



# Customer Pipeline

**Emerald Coast Utilities Authority**

## Spring Cleaning: Easier than Ever!

Did you know that all ECUA Sanitation customers are eligible for weekly bulky waste pick-up? What was once a monthly service is **now available every week!** This service includes pick-up of furniture and other household items that are too large to fit in the automated can for disposal.

What's even better, is that **there is no need to call to schedule the pick-up.** Simply place your item(s) at the curb before 5:30 a.m. on your regular collection day. Our Bulk Waste crew will be by to pick it up. What could be simpler?



## Did You Know



The ECUA collected **12,064 tons** (24.1 million pounds!) of recyclables through our Curbside Recycling program in fiscal year 2014. That's **932 tons** more than in 2013!

Not yet signed up for this free service? We would love to help you to recycle. Check out the list of what's recyclable and page two of this issue, and call us at **476-0480** to get started!



Getting the yard spruced up has also become easier than ever, **with an increased bag and bundle limit!** ECUA provides yard waste collection service once weekly to all residential customers. **We gladly collect up to 20 plastic yard trash bags or cans each week and two piles of bundled, cut limbs.**

Yard waste, as defined by the ECUA Sanitation program, includes: leaves, weeds, pine straw, grass clippings and small prunings.

Please follow these simple guidelines:

1. Do **not** use your garbage or recycling can for yard trash. Yard waste is collected and processed separately from household garbage.

2. Place your bagged or canned yard trash within two feet of the curb and away from the road.

3. Small yard waste, leaves, pine straw and grass clippings must be contained in standard garbage containers or plastic bags that do not exceed 32 gallons in size or weigh more than 40 pounds when full.

4. Cut limbs should not exceed six feet in length or 40 pounds in weight. Please remember to tie loose limbs into manageable and secure bundles, and place them in up to two piles that do not exceed 6' W x 6' D x 6' H.

Our crews get an early start every day, so it is best to have your yard trash at the curb prior to 5:30 a.m. on your scheduled yard trash collection day.

## Call Before You DIG



Underground lines, both on and off your property, can be easily damaged by digging equipment.

To ensure personal and community safety, all area utilities work with a free "line locator" service to help you spot utility lines before you dig. In our area, the number to call for this service is:

**1-800-432-4770**

It is important to call at least 48 hours in advance so that all of the utility companies affected by your project may be contacted for verification.

## Please Don't Throw in the Towel...



Grease-choked sewer interior

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 at pump stations and treatment facilities through lightning strikes; excessive rain over a short time-frame; accumulated cooking grease; and pipes or pumps that become blocked by items flushed down the toilet.

Lately, ECUA has seen an increase in rags, paper towels and flushable wipes accumulating at lift stations, water reclamation facilities, and throughout the collection system, as a growing cause of SSOs.

### 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, for disposal of certain items.

### Here's what you should not flush:

- Band-aids and bandage wrappers
- Cleaning wipes, facial wipes, paper towels and rags
- 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 or remover, and other toxic chemicals.

Helping to prevent clogged drains, sewer overflows and backups is easy, and it's important to us all!



## Curbside Recycling: Items Accepted

- Glass; any color
- Newspapers & Inserts
- Magazines; Catalogs; Phone Books
- Junk Mail & Envelopes
- Cardboard
- Office and School Papers (all colors)
- Brown Paper Bags (grocery)
- Boxboard (cereal; cracker boxes)
- Pizza Boxes
- Plastic Produce Clamshells
- Plastics No. 1 through 7
- Plastic Milk Jugs; bottles and containers
- Juice Boxes / Bags
- Plastic & Metal Hangers
- Plastic Cups, Plates, Utensils
- Aluminum Cans & Lids
- Pet Food Cans; Dry Pet Food Bags
- Aluminum Foil Baking Pans
- Balls of Tin Foil; Foil Pie Tins
- Metal Pots, Pans & Cookie Sheets
- Tin and Steel Cans & Lids
- Bubble Wrap
- Egg Cartons, cardboard only

### Do Not Recycle These Items:

- No Plastic Bags — NOTE: Light-weight recyclables such as shredded paper and packaging "peanuts" CAN be placed in plastic bags to keep them from flying away. Please tie these bags securely. When disposing of plastic bags in your regular garbage can, please bundle them up into one bag and secure them well.
- No Empty Plastic Bags
- No Ice Cream Cartons
- No Waxy / Paper Milk Cartons
- No Aerosol Cans
- No Garbage or Yard Waste

Customer Service: 476-0480 • [www.ecua.fl.gov](http://www.ecua.fl.gov) • [customer.service@ecua.fl.gov](mailto:customer.service@ecua.fl.gov)

Commercial Sanitation Customer Service: 476-0480 • After-hours Emergency Calls: 476-5110