



# Customer Pipeline

Emerald Coast Utilities Authority

## November 15: Sewer Averaging Begins

If you are an ECUA mainland residential wastewater customer, your annual sewer charges are based on the average number of gallons of water used\* in your household during the period known as “sewer averaging.” Sewer averaging, or Winter Quarter Averaging as it is called in some communities, is usually conducted during the winter months when residential water consumption is at its lowest.

**The ECUA’s sewer averaging period will begin with each residential customer’s first meter reading on or after November 15 (including ECUA sewer customers whose water service is received from another water provider). The length of your sewer averaging period is 90 days.**



**WATER WASTED DUE TO LEAKS WILL AFFECT YOUR MONTHLY WATER AND SEWER CHARGES.**

Since your actual water consumption during this period will determine your sewer charge for the next twelve months, it is important to check all indoor and outdoor plumbing fixtures for leaks. Water wasted due to leaks will affect your monthly water and sewer charges. Most leaks are easy to identify but sometimes, it takes a little creativity to track them down.

You can confirm a suspected leak in your toilet’s plumbing by putting several drops of food coloring in your toilet tank. Wait 15 minutes, and if the colored water shows up in the bowl, there is a leak in the tank. Check the toilet’s stopper ball for wear by flushing the toilet and rubbing the bottom of the stopper with your finger. If the rubber rubs off or crumbles, it is time to replace the stopper. Finally, **you need to lubricate, adjust or replace the flush handle if you have to jiggle it to stop the water from running after you flush.** The “stuck” handle may be causing the stopper to stay open, allowing water to flow into the bowl. Check out more ways to save on your water and sewer bill in the right-hand side bar on this page.

\*Note: If you have a separate irrigation meter, the water used through the irrigation meter is not included in the sewer averaging calculation

## Reduce Water Usage: Save, Save, Save

Here are some other ideas to keep in mind for reducing water usage during the sewer averaging period and throughout the year:

- Water the lawn and garden only when necessary. In order to moderate some of the extreme peaks in usage, and to maintain a balanced system pressure and reduce the amount of wear on our pumping equipment, ECUA recommends that our customers irrigate between the hours of 10:00 p.m. and 3:00 a.m., which is our optimum off-peak time.
- Make sure that outside spigots are not forgotten in the “on” position.
- Cut down on the frequency of at-home car washing, or use a commercial car wash.
- Make sure you have a full load before running the washer or dishwasher.
- Don’t let the water run while you brush your teeth or shave.

Hopefully, following some of these simple steps will help you save money and conserve water too! For other conservation tips, check out the “Live Green” tab on the ECUA website.



## Location, Location, Location!

When we're talking about garbage and recycling can placement, it's all about the location! Please place your can on the road, close to the curb, not on the sidewalk to prevent blocking access to the sidewalk. Be mindful also to place your sanitation can(s) at least 3 feet from your mailbox, nearby fire hydrants, or other garbage/recycling can. The truck's mechanical arm needs a bit of clearance as it raises and lowers your can during the collection process.

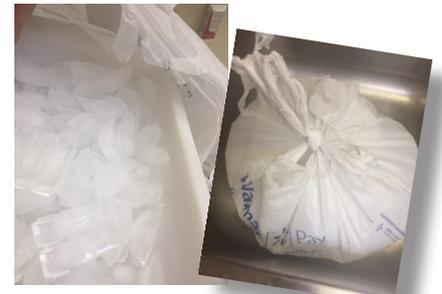
## Two More Great Ways to Re-Use and Recycle Plastic Shopping Bags

Remember That Many Local Retailers Also Accept Returned Bags

**1. Pet waste** – Save money and time by reusing your plastic produce, frozen veggie, or bread bags instead of buying special doggie-doo bags. Be sure to flush Fido's output down the toilet - without the bag, of course, and dispose of the re-used bag in your regular garbage.



**2. Bagging ice** - Use plastic bags to hold frozen ice paks and loose ice destined for your lunchbox or cooler. This will help keep condensation from getting your lunch and snacks wet.



We are pleased to provide voluntary recycling service as part of your residential sanitation collection. To keep our recycling program and service viable, we must ensure that non-recyclable items are kept out of the recyclables collected. Remember to place only accepted items in your recycling container. **Please note that if we tag your can twice for improper disposal of recyclables, we will remove your recycling can for a period of one (1) year, after which you may call our Customer Service to request to have it returned.** Here is a list of accepted and non-accepted items:



## What Can I Recycle?

- Glass, any color
- Newspaper & Inserts
- Cardboard Egg Cartons
- Magazines & Catalogs
- Junk Mail & Envelopes
- Paper Bags & Phone Books
- Colored Papers
- Plastics, No. 1-7
- Plastic Milk Jugs
- Plastic Produce Clamshells
- Aluminum Cans & Lids
- Cereal Boxes
- Pizza Boxes
- Tin/Steel Cans & Lids
- Foil Baking Pans
- Tin Foil
- Metal Pots, Pans
- Plastic bottles
- Pet Food Cans
- Cardboard
- Dry Pet Food Bags

## What is NOT Recyclable?

- Empty Plastic Bags
- Plastic & Metal Hangers
- Bedding or Linens
- Aerosol Cans
- Juice Boxes / Bags
- Garbage or Yard Waste
- Garden Hoses
- Window Blinds
- Carpeting or Rugs
- Tarps
- Construction Materials
- Bubble Wrap
- Food Waste
- Waxy/Paper Food Containers (Milk & Ice Cream Cartons, etc.)
- Polystyrene (StyroFoam®) Products