



Customer Pipeline

Emerald Coast Utilities Authority

Central Water Reclamation Facility Wins Peak Performance Award



The Peak Performance Awards program, presented by the National Association of Clean Water Agencies (NACWA), recognizes public wastewater treatment facilities for their outstanding compliance records in the previous calendar year. NACWA was proud to recognize over 400 Peak Performance Award facilities at the Association's 2013 Summer Conference and 43rd Annual Meeting, held this summer in Cincinnati, OH.

The ECUA recently received the Silver Peak Performance Award to honor the Central Water Reclamation Facility (CWRWF) and its achievement of near-perfect compliance with its National Pollutant Discharge Elimination System (NPDES) permit for the 2012 calendar year. To qualify for this honor, a wastewater treatment facility must have had five or less excursions in the compliance of the Environmental Protection Agency's (EPA) NPDES permitting limits. **The CWRWF had a single permit excursion out of 3,632**



From Left to Right: Mr. Elvin McCorvey, ECUA District 3; Mr. Ray Yarborough, Plant Manager, CWRWF; Mr. Kijafa Lee, Plant Manager, CWRWF; Ms. Lois Benson, ECUA District 2; Ms. Vicki Campbell, ECUA Vice-Chair and District 1; Mr. Dale Perkins, ECUA District 4; Mr. Don Palmer, Director of Water Reclamation; Dr. Larry Walker, ECUA Board Chairman, District 5.



Telephone and Online Payments: New Number, Lower Fee!

Effective August 1, 2013, ECUA is changing its third-party vendor for online and telephone payments.

This change naturally means a new phone number and a slight reduction (17%) in the pass-through fee to our customers.

Effective August 1, 2013, the online and telephone fee via the EZ-Pay system with ECUA will be reduced from \$1.75 to \$1.45, and ECUA's toll-free phone number will change to:

1-855-329-0911

Remember, ECUA has several fee-free payment options for your convenience. Visit us at www.ecua.fl.gov or call our Customer Service line at 476-0480 for details.

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Please Don't Throw in the Towel...

Sanitary sewer overflows (SSO) and backups can cause health hazards, damage home interiors, and threaten the environment. Common causes of sewer overflows include loss of power through lightning strikes, excessive rain over a short time-frame, accumulated cooking grease and pipes that become blocked by items flushed down the toilet. Lately, ECUA has seen a rise in rags, paper towels and wipes accumulating at lift stations, water reclamation facilities, and throughout the collection system, as a growing cause of SSOs.



Grease-choked sewer interior

Why is This a Problem?

Any solid matter that you put down the toilet or drain has the potential to cause a blockage in the public sewer *or your own private drain and household plumbing*. This can lead to:

- Sewage overflowing in your or your neighbor's home; into yards and streets
- An expensive and unpleasant cleanup
- Potential contact with disease-causing organisms
- An increase in operation and maintenance costs for local sewer departments, which can cause higher sewer bills for customers
- Increased pollution due to sewage spills caused by the blockage

In the bathroom, use the trash can, not the toilet. Here's what you shouldn't flush:

- Band-aids and bandage wrappers
- Cleaning wipes; facial wipes
- Condoms, Cotton balls, swabs and pads
- Dental floss and teeth whitening strips
- Disposable diapers, nursing pads, and baby wipes
- Flammable or explosive substances
- Hair, kitty litter, needles and sharp objects
- Expired and unused prescription or over-the-counter medications
- Mini and maxi-pads, tampons and applicators
- Motor oil, transmission fluids, anti-freeze, solvents, paints, turpentine, nail polish, polish remover or other toxic chemicals
- Paper towels and rags

Helping to prevent clogged drains, sewer overflows and backups is easy and important to us all.



Peak Performance Award

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compliance points through the 2012 calendar year. This facility, which provides reclaimed water daily to its industrial partners, Gulf Power and International Paper, is an advanced wastewater treatment (AWT) plant, that the ECUA has operated since its construction in late 2010. The CWRP was built to replace the Main Street WWTP, which was damaged in 2004 by Hurricane Ivan.

NACWA has recognized ECUA's Bayou Marcus WRF with a Peak Performance Award in 12 of the last 15 years, and the Pensacola Beach Wastewater Treatment Plant (WWTP) has also earned this honor numerous times. The Main Street WWTP earned a Silver Peak Performance Award during its final year of operation in 2011.

"The ECUA is an outstanding utility, and a shining example of how concerted environmental management efforts can be considered and implemented. NACWA is honored to showcase the achievements of the ECUA and our nation's public wastewater utilities through the *Peak Performance Awards Program*." Ken Kirk, NACWA's Executive Director.

For more information on the ECUA's water quality efforts, visit us at www.ecua.fl.gov