

# Customer Pipeline

Emerald Coast Utilities Authority

## ECUA BOARD ELECTS OFFICERS FOR 2013-2014

The ECUA Organizational Board Meeting for 2013-2014 was held Thursday, November 21, 2013. Officers were unanimously elected among the Board to fill the positions of Chairman and Vice-Chairman of the Board. As such, **Dr. Larry N. Walker**, District Five, was re-elected to serve as Board Chairman and **Ms. Vicki Campbell**, District One, was elected to the Vice-Chairmanship. Also unanimously elected to the following positions were:

- **Ms. Lois Benson**, District Two, to the Chairmanship of the Citizens' Advisory Committee, and Mr. Elvin McCorvey, District Three, to serve as the Vice-Chairman;
- Ms. Deborah Benn, Mr. Charles Green, Mr. Chuck Kimball, Mr. Hurey Smith, Mr. Tim Common, Ms. Kelley Thompson, and Ms. Louise Ritz, were appointed to serve as members of the Citizens' Advisory Committee.

The Board also unanimously approved the proposed schedule of its regular monthly meetings for the 2014 calendar year as follows:

January 23	April 24	July 24	October 23
February 27	May 29	August 28	November 20
March 27	June 26	September 25	December 18

The 2014 Organizational Board meeting is scheduled for Nov. 20, at 1:45 p.m.



## Mark Your Calendars!

ECUA offices will be closed **Monday, January 20, 2014**, in observance of the Martin Luther King, Jr. holiday.

**Sanitation Collection Schedules will not be affected by the holiday.**

**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! Let's see if we can top that amount in 2013!

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).

## Dates to Remember...

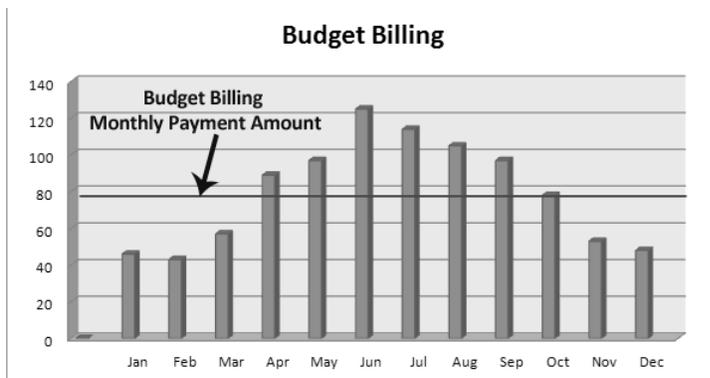
In 2014, ECUA offices will be closed for the following holidays on these dates:

New Year's Day	Wednesday, January 1
Martin Luther King, Jr. Day	Monday, January 20
Presidents' Day	Monday, February 17
Memorial Day	Monday, May 26
Independence Day	Friday, July 4
Labor Day	Monday, September 1
Thanksgiving	Thursday, Nov. 27 and Friday, Nov. 28
Christmas Eve	Wednesday, Dec. 24
Christmas Day	Thursday, Dec. 25

## Make Life Simpler This New Year!

The time of year and weather conditions typically have a big impact on the quantity of water you use, affecting the amount you pay each month for water and sewer services. For most customers, the highest bills are in the summer when water usage is at its peak from irrigation combined with typically lower levels of precipitation. Perhaps you have a swimming pool to fill and wash the car more often-- these fluctuating conditions lead to highs and lows in your monthly billing cycles.

Now, you can say goodbye to those monthly peaks and valleys, and simplify your monthly budgeting-- and with a new year, it's a great time to start! The 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. The Budget Billing payment is then made monthly until the settle-up month, at which point any credits or balances due are "settled-up." Then, the process begins again, perhaps with a newly-determined monthly Budget Billing amount, based on the latest 12-month period. 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](http://www.ecua.fl.gov), or call the ECUA Customer Service Department at 850-476-0480.



## Sign-Up Now 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.

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 sign up, simply call our Customer Service Center at 850-476-0480 or email us at:

**[customerservice@ecua.fl.gov](mailto:customerservice@ecua.fl.gov)**

Include your account number, email address, and preferred E-Notification option. It's that easy!