



# Customer Pipeline

**Emerald Coast Utilities Authority**

## ECUA Recipient of 2016 GOLD Excellence Award Facility Exemplifies Authority's Commitment To Proper Waste Disposal

We're proud to share that the Solid Waste Association of North America (SWANA) recently announced the ECUA as winner of the 2016 SWANA Gold Excellence Award in the Composting category. SWANA's Excellence Awards Program recognizes outstanding solid waste programs and facilities that advance the practice of environmentally and economically sound solid waste management through their commitment to utilizing effective technologies and processes in system design and operations, advancing worker and community health and safety, and implementing successful public education and outreach programs. Programs also must demonstrate that they are fiscally and environmentally responsible through their compliance with all applicable federal, state and local regulations. For more than 50 years, SWANA has been the leading professional association in the solid waste field, serving more than 8,400 members throughout North America. The award will be officially presented at SWANA's annual conference on August 23, in Indianapolis, Indiana.

ECUA's entry entitled "Emerald Coast Utilities Authority Biosolids Composting Facility" brought home the GOLD, the Authority's third SWANA Excellence Award in four years. In 2012, the ECUA was awarded the Gold Excellence Award in the Public Education category for its Recycling Program public education campaign, and the Bronze Excellence Award in the Collection Systems category.



The ECUA's Biosolids Composting Facility (BCF) opened in late 2015. Randall Rudd, ECUA Deputy Executive Director said, "ECUA is utilizing yard



ECUA water is withdrawn from the Sand-and-Gravel Aquifer. Thirty-one wells in the ECUA water system and 1700-plus miles of water mains combine to deliver water to your home. Last year, ECUA pumped and treated an average of 32 million gallons of water daily. The ECUA's daily water production during the last week of May 2016, was approximately 40.2 million gallons per day (mgd). ECUA has more than sufficient water and pumping capability to accommodate this demand, but we need your help.

In order to moderate some of the extreme peaks in demand, and to maintain a balanced system pressure, **we suggest that our customers irrigate between the hours of 10:00 p.m. and 5:00 a.m., which is our optimal off-peak time.**

If a large percentage of our customers comply with this request, it will greatly enhance our system capabilities and extend the life of our equipment, **while also optimizing water pressure during the times when our customers need it most.** You, the customer, will be the ultimate beneficiary. Lower operating costs mean lower rates to our customers. Please help us serve you better.

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waste along with biosolids from our three water reclamation facilities to create an environmentally beneficial compost. This eliminates the costs associated with the need to landfill yard waste and treat (dry) the biosolids, while providing a valuable compost resource to residents and businesses in the ECUA service area.”

The BCF composts about 400 tons of biosolids (about half of ECUA's biosolids) and 500 tons of yard waste weekly, and will produce approximately 15,000 tons of finished compost annually. Plans are currently underway to double its capacity. ECUA is using the Modified Static Aerobic Pile method, which is a state-



*The Backhus A-55 efficiently mixing a windrow*

of-the-art composting method and is particularly beneficial to biosolids composting. The BCF is the first large-scale composting facility in Northwest Florida. It provides a high-quality soil amendment and compost product to local farmers, nursery growers, community gardens, golf courses, landscapers, and athletic fields. To assure these end users of the quality of the compost, Emerald Coast bloom, “The Most in Bio-Compost,” is certified under the US Composting Council’s Seal of Testing Assurance program, a nationally recognized compost testing program.

The ECUA entry can be viewed on the SWANA website at <https://swana.org/Awards/Excellence.aspx>.



## Be on the Alert!

Sign-up to be a part of the ECUA Notification System! You'll receive time-sensitive alerts regarding pertinent information related to your ECUA service. Alerts will be directed to whichever device(s) you specify such as: home or cell phones, email, text messages and more! The sign-up portal is located on the ECUA homepage or use this URL to register:

<https://member.everbridge.net/index/453003085611910#/signup>

## Go Paperless! Sign-Up for E-Notification

**Save on postage, save some trees!  
E-Notification is just another small way we can make a big difference.**

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 a paper bill **and** an E-Notification.

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](mailto:customerservice@ecua.fl.gov). Include your account number, email address, and preferred E-Notification option. It's that easy!

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