



# North End Santa Rosa Co. Sanitation Services

Emerald Coast Utilities Authority

## Residential Garbage Service

Welcome to the ECUA as a residential sanitation customer. If you ever have questions about your sanitation service, please visit our website at [www.ecua.fl.gov/santa-rosa](http://www.ecua.fl.gov/santa-rosa), the Santa Rosa County website at <http://www.santarosa.fl.gov/bocc/solid-waste.cfm> or call us at 476-0480. Our Customer Service Specialists will gladly help you.

Residential sanitation service includes twice-per-week pickup of household garbage, once-per-week collection of recyclables, yard trash collection every other week, and a call-in bulk waste pick-up service. For simplicity's sake, recycling, yard trash, and bulk waste services will be provided on one of your regular garbage pick-up days. Also, a different truck will provide each separate pick-up.



## Did You Know?

Did you know that ECUA has a comprehensive curbside recycling program that is a part of your weekly service? For a complete list of all ECUA-accepted recyclables, visit our website, or contact our Customer Service department.

If you haven't signed up yet for the Residential Recycling Program and wish to, you can:

- E-mail the ECUA at [customer.service@ecua.fl.gov](mailto:customer.service@ecua.fl.gov). Please make sure to note your name, address, and daytime telephone number.
- Call ECUA Customer Service at (850) 476-0480 and one of our Customer Service Specialists will take care of the rest!

## Sanitation Collection Times May Vary

Periodically, the ECUA Sanitation Department revises its collection routes to keep pace with the growth in our service area and maintain the most effective collection routes possible.

Customer collection days do not usually change (you will be advised if they do), but the time the truck arrives at your home to collect your garbage or yard trash may vary from time to time. Factors affecting pick-up times may include seasonal variations in volume of garbage, yard trash or recyclables, operational or staffing issues, and even weather may play a part in offsetting pick-up schedules.

To be sure your collection is not missed, please place your garbage and recycling containers, yard trash, and any bulk items at the curb by 7:00 a.m. on your normal collection day.

Thank you for your assistance and cooperation.

## What Are My Collection Days?

Please follow this link to search for your collection days:

<http://www.santarosa.fl.gov/bocc/solidwaste.cfm>

## Bulky Waste Service

Your residential collection service includes bulky waste pick-up -- furniture and other household items that are too large to fit in the automated can for disposal. Just give us a call or email us and we'll take care of the rest. Simply place your item(s) at the curb before 7:00 am on your regular collection day. Our Bulk Waste crew will be by to pick it up. What could be simpler?



## Keep These Simple Guidelines in Mind:

The items we accept for our Bulk Waste Program are: Furniture, such as: Couch, Mattress, Desk, Chairs, Dresser; Rugs; Carpets; Vacuum Cleaners; Bicycles; Bags of clothes; Grills; toilets, etc.

- Customers **need to call** in or email our Customer Service to schedule or receive a pick-up.
- Items should be placed at the curb by 7:00 a.m. on your regular collection day, but no sooner than 48 hrs. before collection day.
  - Please pile the bulky waste item(s) at curbside, free of over hanging tree limbs and/or wires, and being careful not to block traffic.
  - We will gladly collect up to two (2) cubic yards of bulk items per pick-up.
  - Yard waste is not included in the bulky waste collection program. It is picked up in a separate weekly collection.

## Yard Waste Service

ECUA provides yard waste collection service once every other week to all residential customers in north end Santa Rosa County. Our crews get an early start every day, so it is best to have your yard trash at the curb prior to 7:00 a.m. on your scheduled yard trash collection day.

Yard waste, as defined by the ECUA Sanitation program, includes: leaves, pine straw, grass clippings and small prunings.

Please follow these few simple guidelines:

1. **Do not use your garbage or recycling can for yard trash. Yard waste is collected separately from household garbage.**
2. Place your bagged or canned yard trash within two feet of the curb and away from the road.
3. Small yard waste, leaves, pine straw and grass clippings must be contained in standard garbage containers or plastic bags that do not weigh more than 50 pounds when full.
4. Cut limbs should not exceed six feet in length or 50 pounds in weight, and must be bundled. Please remember to tie loose limbs into manageable and secure bundles.

Customer Service: 476-0480 • [www.ecua.fl.gov](http://www.ecua.fl.gov) • [customer.service@ecua.fl.gov](mailto:customer.service@ecua.fl.gov)

• After-hours Emergency Calls: 476-5110 •