



# Customer Pipeline

Emerald Coast Utilities Authority

## ECUA's Many Ways to Pay Your Bill

For your convenience, ECUA offers several methods that customers may use to pay their bills. This information is also 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.

### Making Payments at Hancock Bank

ECUA customers may 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.

### Payment at the main ECUA office:

Payment of bills, application for new service or transfer of service may be made in person at the ECUA Customer Service Office located at 9255 Sturdevant Street, Pensacola (in the Ellyson Industrial Park). Drive-thru service is available for your convenience.

### Night Deposit Boxes:

Payment of bills, made in the form of checks or money orders, may be placed in the Ellyson Industrial Park office deposit box. **Cash should not be placed in the night deposit box;** ECUA is not responsible for cash payments placed in the deposit boxes. Payments placed in the deposit boxes during operating hours will be credited to the customer's account on the following business day.

There is also an outside drop box at the Troy University satellite campus located at 21 New Warrington Road. This drop box may be used to deposit payments in the form of checks or money orders (**no cash, please!**), on current accounts. If you make payments using the drop box, please allow 2 business days for processing of payment.



## Mark Your Calendars!

ECUA offices will be closed in observance of the Independence Day holiday on **Monday, July 4.**



## Sanitation Schedule for the Independence Day Holiday

There are **no changes** to the collection schedules for all Residential and Commercial customers.

All garbage, yard trash, recycling and commercial dumpster collections will be made on their regularly scheduled days during the Independence Day holiday week.

**Have a Safe and Happy Holiday!**

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**Pay On-line or Over the Phone with the E-Z Pay Service:**

ECUA customers now have the option of paying their bills by phone or via the internet. For a minimal charge, this new option is a service and a convenience that allows customers to pay their bill by either check, credit card, or debit card with a Visa or Mastercard logo. It's easy and convenient! For participants, there are no more checks to write, no envelopes to mail, and no postage to pay!

Phone payments may be made by calling 1-855-329-0911, a convenience fee of \$1.45 applies.

**Pre-Authorized Checking Program:**

The Pre-Authorized Checking (PAC) Program is a method which allows for the automatic transfer of funds from your bank account to pay your bill. As an Emerald Coast Utilities Authority customer, you are invited to use our PAC program for making your payments the easy, hassle-free way.

Just complete the authorization agreement (a copy is available for download on the ECUA website at [http://www.ecua.fl.gov/pay\\_bill](http://www.ecua.fl.gov/pay_bill), or from our Ellyson Customer Service office), attach a voided check, and return it with your next payment or deliver it to our Customer Service location. Your PAC account will be set up and you will begin to enjoy the convenience of Pre-Authorized Checking. Of course, information about your bill will still be mailed to you, and your account will not be drafted until the PAC date shown on your bill. It doesn't get any easier than this!



**Fun Fact:**

One drip of water every second adds up to five gallons per day!

Check your faucets and showerheads for leaks today!



**Did You Know ?**

Now that summer is in full swing, many of us are firing up the sprinkler systems or pulling out the water hose. Landscaping experts often provide recommendations on watering levels in terms of inches, but the question is: how to determine how long it takes to apply an inch of water to your lawn? Well here's the answer!

Simply set empty cans out in several places your yard. Tuna cans are ideal for this because they have a wide opening and are relatively shallow. Then, just time how long it takes your sprinkler to fill them up to one inch. It's that easy!

