EMERALD COAST
UTILITIES AUTHORITY

RESIDENTIAL
MAINLAND

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 Security Deposits

(up to 1" meter size)
Water $21.50
Sewer $64.50

Residential Water Rates

Water rates consist of a minimum monthly charge and a usage charge. The minimum monthly fee is charged to all customers having active service. The minimum monthly charge for a single-family residence is $10.48 plus $2.14 per thousand gallons of water used.

Residential Wastewater Rates

The charge for wastewater service to customers is a minimum monthly fee of **$11.93**, which includes 2,000 gallons of usage. Monthly usage in excess of 2,000 gallons is charged at the rate of **$6.50** per thousand gallons.

Winter Quarter Averaging for Sewer

Your annual sewer charges are based on the average number of gallons of water you use during the winter months. The first meter reading taken on or after November 15th will start the sewer averaging period and continue for 90 days after the first meter reading. It is important to check all indoor and outdoor plumbing fixtures for leaks since the averaging period will determine your monthly sewer bill for the next twelve months.

Meter Test Fees

The fee for testing a water meter at the request of a customer is as follows:

Meter Size	Meter Test Fee
Less than 1 1/2"	$ 43.00
1 1/2" to 2"	80.75
Larger than 2"	214.75

There will be no fee charged if the test results are more than 5% in error.

Revised 10/1/2012

Fees

Service Fee
When customers request a meter to be turned on or off, there will be a $10.75 service charge. This fee does not apply to a customer terminating service and receiving a final bill.

Delinquent Processing Fee
When service has been disconnected due to non-payment, there is a delinquency processing fee of $32.25 before 11:00 p.m. After 11:00 p.m., the fee is $70.00. Any time on Holidays or weekends, the fee is $70.00

Returned Check Charge
Payments that are returned due to any reason are subject to a $16.25 service fee.

Same Day Fee
When a customer requests same day service, a fee of $26.75 will be charged when requested after 11:00 a.m. This fee is in addition to the $10.75 service fee.

Wastewater Grinder Pump

Private residences that require the use of a grinder pump to connect to the ECUA sewer system may apply for possible reimbursement for the Grinder Pump Work Station. Please contact our Customer Service Call Center at 476-0480 for an application and additional information.

One Time Leak Adjustment

After the discovery of a houseline water leak, please contact Customer Service for a possible adjustment to the excess water and sewer charges. ECUA offers a One Time Leak Adjustment that may alleviate some of the charges. The adjustment is offered once for the lifetime of the account. A signed form is required along with proof that the leak was repaired. For more information, please call Customer Service at 476-0480 or visit us on the web at www.ecua.fl.gov.

Capacity Impact and Connection fees for New Construction

All applicants are required to pay capacity impact fees and connection fees for new construction. All fees paid are site specific and no refunds shall be made to any applicant.

Water Impact

5/8" meter	$ 845.00
1" meter	$1,447.00

Water Connection

5/8"	$ 550.00
1"	$ 655.00

Sewer Impact

5/8" meter	$1,602.00
1" meter	$2,743.00

Sewer Connection
Actual Cost

The connection applies when there is not a usable sewer service lateral stubbed out from the sewer main to the boundary line of the property served. Connection fees consist of actual cost of labor, materials and overhead as determined by ECUA.

Project EUAP

The Escambia Utility Assistance Program was created in 1988 to assist elderly, disabled or other customers on low or fixed incomes who suddenly face a high utility bill they can not pay. Project EUAP is helping meet this need.

ECUA customers can make regular contributions to the program by having a $1.00 or more per month included in their monthly utility bill. For more information, to make a one time contribution or to sign up as a regular participant, please contact Customer Service at 476-0480 or visit us on the web at www.ecua.org. ECUA and our community appreciate your support very much.

Senior Citizen Rates

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

All Senior Citizens 65 years of age or older can qualify for the standard senior citizen monthly rate of $15.64 for garbage service by calling our Customer Service Center at 476-0480. One 60 gallon container is provided.

A Senior Citizen Lifeline rate is available for those that qualify for $8.89 per month for garbage service. One 40 gallon container is provided. To qualify for the Lifeline Rate, please contact the Northwest Florida Area Agency on Aging at **494-7100.**

The Lifeline rate is also offered on monthly water and sewer charges:

Water– Minimum monthly rate $9.03 which includes 6,000 gallons of water. Any water used over 6,000 gallons is $2.14 per thousand gallons.

Sewer– Minimum monthly rate $11.62 which includes 6,000 gallons. Any usage over 6,000 gallons is $6.50 per thousand gallons.

All interested Senior Citizens should apply for the Lifeline rate for garbage, water and sewer by contacting the Northwest Florida Area on Aging at 494-7100.

Sewer Improvement Fee
Other than single family residential

Average Gallons Used Per Month	Monthly Charge
Lifeline(less than 6,000 gallons)	$ 2.00
Up to 3,000 gallons	2.00
3,001-4,000	3.50
4,001-5,000	5.00
5,001-10,000	5.50
10,001-12,000	6.50
12,001 and up	7.50

Except for single-family residential customers certified as eligible for lifeline rates, Average Gallons Used per Month will be fixed for an annual period based upon average water consumption, for Mainland customers. For single-family residential customers located on Pensacola Beach, Average Gallons Used per Month will be fixed for an annual period based upon average water consumption from May 1 to April 30 if the residence could be occupied that entire time. Residential customers who do not have adequate account history from which to make such computations shall have their Monthly Charge based upon anticipated monthly usage.

Need to make a payment?

Payments can be made by phone by calling 1-866-269-2898 or online at www.ecua.org. A convenience fee of $1.95 applies.

You may also mail in your payment to:
ECUA
PO Box 18870
Pensacola FL 32523-8870

You can also make a bill payment at any Wachovia Bank location provided that your bill is current, you have your payment stub and are paying by check.