



# Customer Pipeline

**Emerald Coast Utilities Authority**

## A Salute to our ECUA Team!

As this issue is being written, two weeks have elapsed since the historical rains that inundated our community on April 29 and 30. So much still needs to be done, but oh my, look at all we've accomplished! We're so proud of the dedication and perseverance displayed by the men and women who make up our ECUA Team -- they all went above and beyond. Here's a woefully inadequate recap (most of our crews are much too modest to toot their own horns!) of our experiences in the last 2 weeks:

**Jones Swamp Bridge Collapse:** Kudos to ECUA's Bobby Resmondo, John Gross and Calvin Gillis, whose quick thinking and immediate action saved the life of Ms. Katrina Shannon. Ms. Shannon's car was rapidly overwhelmed with water after the bridge over Jones Swamp Creek collapsed. Bobby, John and Calvin used a backhoe and rope to pull Ms. Shannon to safety. Well done, gentlemen!



### Rolling Hills Force Main: 42" Transmission Main

On May 8, ECUA discovered three areas near the Rolling Hills Landfill where a major washout had occurred, uncovering and eliminating the ground support for our 42-inch sewer transmission main to the Central Water Reclamation Facility (CWRP). These areas had been inaccessible until this time because of the recent storm damage and flooding.

Of particular concern to us was a 30-foot long section where our sewer main was suspended in the air with the pipe bedding washed out beneath it. This main flows millions of gallons of raw sewage the the CWRP on a daily basis and a break in the line would be disastrous. We immediately mobilized our forces and several contractors on an

emergency basis to build a supporting structure for the pipe. A temporary access road had to be built before we could install 35-foot sections of steel piling and weld cross-section support members. This work was critical and had to be done quickly, in advance of the heavy rains forecasted for May 9 and 10. The work was completed late Friday, May 9. Great job to our staff and contractors!

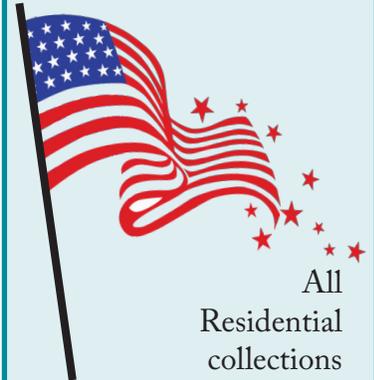
There are so many more stories to tell and kudos to give as our recovery effort continues. Next month, we'll talk about debris removal, another life-saving tale and Port-a-Potties. Stay tuned!



## Mark Your Calendars!

ECUA offices will be closed in observance of the Independence Day holiday on **Friday, July 4.**

### Sanitation Schedule for the Independence Day Holiday



All Residential collections (garbage, recycling, yard trash, and bulk waste) and Commercial (dumpster) collections scheduled for **Friday, July 4,** will be made on **Saturday, July 5.**

**Have a Safe and Happy Holiday!**

## ECUA Celebrates Earth Day Island Style

The ECUA and the Pensacola Beach Advocates (PBA) were on Pensacola Beach to celebrate Earth Day on Saturday, May 3. This year's 'Earth Day-Island Style' went on as planned, despite following on the heels of that week's torrential rainfall. At the event, ECUA and PBA staff presented information on recycling, sea turtle education, and other environmental initiatives.



The free event at Casino Beach also featured paper shredding services and a community yard sale. The ECUA held a Household Hazardous Waste (HHW) collection and provided giveaways to promote awareness of all ECUA recycling programs on Pensacola Beach.

Leading up to the event, ECUA announced the winners of the Pensacola Beach Elementary School Recycling Coloring Contest. The students' artwork was proudly displayed on our new Compressed Natural Gas (CNG) "Flower Car" at the Earth Day event. Congratulations to our talented artists!

*From left to right:  
Amanda Handrahan,  
ECUA Recycling  
Coordinator; 3rd Place,  
Heath Asmar; 4th  
Place, Nicholas Collins;  
1st Place, Skye Farej;  
3rd Place; Taylor  
Brame; 2nd Place,  
Kate Westholm; Jeff  
Castleberry, Principal  
of Pensacola Beach  
Elementary School.*



## It's Here! Sign-Up for E-Notification

You can now opt-in to receive an 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.

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