



# Customer Pipeline

Emerald Coast Utilities Authority



## Pile On The Mulch!

Saving water in your garden translates to saving money on your water bill. Here's a simple and easy tip to have a beautiful yard while saving water, money, and time.

Mulching around plants is a great way to reduce water loss. Mulch also cuts down on water-stealing weeds and helps the soil retain

water. Natural mulches include compost, bark chips, and pine needles. Also, one of the simplest ways to nourish your lawn is to **leave your grass clippings on the lawn**, and to use some to spread on flower and vegetable gardens. Consider installing a mulching blade on your lawn mower, if it's not equipped with one already. These organic mulches gradually break down and add nutrients to the soil, while helping to keep the moisture in. It's a win-win!



## Speaking of Mulch, Have Some On Us!



We're pleased to offer mulch, free of charge, to the community. This mulch is a by-product of the compost process at our new Compost Facility, located onsite at the ECUA's Central Water Reclamation Facility in Cantonment. We have set up three convenient locations where you may come help yourself to the mulch:

- ECUA Ellyson Industrial Park: 9255 Sturdevant Street, Pensacola FL 32514 (on McCormick St. between Sturdevant St. and Hamman Ave.)
- ECUA Sanitation Complex: 3050 Godwin Lane, Pensacola FL, 32526
- ECUA Bayou Marcus Water Reclamation Facility: 3050 Fayal Drive, Pensacola FL, 32506 (in the parking area at the Alekai Drive entrance to the boardwalk, just west of Blue Angel Parkway).

Please make sure to bring a shovel and a container for the mulch, if you are not loading it into a pickup truckbed.



ECUA water is withdrawn from the Sand-and-Gravel Aquifer. Thirty-two 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 optimum 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.

# ECUA 2015 Water Quality Report Now Available Online

The federal Safe Drinking Water Act (SDWA) was signed into law in 1974. This year marks the 42nd anniversary of this important legislation, the purpose of which is to assure that water supply systems serving the American public meet national standards for the protection of public health.



Amendments to the SDWA in 1996 required the development of the Consumer Confidence Report (CCR) starting in 1999 (and annually thereafter) by utilities nationwide, in an effort to promote the dissemination of information from utilities to their customers. The CCR is also commonly known as the Water Quality Report. ECUA's first Water Quality Report, which was for the 1998 reporting year, went out to our customers in October 1999 and since that time, publishing schedules changed to July 1, in compliance with federal regulations.

The Water Quality Report identifies the source of your drinking water, treatments that may be used to enhance its quality, and any contaminants that have been identified along with potential health effects.

It will also note where you may obtain additional information about your water supply and how you can become involved in protecting water sources.

Our Water Quality Report can be viewed online at [www.ecua.fl.gov/system/files/NEWS/CCR2015.pdf](http://www.ecua.fl.gov/system/files/NEWS/CCR2015.pdf). Printed copies are also available by calling ECUA Customer Service at 476-0480, or by emailing us at [customer.service@ecua.fl.gov](mailto:customer.service@ecua.fl.gov). It's that simple!



## 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!