



Customer Pipeline

Emerald Coast Utilities Authority

ECUA's Many Ways to Pay Your Bill

For your convenience, ECUA offers several methods that customers may use to pay their bills. This information is also located on our web site at www.ecua.fl.gov, or may be obtained by calling our Customer Service Center at 850-476-0480.

Making Payments at Wachovia Bank Until September 30, 2015:

ECUA customers may make bill payments (current accounts only) at some local Wachovia Bank branches (please see our website at www.ecua.fl.gov/pay_bill for all locations). Tellers at these locations will be able to take payments made with cash, check, or money order. Customers are asked to have their bill stub with them when making the payment. Wachovia Bank branches will no longer take ECUA bill payments after September 30, 2015.

Making Payments at Hancock Bank Effective October 1, 2015:

Beginning on October 1, 2015, ECUA customers will be able to make bill payments (current accounts only) at the following Hancock Bank branches:

- West Garden Branch 101 W. Garden Street, Pensacola FL
- Cordova Branch 2185 Airport Blvd., Pensacola FL
- Creighton Branch 940 Creighton Road, Pensacola FL
- Nine Mile Road Branch 200 E. Nine Mile Road, Pensacola FL
- Pace Branch 4952 Highway 90, Pace FL
- Gulf Breeze Branch 1387 Shoreline Drive, Gulf Breeze FL

Tellers at these locations will be able to take payments made with cash, check, or money order. Customers are asked to have their bill stub with them when making the payment.

Payment at the main ECUA office:

Payment of bills, application for new service or transfer of service may be made in person at the ECUA Customer Service Office located in the Ellyson Industrial Park. Drive-thru service is available for your convenience.

Night Deposit Boxes:

Payment of bills, made in the form of checks or money orders, may be placed in the Ellyson Industrial Park office deposit box. Cash should not be placed in the night deposit box; ECUA is not responsible for cash payments placed in the deposit boxes. Payments placed in the deposit boxes during operating hours will be credited to the customer's account on the following business day.

There is also an outside drop box at the Troy University satellite campus located at 21 New Warrington Road. This drop box may be used to deposit payments in the form of checks or money orders (no cash, please!), on current accounts. If you make payments using the drop box, please allow 2 business days for processing of payment.

Did You Know



Sanitation Collection Schedules will **NOT** be affected by the Labor Day holiday. All collections will be made on their normal day.

ECUA offices will be closed on Monday, September 7, in observance of the Labor Day holiday, and will reopen at 8:00 a.m. on September 8.

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 potentially affected by your project may be contacted for verification.

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Pay On-line or Over the Phone with the E-Z Pay Service:

ECUA customers now have the option of paying their bills by phone or via the internet. For a minimal charge, this new option is a service and a convenience that allows customers to pay their bill by either check, credit card, or debit card with a Visa or Mastercard logo. It's easy and convenient! For participants, there are no more checks to write, no envelopes to mail, and no postage to pay! Phone payments may be made by calling

1-855-329-0911, a convenience fee of \$1.45 applies.



Pre-Authorized Checking Program:

The Pre-Authorized Checking (PAC) Program is a method which allows for the automatic transfer of funds from your bank account to pay your bill. As an Emerald Coast Utilities Authority customer, you are invited to use our PAC program for making your payments the easy, hassle-free way.

Just complete the authorization agreement (a copy is available for download on the ECUA website at http://www.ecua.fl.gov/pay_bill, or from our Ellyson Customer Service office), attach a voided check, and return it with your next payment or deliver it to our Customer Service location. Your PAC account will be set up and you will begin to enjoy the convenience of Pre-Authorized Checking two billing cycles after signing up. Of course, information about your bill will still be mailed to you, and your account will not be drafted until the PAC date shown on your bill. It doesn't get any easier than this!

Fun Fact:

One drip of water every second adds up to five gallons per day!



Check your faucets and showerheads for leaks today!



It's Here! Sign-Up 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 both 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 customer.service@ecua.fl.gov. Include your account number, email address, and preferred E-Notification option. It's that easy!