week of May, 2013, was approximately 45 million gallons

per day (mgd). ECUA has more than sufficient water and pumping capability to accommodate this demand, but we need your help.

In order to moderate some of the extreme peaks in usage, and to maintain a balanced system pressure, **we suggest that our customers irrigate between the hours of 10:00 p.m. and 5:00 a.m., which is our optimum off-peak time.** This greatly enhances our system capabilities and extends the life of our equipment, while also optimizing water pressure during the times when our customers need it most. You, the customer, will be the ultimate beneficiary. Lower operating costs mean lower rates to our customers. Please help us serve you better.

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 affected by your project may be contacted for verification.



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.

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.

Save on postage, save some trees! E-Notification is just another small way we can make a big difference.

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 • customer.service@ecua.fl.gov

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