



# Customer Pipeline

Emerald Coast Utilities Authority

## ECUA Wins “Best Tasting Water” Award



The Emerald Coast Utilities Authority’s (ECUA) drinking water has been selected as the “2013 Best Tasting Water” in a taste-test competition held on Wednesday, March 27, 2013, in Destin, Florida. The annual event was sponsored by Region IX of the Florida Section / American Water Works Association (FS/AWWA). Region IX is comprised of all water utilities in the four westernmost counties of the Panhandle: Escambia, Santa Rosa, Okaloosa and Walton.

The FS/AWWA is divided into 12 Regions, each hosting their own regional competition. Participation in the Best Tasting Drinking Water Contest is open only to water providers within the geographical region who have not experienced any violations in the federal or state safe drinking water regulatory requirements. Destin Water Users hosted the event and provided a panel of impartial judges. Each water sample was evaluated for taste, odor, color, and clarity.



“ECUA water has been recognized as the best-tasting water in the Florida Panhandle for the fourth time in seven years. Our Water Department staff has done us all proud,” said ECUA Board Chairman, Larry N. Walker.

As a four-time winner of the Region IX competition, ECUA will now compete against the other 11 FS/AWWA Regions’ winners in the state-wide competition. This event will be held on Tuesday, April 30, in Orlando, Florida, at the Florida Water Resource Conference.



### Mark Your Calendars!

ECUA offices will be closed on **Monday, May 27**, in observance of the Memorial Day holiday.

### Sanitation Schedule for the Memorial 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!**

### Did You Know?

ECUA collected 35,928 gallons of used cooking oil in 2012? This material is recycled into biodiesel fuel! For a list of ECUA’s 9 Cooking Oil Disposal Stations located throughout our service area, or to find out about having it collected from your home through our Household Hazardous Waste recycling program, go to [www.ecua.fl.gov](http://www.ecua.fl.gov).

## Beavers, Inc. Wins Quarterly “POE” Environment Award

On March 14, 2013, the ECUA presented the “Protector of the Environment” (POE) Award to Beavers, Inc., operator of six Arby’s franchised restaurants located in the Pensacola area.

Beavers, Inc. is a family-owned and operated business, founded in 1985. Currently, Beavers, Inc. owns and operates 55 Arby’s franchised restaurants throughout the Southeastern United States.

The POE award is a one-of-a-kind initiative, which 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 Programs. Jimmie Beavers, owner said, “Beavers, Inc. Arby’s is extremely honored to be chosen as the recipient of the Protector of the Environment award.



*From Left: Trevor Rodabaugh, Beavers Director of West Operations, Kevin Marsh, Beavers Area Supervisor/Pensacola Market, Nettie Williams, ECUA Director of Customer Service, Jimmie Beavers, Beavers President & CEO, Dr. Larry Walker, ECUA Board Chairman, Greg Thompson, Beavers Vice President of Operations*

“This recognition supports our focus and concern for the environment, demonstrated by our local restaurants. Our company takes a responsible approach to protecting our community and is proud to be a part of the success under this ECUA program.” Mr. Jimmie Beavers accepted the award presented by ECUA Board Chairman, Dr. Larry Walker.



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.

## 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 signup, 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!