



# 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                                    4612 Hwy. 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.

Beginning on June 1, 2017, there will also an outside drop box at the ECUA Sanitation Complex campus located at 3050 Godwin Lane. 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 this drop box, please allow 2 business days for processing of payment.



### Mark Your Calendars!

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



### Sanitation Pick-up Schedule for Independence Day (Escambia County ONLY)

**Residential Customers**  
Garbage, Yard Trash & Recycling Services

Tuesday collection will be the day **BEFORE**, on Monday, July 3.

**Commercial Customers**  
Dumpster Services

Tuesday collection will be the day **AFTER**, on Wednesday, July 5.

If you have any questions, please call 476-0480

**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 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. Please note that for this payment option, 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.

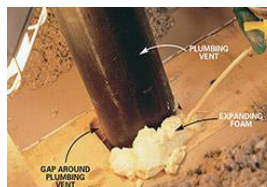
Just complete the authorization agreement (a copy is available for download on the ECUA website at [http://www.ecua.fl.gov/pay\\_bill](http://www.ecua.fl.gov/pay_bill), or from our Ellyson Customer Service office), attach a voided check, and return it with your next payment or deliver it to our Customer 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!



**Three Great Ways to Re-Use and Recycle Plastic Shopping Bags**

Remember That Many Local Retailers Also Accept Returned Bags

**1. A Handy Construction Aid.** Use plastic bags to fill the void around pipes, ducts, or other wall or floor penetrations during construction or renovations, to provide a substrate before filling these cavities with spray foam or caulk.



**2. A Clean Carry-All.** When giving plant prunings away to a friend, leave the mess behind. Place your plant sections in bags that will contain the soil and keep in moisture while you transport them to their new home.

**3. Keep Those Stains Away.** Before kneeling down in the garden, lay two bags down on the grass or soil, or wrap them around your knees, to use as knee protectors to keep the dirt from making stains on your pants.



**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 in 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!

