



Customer Pipeline

Emerald Coast Utilities Authority

New Water Tank Project on Pensacola Beach

The Emerald Coast Utilities Authority (ECUA) is replacing the 2.75-million gallon steel potable water storage tank, located near the toll plaza on Pensacola Beach, with a new 3.0-million gallon concrete tank.



According to Thomas Dawson, PE, ECUA director of water production, "This steel water storage tank (one of three at that site) was in need of significant repairs due to the corrosive saltwater environment. After reviewing several options, we chose to replace the existing steel tank with a concrete tank of similar size. Not only is this the most cost effective option, it provides for fewer foreseeable corrosion issues."

The demolition of the steel tank was accomplished within three weeks, beginning in early December, 2012. The construction of the new concrete tank began in early January, 2013, and will be completed within four months.

Unidirectional Flushing Program Keeps On!

The ECUA recently introduced an enhanced Unidirectional Flushing Program (UFP) -- a preventive maintenance plan that uses water flow from hydrants to flush the pipe interior. This effort is designed to enhance water quality, water delivery, and longevity of the ECUA water system infrastructure.

The UFP involves a system-wide set of design sequences to open and close valves and hydrants to flush the distribution system, and maximizes maintenance effectiveness. Normal flushing practices typically do not achieve the velocity required to remove normally-occurring deposits such as iron and manganese deposits.

The benefits of the UFP program:

- Eliminates potential taste and odor issues.
- Promotes longevity of the infrastructure.
- Increases water pressure and improves flow characteristics of pipe.
- Mimimizes the potential of discolored water in the event of main breaks.



Budget Billing: Now Available

ECUA's new 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.

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.



Make Plans Now to Celebrate Earth Day with ECUA

Perdido Springfest 2013: Friday, April 5, 2013

Come see our environmentally-friendly Compressed Natural Gas (CNG) and Hybrid Trucks, pick up recycling information, and free giveaways. This event will be held at Liberty Church, 2221 S. Blue Angel Pkwy.

NAS Corry Station Earth Day:

NAS Corry Station is hosting their annual "Earth Day" event on April 19, 2013, from 10:00 a.m. to 3:00 p.m. The ECUA will be there to provide information and materials on our Fats, Oils, & Grease (FOG) and Recycling Programs.



NAS Go Green Week:

The Navy Exchange located aboard NAS Pensacola is presenting their annual "Go-Green Week" beginning on Monday, April 22 through Friday, April 26, 2012. The fun starts at 8:00 a.m. and goes to 4:30 p.m.

The ECUA will provide on-site presentations on Monday, April 22 and Friday, April 26, from 10:00 a.m. to 1:00 p.m., including information and materials on our FOG and Recycling Programs-- Learn more about our Bulk Waste and Household Hazardous Waste Recycling Programs, and CNG technology. Our CNG and Hybrid vehicles will also be on display on Monday, April 22, from 10:00 a.m. to 1:00 p.m.

Recycling Fair at Pensacola Beach

Come see us on Saturday, April 20, 2013 from 8:00 am to 12:00 pm at Casino Beach (Via DeLuna and Fort Pickens Road). We'll have all of the info on our Household Hazardous Waste Program, general residential recycling services, and even the Pharmaceutical Round-Up Programs. Pick up a "What Can I Recycle?" magnet, browse the yard sale, and take advantage of on-

site shredding services for up to 50 lbs. of paper, which will naturally be recycled!

The event is sponsored by the Pensacola Beach Advocates' Beachkeepers group. It will be a great day -- See you there!



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 just receive your paper bill, 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 do their bill-paying electronically, since they will no longer be receiving a return envelope.

E-Notification service increases our conservation efforts and is 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!