



# Customer Pipeline

Emerald Coast Utilities Authority

## ECUA Honored with Two Peak Performance Awards

The Emerald Coast Utilities Authority has again been selected to receive Peak Performance Awards. The Peak Performance Awards program, sponsored by the National Association of Clean Water Agencies (NACWA), recognizes public wastewater treatment facilities for their outstanding compliance records during a full calendar year.



The ECUA received the Gold Peak Performance Award to honor the Bayou Marcus Water Reclamation Facility (BMWRF) and its achievement of perfect compliance with its National Pollutant Discharge Elimination System (NPDES) permit for the 2014 calendar year. The BMWRF has over 3,500 permit compliance points. NACWA has recognized ECUA's Bayou Marcus WRF with a Peak Performance Award in 14 of the last 17 years, and the Pensacola Beach Wastewater Treatment Plant (WWTP) has earned this honor numerous times. The Main Street WWTP earned the Peak Performance Award during its final full year of operation in 2011.



Additionally, the ECUA's Central Water Reclamation Facility (CWRP) received the Silver Peak Performance Award to honor its near-perfect compliance for the same reporting year. To qualify for this honor, a wastewater treatment facility must have had five or less excursions in the compliance of the NPDES permitting limits. The CWRP had a total of 6,100 compliance points through the 2014 calendar year. The CWRP, which provides reclaimed water daily to ECUA's industrial partners, Gulf Power and International Paper, is an advanced wastewater treatment (AWT) facility that the Authority has operated since its construction in late 2010. The CWRP was built to replace the Main Street WWTP, which was damaged in 2004 by Hurricane Ivan.

"The ECUA is an outstanding utility, and a shining example of how concerted environmental management efforts can be considered and implemented. NACWA is honored to showcase the achievements of the ECUA and our nation's public wastewater utilities through the Peak Performance Awards Program." Ken Kirk, NACWA's Executive Director.

For more information on the ECUA's water quality efforts, visit us at [www.ecua.fl.gov](http://www.ecua.fl.gov), and look under the "Live Green" tab.



## Did You Know?

The ECUA responded to 641 requests for pick-up of **Household Hazardous Waste (HHW)** through our HHW Recycling program on June 6, July 11, and August 1. That's right, 641 pick-ups in just three days!

Haven't yet taken advantage of this free monthly service for ECUA residential sanitation customers? We would love to help you to dispose of HHW items in a safe and efficient way. Check out the list of what's accepted in our program on the ECUA website at:

[www.ecua.fl.gov](http://www.ecua.fl.gov)

The next two HHW pick-up days for ECUA residential sanitation customers are on:

**Sept. 5 & Oct. 3**

Call ECUA Customer Service at **476-0480** to request a free pick-up at your doorstep!

## Hancock Bank /ECUA Strike Banking Partnership

For your convenience, ECUA offers several methods that customers may use to pay their bills. Complete information on all these options is located on our web site at [www.ecua.fl.gov](http://www.ecua.fl.gov), or may be obtained by calling our Customer Service Center at 850-476-0480. ECUA is transitioning to a new banking partner effective October 1, 2015. If you have enjoyed the convenience of paying your bill at a local Wachovia Bank branch, please note the following information:

### 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](http://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.

## Fun Fact:

ECUA's Fats, Oils and Grease (FOG) program staff inspected 454 restaurants/food service establishments during the April-June period (3rd Quarter of our current fiscal year). Additionally, we collected from our various Residential Grease Disposal Stations, a total of 2,248 gallons of used cooking oil, which were then recycled into biodeisel fuel. Find the full listing of our disposal stations' locations on our website and start recycling your cooking oil too!



## The GREEN Wave Coming

Join us for a fun-filled and informative hour between 6:00 p.m. to 7:00 p.m. at Ever'man Natural Foods as ECUA's Jim Roberts teaches "The Green Wave Coming" course. This class is designed to create public awareness and provide instruction on recommended environmental strategies to reduce the number of sewer pipe blockages and related sanitary sewer overflows.

Choose the Monday evening that date best suits your busy schedule: September 14; October 19; or November 16.

Attendees will learn first-hand how to properly dispose of fats, oils, and grease (FOG), which are a by-product of cooking, proper disposal of flushable and/or disposable wipes, and the latest information on recycling techniques. Ever'man Natural Foods is located at 315 W. Garden Street, Pensacola. For more information, please call Jim Roberts at 969-3348.

