

ECUA Residential Recycling Program - Frequently Asked Questions

1. How Can I Sign-Up for Recycling?

The best way to sign up for recycling is through the internet. Our Customer Service representatives, available at **850-476-0480**, will gladly assist customers who do not have Internet access. If you choose to sign-up online, you may use the following methods:

- E-mail the Authority at customer.service@ecua.fl.gov
- Please include your name, address and daytime phone number; with the desired recycling container size (available sizes are 40-gallon, 64-gallon, or 90-gallon containers).
- By downloading the [sign-up form](#) located on the Sanitation Services page. Customers can print out the form, fill it out and **fax it to 494-7343**, or mail it to:

ECUA
P.O. Box 17089
9255 Sturdevant Street
Pensacola, FL 32522-7089

2. What is My Collection Day?

Please call our Customer Service representatives at **850-476-0480**. They will gladly look up your address and give you this information.

3. Are my recyclables and regular garbage picked up on the same day?

Yes. In fact, all your pick-ups will be on the same day. This includes regular garbage, recyclables, bulk waste, and yard trash, too.

4. How long will it take to get my recycling container?

It generally takes about 2 business days after requesting recycling service to receive delivery of your can. Our service area spans the entire unincorporated area of Escambia County: from the Alabama state line, east to Santa Rosa County, and from just below Century, south to Pensacola Beach, (except the City of Pensacola). Before delivery, cans must be assembled and the can's serial number is recorded under your account in our computer system.

5. I want to sign-up for an extra garbage can. What should I do?

Please call our Customer Service line or e-mail your request to customer.service@ecua.fl.gov.

- Please include your name, address and daytime phone number, along with the number of extra garbage containers you are requesting. Up to three additional 90-gallon containers are available to each household, for \$3.25 per month, per container.

6. Is there an extra charge for the Residential Recycling service?

No! Curbside recycling is part of your residential sanitation service, should you choose to participate in the program.

7. What items can I recycle?

Please see the list of accepted items located under the Live Green dropdown tab.