



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? 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 offices will be open on Good Friday, March 25, and Sanitation collections will be unaffected by the holiday.

We wish all our customers a happy and safe holiday.



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.



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 yard trash bags (preferably compostable paper) or cans each week and two piles of bundled, cut limbs.** With the recent start-up of our composting program, we need to eliminate or greatly reduce the use of plastic yard trash bags. Read more on this on page 2 of this issue.

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 a way from the road.

3. Small yard waste, leaves, pine straw and grass clippings must be contained in standard garbage containers or yard trash bags (**preferably compostable paper**) 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.



It's in the Bag...

Do you occasionally see garbage flying out from the top of garbage or recycling trucks and ending up as litter on our streets? Here's what you can do to help prevent this inadvertent littering:

Light-weight materials such as foam-type packing "peanuts", paper, plastic bags, etc., may fly off the garbage truck, causing litter on the street if they are not properly contained. In fact, any materials in the truck, whether they are recyclables or garbage, can potentially fly out of the truck if the items are not well contained, or if the truck is very full. Help us keep our community clean.

It is very important to bag all your garbage materials securely, enclosing them in a plastic trash bag. While plastic shopping bags alone are not accepted in the recycling program, you can reuse them by placing your lightweight garbage or recyclables in them prior to disposal. Many retailers also have convenient recycling collection bins for used plastic shopping bags. If we all strive to securely place garbage and recyclables in their respective containers, they will remain in the trucks instead of littering our roadways.

ECUA Notification System: Sign Up Today!

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: your home or work phone(s), mobile devices, email, via text messaging and more! It's easy! Find the link for the Notification System sign-up on the lower portion of our website's home page, located at www.ecua.fl.gov.



Leaf the Plastic Behind!

We're excited about our new biosolids composting facility located on-site at our Central Water Reclamation Facility, and we need your help to make it a success. In order to maximize the quality of the mulched yard waste, we recommend that customers use brown compostable paper yard waste bags, or reusable plastic cans designated for yard waste, instead of the traditional plastic yard trash bags.



Paper yard waste bags are easily found in home improvement centers and large retailers, through online sources and in garden centers and nurseries. Plus, if you ask for paper bags at the grocery store (yes, some local stores still offer this choice!), they'll serve double duty when you recycle them into yard trash bags!

It's never too early to start, so the next time you find yourself reaching for that plastic bag, remember to 'leaf the plastic behind' because brown is the new green!