

Customer Pipeline

Emerald Coast Utilities Authority

ECUA BOARD ELECTS OFFICERS FOR 2016-2017

The ECUA Organizational Board Meeting for 2016-2017 was held on November 17, 2016. 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 **Dr. Larry N. Walker**, District Five, to serve as the Vice-Chairman;
- **Ms. Deborah Benn**, **Mr. Chuck Kimball**, **Ms. Catherine Booker**, **Mr. Randy Ponson**, **Mr. Michael Steltenkamp**, and **Ms. Louise Ritz**, were re-appointed to serve as members of the Citizens' Advisory Committee. **Mr. Josh Womack** was appointed to replace **Mr. Tim Common** as the appointee for District Five.

The Board unanimously approved the proposed schedule of its regular monthly meetings for the 2017 calendar year as follows:

January 26	April 27	July 27	October 26
February 23	May 25	August 24	November 16
March 23	June 29	September 28	December 14

The 2017 Organizational Board meeting is scheduled for Nov. 16, 2017.



Mark Your Calendars!

ECUA offices will be closed **Monday, January 16, 2017**, 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 2017, ECUA offices will be closed for the following holidays on these dates:

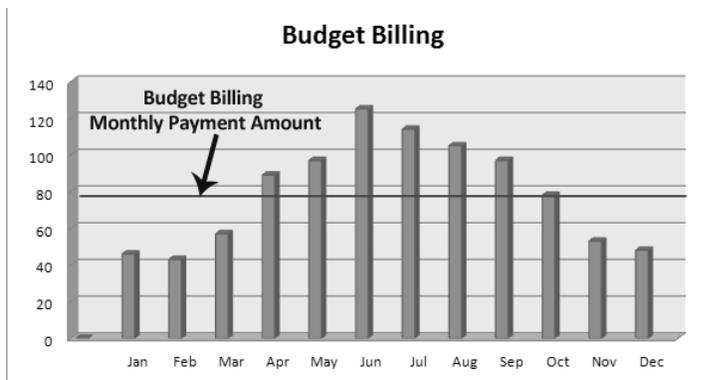
New Year's Day	Monday, January 2
Martin Luther King, Jr. Day	Monday, January 16
Presidents' Day	Monday, February 20
Memorial Day	Monday, May 29
Independence Day	Tuesday, July 4
Labor Day	Monday, September 4
Thanksgiving	Thursday, Nov. 23 and Friday, Nov. 24
Christmas Eve (Observed)	Friday, Dec. 22
Christmas Day	Monday, Dec. 25

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

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 through the year.

For more information, please visit our website at www.ecua.fl.gov, or call the ECUA Customer Service Department at 850-476-0480.



Did You Know? Recycling: We're Back in the Game!

In September 2016, the ECUA proudly kicked-off its new state-of-the-art Materials Recycling Facility (MRF). As a regional facility, our new MRF now provides a recycling processing solution for the entire panhandle area, with the capacity to process up to 165 tons of recyclables per day, and 40,000 tons annually! We're thrilled to be back in the game of recycling and you can join in the progress too!

Whether you just got out of the habit, or haven't yet signed up to participate in this free service, it's easy to be a recycling champion!

For more information on ECUA's recycling program or to sign-up, go to www.LiveGreenECUA.com or www.ecua.fl.gov/green/recycling.

