



SANITATION COMMERCIAL & RESIDENTIAL

**ECUA
9255 STURDEVANT ST
850-476-5110**

**CUSTOMER SERVICE
850-476-0480
Monday-Friday
8:00am-5:00pm**

**AFTER HOURS OR
WEEKENDS
850-476-5110**

History of the Emerald Coast Utilities Authority

The ECUA was originally created under the name Escambia County Utilities Authority in 1981 by an Act of the Florida Legislature to own, manage, finance, promote, improve and expand the water and wastewater systems of Escambia County and the City of Pensacola. The ECUA began offering sanitation services in Escambia County in 1992.

ECUA is a local government body, existing under the laws of the State of Florida. The powers of the ECUA are exercised by a five-member Board. Each member of the Board is elected within one of the five County districts and serves a staggered term. The ECUA's name officially changed to the Emerald Coast Utilities Authority on June 29, 2004.

ECUA Mission Statement

The people and resources of the Emerald Coast Utilities Authority are committed to providing the citizens of Escambia County with service to the highest quality. We are dedicated to meeting the needs of our customers in a courteous and responsive manner. We will continue to pursue operational efficiencies in an effort to maintain reasonable prices for our services.

Residential Sanitation Rates

The charge for single-family residents for monthly sanitation collection is \$18.66 and includes once weekly pick up for household garbage and once a week pick up for yard and garden debris. Please contact our Customer Service Department at 476-0480 for additional sanitation services.

Roll Off Containers

Roll off containers for construction debris and industrial waste are available in 20, 30 and 40 cubic yard containers. These containers are also convenient for some customers who need a large capacity container for clean-up projects. Service can be arranged on an on call basis or by scheduled pick up.

Please contact our Customer Service Center at 476-0480 for current rates and schedules.

Fees

All fees are subject to change based on ECUA Board action.

Redelivery/Replacement Fee

A \$17.68 fee is required to be paid in case of replacement or redelivery of a container or dumpster, regardless of size, which has been removed by ECUA because of failure of the customer to pay for services, or replacement of a container at the request of the customer.

Returned Check Fee

Payments that are returned for any reason are subject to a \$16.25 service fee.

Sanitation Information

Household Garbage is collected for residential customers once per week. The garbage must be placed in the automated container provided by ECUA. The can must be placed to the curbside the evening before the scheduled pick up or by 4:30 a.m. the day of pick up. The container can not be used for yard trash.

New residential customers may receive collection of moving boxes by calling Customer Service at 476-0480 to schedule a pick up. There is no additional fee for this service.

Special service such as collection of excessive amounts of yard trash or bulky waste is available to current customers only. An additional fee is charged for this service. For information on fees and scheduling, please call customer service at 476-0480.

Yard Trash is collected once per week and is defined as leaves, pine straw, grass clippings and small prunings. Yard trash must be containerized in either plastic bags or standard garbage cans that are not larger than 32 gallons in size or weigh more than 40 pounds when full. Cut limbs can not be over 4 feet in length or 40 pounds in weight and must be bundled in a pile not more than 4 feet x 4 feet x 4 feet in size. All yard trash must be placed curbside for pick up.

ECUA will provide **bulky waste** collection to residential customers. Customers **are not required** to call-in to schedule or receive a pick up. Items should be placed at the curb by 5:30 a.m. on the regular collection day, but no sooner than 48 hours before the collection day. ECUA will collect two (2) piles 6'H x 6'W x 6'D piles of bulk items weekly. The service does not include yard trash or building materials.

ECUA offers dumpster and roll-off container services. Please call Customer Service at 476-0480 for rates and schedules.

Holiday Schedule

The Sanitation Department observes the following holidays:

New Year's Day	Labor Day
Martin Luther King	Memorial Day
President's Day	July 4 th
Memorial Day	Thanksgiving
Christmas Eve & Day	

Senior Citizen Rates

The ECUA offers two garbage rates for our senior citizen population of Escambia County.

The Standard Senior Citizen Rate for garbage service is \$15.64 per month and one 60 gallon container is provided. All customers 65 years or older can qualify for this rate by calling our Customer Service Center at 850-476-0480.

Lifeline Senior Citizens Rates

A Senior Citizen Lifeline Rate is offered to those who qualify for \$8.89 per month for garbage service; one 40 gallon container is provided. To qualify for the sanitation Lifeline Rate, **all interested Senior Citizens should apply for the Lifeline rate for garbage, water and sewer by contacting the Northwest Florida Area Agency on Aging at 494-7100.**

Supplemental Security Garbage Rate

ECUA also offers a monthly rate for residential sanitation customers who are head of household and receive Supplemental Security (SSI) benefits. The monthly rate is \$8.89 and one 40 gallon container is provided. Please contact our Customer Service Center at 476-0480 for more information.

Need to make a payment?

Payments can be made by phone by calling 1-855-329-0911 or online at www.ecua.fl.gov. A convenience fee of \$1.45 applies.

You may also mail in your payment to:

ECUA
PO Box 18870
Pensacola FL 32523-8870

You can make your bill payment at any Wachovia Bank location, **provided it is your current bill and you have your payment stub. Check payments only.**

IT'S TIME TO RECYCLE

The ECUA has recently implemented a county wide and voluntary recycling program for residential customers.

We are using a single stream recycling system. This means the customer puts all recyclables in the recycling can. NO sorting is required. The ECUA recycling truck will deliver the recyclables to a processing facility that will do the sorting. While sorting is not required, it is important that only acceptable items be placed in the recycling can.

Collection of recyclables will begin the week of January 5, 2009. Your recycling will be picked up on your garbage collection day by a truck designated for recyclables only. Please leave at least 3 feet between your garbage can and recycling can.

Participation in the ECUA curbside Recycling Program is voluntary and is available to all ECUA residential sanitation customers at no additional charge.

Service consists of three pickups per week, all on the same day – one for regular garbage, one for recyclables and one for yard waste.

Customers wanting to participate in the recycling program are asked to sign up for the service. You can call us at 850-476-0480 or email your request to www.customer.service@ecua.fl.gov

Recycling containers are available in three different sizes – 40 gallon, 60 gallon and 90 gallon containers. Please allow up to 21 days for delivery.

If you find that one time per week pick up of your household garbage is not sufficient, we do offer a second garbage can for an additional \$3.00 per month. The additional can service is available for those customers not receiving the senior citizen garbage rates.

We also provide an extra pick up of your garbage can for \$5.68 per pick up. Please contact Customer Service for additional information.

Once each calendar month, residential customers may request a bulky waste pickup free of charge.

Yes! Recycle These Items:

Newly accepted items are in bold type:

Glass, any color

Newspapers and inserts

Magazines and catalogs

Junk mail and envelopes

Cardboard

Phone books

Office and school papers (colored paper)

Brown paper bags (grocery)

Boxboard (cereal, cake & cracker boxes, etc)

Pizza boxes

Plastic produce clamshells

Plastics No. 1 through 7

Plastic milk jugs; 2-Liters; bottles and containers

Plastic and metal hangers

Plastic cups, plates, utensils

Aluminum cans and lids

Pet food cans and dry pet food bags

Aluminum foil baking pans

Balls of tin foil; Foil pie tins

Metal pots, pans and cookie sheets

Tin and steel cans and lids

Bubble wrap

Egg cartons, cardboard only at this time

No! DO NOT RECYCLE:

No Plastic Bags – **Note: Recyclables CAN be placed in plastic bags to avoid fly away items.** We do encourage the use of plastic bags to hold other recyclables such as loose or shredded paper, and especially packaging “peanuts”, which are difficult to keep contained. Please tie these bags securely to prohibit them from flying out of the recycling truck. When disposing of plastic bags in your regular garbage can, please bundle them up into one bag and secure them well to keep them from littering our streets.

No empty plastic bags

No waxy/paper milk cartons

No juice boxes / bags

No ice cream cartons

No aerosol cans

No garbage or yard waste

For any additional information, please contact us at 850-476-0480 or visit us on the web at www.ecua.fl.gov.

ECUA HOUSEHOLD HAZARDOUS WASTE PROGRAM – HHW PROGRAM

The first ECUA hazardous waste (HHW) collection was July 10, 2010. This new program allows all ECUA residential sanitation customers to call in and request a pick up of paint, swimming pool chemicals, pesticides, used cooking oil/grease, used motor oil, lawn and garden chemicals and other HHW items. These items are picked up by trained ECUA crews who transport the items back to an ECUA facility where our HHW contractor, EQ Environmental, processes and transports the materials for disposal or recycling.

Our first collection day was a resounding success, as evidenced by the many positive comments from customers received by our staff. A total of 355 requests for pick up were addressed. Enough liquid waste was picked up to fill sixty-seven 55-gallon drums or approximately 3,700 gallons. The majority of the liquids collected were paint and motor oil. ECUA crews also collected 235 gallons of cooking oil, 212 fluorescent light bulbs and six cubic yards of dry material such as fertilizer, insecticides and pool chemicals.

The pick up for the HHW program is the first Saturday of the month following the customer's called in request. The materials will be collected by ECUA crews

at the customer's door step, making it as convenient for you as possible.

Please contact our Customer Service Center at 850-476-0480 to arrange for a pick up and for additional information.

ENHANCED RECYCLING PROGRAM

In June 2010, a new feature to the Residential Curbside Recycling Program became effective, adding additional customer value to the current recycling service.

The new feature will be the introduction of a bulk recycling collection program, which will allow recycling customers the ability to call in and request a bulk pick up of recyclable items once per month. The pick up would be made on the next scheduled recycling day following the call and includes such items as:

- Tires – car and truck size
- Propane tanks
- Household electronics
- Appliances
- Batteries
- Large amounts of cardboard

If you haven't signed up for the Residential Recycling Program and wish to, you can E-mail us at customer.service@ecua.fl.gov.

Please make sure to note your name, address, daytime telephone number and the size recycling can you would prefer – 35 gallon, 64 gallon or 90 gallon.

You can also contact our Customer Service Center at 476-0480 to sign up or for additional information.