



Customer Pipeline

Emerald Coast Utilities Authority

Premium Rebates & Safe Employees: A Double Win!

Many factors impact the budget or the bottom line of an organization's operation: labor costs, prevailing market conditions, business overhead, claims, and employee turnover, just to name a few. However, one often-overlooked factor is the impact of accidents, and their associated costs, which include: downtime or decreased productivity; the expense of training new employees; the replacement or repair of vehicles or equipment; decreased employee morale from the loss or injury to a co-worker; loss of customer goodwill; and last but not least, higher insurance premiums.

Accidents are a "lose-lose" situation, and ECUA strives to reduce or eliminate, the number of workplace accidents annually. Since ECUA is self-insured for claims less than \$300,000, each accident directly affects our operating costs and our ability to keep rates as low as possible. Just as, if not more importantly, our employees' safety and welfare while on-the-job are the driving factors of our safety initiatives. Accident prevention is in the hands of both the employee and the employer, and ECUA takes safety very seriously. We do everything possible to prevent an injury or accident before it happens.



ECUA Executive Director, Stephen E. Sorrell, left, accepts check from Florida League of Cities' Tom Conley, right.

Over the last five years, ECUA has made great strides in achieving a reduction in property claims, vehicle accidents and employee injuries. As a result of this improved performance, our insurer, the Florida League of Cities, recently issued a premium rebate check in the amount of \$152,798 for the 2013 policy year. Rebates were also issued to ECUA for the previous five policy years, resulting in over \$1,220,298 in total return of premium over the 6-year period. Wow!

This continuous improvement effort was possible due to the support and commitment of all ECUA staff. As you can see, there is not only an impact on the employee's well-being, there is also a major impact to the overall budget.

ECUA strives for continuous improvement by conducting all our operations and activities in a safe and responsible manner.



Mark Your Calendars!

ECUA offices will be closed on **Monday, February 17**, in observance of the Presidents' Day holiday.

Sanitation Schedule for the Independence 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!

“Protector Of The Environment” Awards go to: Jackson’s Steakhouse & Baptist Hospital

Last October, ECUA was pleased to present the “Protector of the Environment” (POE) Awards for the Fourth Quarter of 2013 to Jackson’s Steakhouse (Small Business Category), and to Baptist Hospital (Large Business Category).

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 environment through the ECUA’s Fats, Oils, and Grease (FOG) and Backflow Programs. 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.

Founded in 1998, Jackson’s Steakhouse is considered one of Florida’s top 25 restaurants and is placed by the Distinguished Restaurants of North America in the top two percent of all fine dining restaurants in the country.

Maria Goldberg, Jackson’s director of marketing, said, “It is a great honor to be recognized by the ECUA with the ‘Protector of the Environment Award’. It is our goal at Jackson’s to promote safe and clean environmental practices on a daily basis. The receipt of this award is greatly appreciated.”

Accepting the award for Jackson’s Steakhouse was General Manager Steve Ooms, presented by ECUA Board Vice-Chairman, Ms. Vicki Campbell.



L-R: Kennie Lyons, ECUA FOG compliance inspector, Irv Miller, Jackson’s executive chef, Steve Ooms, Jackson’s general manager, Vicki Campbell, Vice-Chairman ECUA Board, Kenyore Edwards, ECUA FOG compliance inspector.



L-R: Jennifer Yates, Director Food & Nutrition Services, Gabe Brown, ECUA customer FOG service manager, Victoria Berube, patient services manager, Alice McCain, food production manager, Pam Molett, clinical nutrition manager, Kenyore Edwards, FOG inspector, Doug Lurton, director of Baptist Health Care support services, and Kennie Lyons, FOG inspector.

Founded in 1952, Baptist Hospital is a 492-bed tertiary care hospital, the largest in the Baptist Health Care network. Baptist Hospital provides a full range of medical, surgical and obstetrical services. Specialized critical care is provided by the hospital’s emergency center and three intensive care units: Cardiac, Surgical and Progressive.

Jennifer Yates, Director of Food & Nutrition Services, stated “When ECUA first introduced us to the FOG program in 2009, we were determined to follow the best practices and do everything we could to eliminate grease and food scraps from going down the kitchen drains. We trained all of our Food Service team members on FOG, then removed all garbage disposals in the kitchen. We promoted FOG management to all Baptist Hospital team members during the annual Hospital Safety fair. Today, we train our new team members on FOG during Food Service Department Orientation and every May, we have refresher training for the entire Food Service Department. We are very proud to be recognized by ECUA for our hard work and the conscientious efforts we make to keep the environment clean. It feels great to know that we are making a difference!”

Director of Baptist Health Care Support Services, Doug Lurton, accepted the award, which was presented by Gabe Brown, ECUA customer FOG service manager.



**United Way
of Escambia County**

Need help paying your bill? Perhaps assistance with an income tax refund would help!

United Way of Escambia County Volunteer Income Tax Assistance Program (VITA) provides free help from IRS Certified VITA Volunteers who prepare tax returns throughout the filing season!

Free tax filing assistance is offered to those whose household income is under \$58,000 annually. For information, site locations, and/or hours of operation dial 2-1-1 or visit: www.unitedwayescambia.org/vita

