

# Customer Pipeline

Emerald Coast Utilities Authority

## ECUA BOARD ELECTS OFFICERS FOR 2015-2016

The ECUA Organizational Board Meeting for 2015-2016 was held on November 19, 2015. Officers were unanimously elected among the Board to fill the positions of Chairman and Vice-Chairman of the Board. As such, **Ms. Lois Benson**, District Two, was re-elected to serve as Board Chairman, and **Mr. Dale Perkins**, District Four, was elected to the Vice-Chairmanship.

Also unanimously elected or appointed to the following positions were:

- **Ms. Vicki Campbell**, District One, to the Chairmanship of the Citizens' Advisory Committee, and **Larry N. Walker**, District Five, to serve as the Vice-Chairman;
- **Ms. Deborah Benn, Mr. Chuck Kimball, Mr. Hurey Smith, Mr. Tim Common, Ms. Kelley Thompson,** and **Ms. Louise Ritz**, were re-appointed to serve as members of the Citizens' Advisory Committee. **Mr. Randy Ponson** was appointed to replace Mr. Charles Green as the appointee for District Two.

The Board unanimously approved the proposed schedule of its regular monthly meetings for the 2016 calendar year as follows:

January 28	April 28	July 28	October 27
February 25	May 26	August 25	November 17
March 24	June 23	September 29	December 15

The 2016 Organizational Board meeting is scheduled for Nov. 17, 2016.



## Mark Your Calendars!

ECUA offices will be closed **Monday, January 18, 2016**, in observance of the Martin Luther King, Jr. holiday.

**Sanitation Collection Schedules will not be affected by the holiday.**

**Have a Safe and Happy Holiday!**

## Dates to Remember...

In 2016, ECUA offices will be closed for the following holidays on these dates:

New Year's Day	Friday, January 1
Martin Luther King, Jr. Day	Monday, January 18
Presidents' Day	Monday, February 15
Memorial Day	Monday, May 30
Independence Day	Monday, July 4
Labor Day	Monday, September 5
Thanksgiving	Thursday, Nov. 24 and Friday, Nov. 25
Christmas Eve	Friday, Dec. 23
Christmas Day	Monday, Dec. 26

Please refer to the *Customer PipeLine* throughout the year to see if and how the holidays may impact various ECUA services or business hours.

## Did You Know?

We're pleased to help spread the word that you can maximize your money by filing your taxes for free, online or in-person! United Way of Escambia County offers two programs for individuals and families with an annual income of \$62,000 or less.

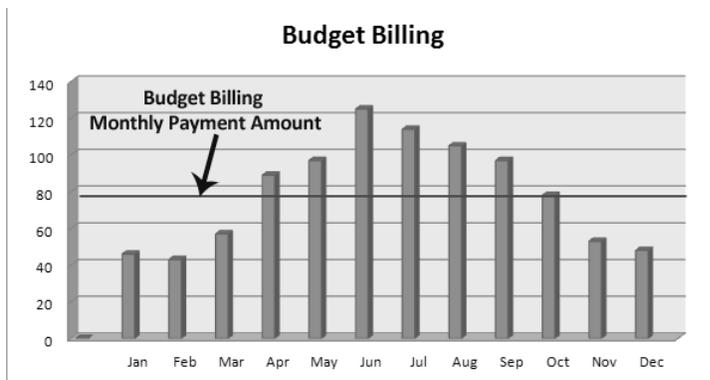
**Online:** File your taxes anywhere, anytime at [www.myfreetaxes.com](http://www.myfreetaxes.com). If you have questions, call the MyFreeTaxes Helpline at 1-855-698-9435.

**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/taxhelp](http://www.unitedwayescambia.org/taxhelp) for locations and times closest to you! All VITA sites will be open during the first week of February.

## Make Life Simpler This New Year!

The time of year and weather conditions typically have a big impact on the quantity of water you use, affecting the amount you pay each month for water and sewer services. For most customers, the highest bills are in the summer when water usage is at its peak due to irrigation combined with typically lower levels of precipitation. Perhaps you have a swimming pool to fill, and wash the car more often-- these fluctuating conditions lead to highs and lows in your monthly billing cycles.

You can say goodbye to those monthly peaks and valleys, and simplify your monthly budgeting-- and with a new year, it's a great time to start! The Budget Billing program allows residential customers to pay their ECUA bill at a similar amount each month, based on a monthly average of the previous year's water usage.



To be eligible to participate in this program, ECUA customers must have current accounts and a billing history of at least 12 months at the same location. Each customer's Budget Billing Plan payment amount is calculated based on the total bill charges over the 12 months prior to the sign-up date, and divided by 11, leaving the twelfth month as the "settle-up" month. The Budget Billing payment is then made monthly until the settle-up month, at which point any credits or balances due are "settled-up." Then, the process begins again, perhaps with a newly-determined monthly Budget Billing amount, based on the latest 12-month period. Our aim is to make the Budget Billing amount as accurate as possible, and effectively even out the highs and lows of your monthly utility bill.

For more information, please visit our website at [www.ecua.fl.gov](http://www.ecua.fl.gov), or call the ECUA Customer Service Department at 850-476-0480.



## Sign-Up Now 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 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**  
Include your account number, email address, and preferred E-Notification option. It's that easy!