



Customer Pipeline

Emerald Coast Utilities Authority

Protector of the Environment Award Goes to Publix Supermarkets

On Tuesday, July 16, 2013, ECUA presented the latest “Protector of the Environment” (POE) Award to Publix Super Markets located in the Pensacola area.

Founded in 1930, Publix Super Markets is the largest and fastest-growing employee-owned supermarket chain in the United States. Publix excels in community involvement, volunteerism and a commitment to diversity, which have all contributed to their success as an excellent place to work and shop.

Publix Supermarkets’ Pensacola Locations Recognized for Safe Operational and Clean Environmental Practices.

The POE award is a one of-a-kind initiative, which recognizes and rewards local businesses and food service establishments (FSEs) that promote a positive, safe working and clean environment through the ECUA’s Fats, Oils, and Grease (FOG) and Backflow Prevention Programs.

Mr. Dwaine Stevens, media and community relations manager, Publix Super Markets Jacksonville Division said, “We are honored by this wonderful recognition. As a

reputable community partner, Publix Super Markets strives for excellence in food safety and exemplary sustainable practices.”

Ms. Jackie Gouge, Publix district manager/central region/Jacksonville division, accepted the award that was presented by Gabe Brown, ECUA customer/FOG services manager.

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. Congratulations to Publix Supermarkets on this achievement!

From Left to Right:

Gabe Brown, ECUA Customer/FOG Services Manager, Patrick Lasell, Publix Store Manager, Bernie Schultz, Publix Store Manager, Jackie Gouge, Publix District Manager-Central Region/Jacksonville Division, William Gouge, Publix Store Manager, James Wells, Publix Assistant Store Manager, John Falduti, Publix Assistant Store Manager



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.

Household Hazardous Waste Service

Taking advantage of the ECUA's Household Hazardous Waste (HHW) Program is a great and easy way to dispose of unwanted household hazardous materials in an environmentally responsible way.

HHW in landfills can leak or, if disposed of on the ground, can contaminate our drinking water supply. Finally, HHW in garbage containers can leak or react with other substances, possibly starting fires that may injure drivers and others nearby. It's easy and simple to participate in the ECUA's HHW program!



Simply email us at customer.service@ecua.fl.gov or call our Customer Service line (476-0480) to request a pick-up of your HHW items once per month.

The pick-up will be made on the first Saturday of the month following the called-in request. Items in the HHW Program pick-up list include swimming pool and household chemicals, paints, used cooking grease, lawn and garden chemicals, and used motor oils (see detailed list at right).

These materials will be collected by ECUA crews at your doorstep, making it as easy and convenient for you as possible. When you call, our Customer Service Specialist (CSS) will ask you what HHW items you wish to have picked up, and will provide you with instructions on how best to prepare those items. You'll be directed to place the HHW items at the front door step or garage door on the day of collection (preferably not at the curb to prevent vandalism). Please make sure that your HHW items are in leak-proof containers or encased in a plastic bag, and to label the contents of the container if the material is not in the original manufacturer's container. We'll take care of it from that point.

Together, we can keep our community beautiful in an environmentally responsible way!



What Are the HHW Recyclables?

- Pool Chemicals
- Household Chemicals
- Paint & Supplies
- Used Motor Oil
- Used Cooking Grease
- Degreasers & Cleaners
- Pesticides & Herbicides
- Automotive Fluids
- Aerosol Cans
- Adhesives
- Fluorescent Bulbs
- Fertilizers

Help Us Keep Recyclables Clean & Dry

Please remember to keep yard trash and household garbage out of your Recycling container. Liquids and garbage can contaminate recyclables, reducing their potential for reuse.

• **Electronics**- These items are recyclable but please do not place them in the Recycling container. Instead, call 476-0480 for a Bulk Recycling pickup.

Do Not Recycle These Items:

- No Plastic Bags
- No Ice Cream Cartons
- No Waxy / Paper Milk Cartons
- No Aerosol Cans
- No Juice Boxes / Bags
- No Garbage or Yard Waste
- No Garden Hoses
- No Window Blinds
- No Tarps
- No Bedding or Linens
- No Carpeting or Rugs
- No Construction Materials

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