



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 six 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 \$125,177 for the 2014 policy year. Rebates were also issued to ECUA for the previous five policy years, resulting in over \$1,345,475 in total return of premium over the 7-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 16**, 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!

ECUA Awarded Prestigious 2014 NGV Achievement Award

Natural Gas Vehicles for America (NGV America) held an awards ceremony to honor the Emerald Coast Utilities Authority (ECUA) as the recipient of the 2014 NGV Achievement Award on November 12, during the 2014 NGV North America NGV Conference & Expo in Kansas City, Missouri.

The NGV Achievement Award recognizes ECUA for outstanding contributions to the advancement of natural gas as a vehicular fuel, outstanding educational leadership, vision, and innovation.

The award was presented to Jim Roberts, ECUA public information officer, by NGV America President Matthew Godlewski, and Clean Vehicle Education Foundation President, Doug Home, P.E. As a recipient of the national award, ECUA is now part of a select group of leaders whose hard work has been most impactful in advancing the NGV industry.



L-R: Doug Horne, P.E., President, Clean Vehicle Education Foundation; Jim Roberts, ECUA Public Information Officer; Matthew Godlewski, President, NGV America.

ECUA maintains and operates the largest diversified NGV fleet in the State of Florida, with a current roster of 100 vehicles and a projected total of 130 vehicles by October 2015. ECUA's NGV program recorded fuel cost savings of \$1.1 million 2012-2013, and \$1.3 million 2013-2014.

In addition, the NGV program has delivered over \$350,000 in maintenance cost savings that are ultimately translated into additional cost-savings for ECUA customers.

NGV America President Matthew Godlewski said, "The NGV Achievement Award provides an important opportunity to recognize the contributions and accomplishments of our industry's leaders."

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United Way of Escambia County

Need help paying your bill? United Way can help you maximize your money through programs that allow you to file your taxes for FREE: online or in-person!

United Way of Escambia County offers two FREE easy ways to file taxes for individuals and families with an annual income of \$60,000 or less.

Online: File your taxes anywhere, anytime at www.myfreetaxes.com. If you have questions, just call the MyFreeTaxes Helpline at 1-855-698-9435, Monday to Saturday, 9:00am – 9:00pm, for assistance.

In-person: Go to a VITA (Volunteer Income Tax Assistance) site and have an IRS certified volunteer prepare your taxes one-on-one. Dial 2-1-1 or visit www.unitedwayescambia.org for locations and times! All VITA sites will be open the first week of February through April 15th.

