



# Customer Pipeline

Emerald Coast Utilities Authority

## Simplify Your Life with the Pre-Authorized Checking Program



The Pre-Authorized Checking (PAC) Program is a method that allows for the automatic transfer of funds from your bank account to pay your bill. As an Emerald Coast Utilities Authority customer, you are invited to use our PAC program for making your payments the easy, hassle-free way.

Just complete the authorization agreement (a copy is available for download on the ECUA website at [http://www.ecua.fl.gov/pay\\_bill](http://www.ecua.fl.gov/pay_bill), or from our Ellyson Customer Service office), attach a voided check, and return it with your next payment or deliver it to our Customer Service location. Your PAC account will be set up and you will begin to enjoy the convenience of Pre-Authorized Checking. Of course, information about your bill will still be mailed to you, or you can opt to receive your bill through our e-notification process. Your account will not be drafted until the PAC date shown on your bill. It doesn't get any easier than this!



## Mark Your Calendars!

ECUA offices will be closed on **Monday, Sept. 4**, in observance of the Labor Day holiday, and there are **no changes** to the Sanitation collection schedules.



Please help us keep our recyclables clean by placing only accepted recyclables in your recycling cart. Remember, liquids and garbage can contaminate recyclables, reducing their value and potential for reuse. Be a recycling champion and take a few seconds to properly separate out those items that are not accepted in the recycling program.

## What Can I Recycle?

- Glass, any color
- Newspaper & Inserts
- Magazines & Catalogs
- Junk Mail & Envelopes
- Paper Bags & Phone Books
- Colored Papers
- Cardboard
- Cardboard Egg Cartons
- Cereal Boxes
- Pizza Boxes
- Aluminum Cans & Lids
- Tin/Steel Cans & Lids
- Foil Baking Pans
- Tin Foil
- Metal Pots, Pans
- Plastic Milk Jugs
- Plastic bottles
- Plastics, Nos. 1-7
- Plastic Produce Clamshells
- Pet Food Cans
- Dry Pet Food Bags

## What is NOT Recyclable?

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

Customer Service: 476-0480 • [www.ecua.fl.gov](http://www.ecua.fl.gov) • [customer.service@ecua.fl.gov](mailto:customer.service@ecua.fl.gov)  
 Commercial Sanitation Customer Service: 476-0480 • After-hours Emergency Calls: 476-5110

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

Remember That Many Local Retailers Also Accept Returned Bags

**1. Instead of buying pillows for your patio, buy or make pillow cases and fill them with plastic bags.** - Outdoor pillows take a lot of beating from the elements-- sun, humidity, and rain. As much as we try to make them last, they invariably get left outside through heavy rain storms and eventually become faded and mildewed. When you make your own, they generally cost less, you can make them any size you want, and easily wash the cover and put new plastic bags inside when a sprucing up is needed! There are many easy-to-follow instructional videos on YouTube or articles on the internet that can help get you started.



**2. Fido can get his own pillow too!** The same concept applies to making a comfy, less expensive, and durable pet bed for your furry friend. Again, you can make this as little or large as needed to fit your pet's napping comfort.

**3. Get Organized!** - While you have the sewing supplies out, get them sorted and organized into plastic bags that take up less room in your sewing basket than cardboard or plastic boxes.

## ECUA Drop Box Has Moved!

The ECUA payment drop box that used to be located at the former Troy University campus on New Warrington Road, was moved effective June 1 to the ECUA Sanitation Complex campus located at 3050 Godwin Lane. Customers may use this drop box to deposit payments in the form of checks or money orders (**no cash, please!**), on current accounts. If you make payments using this drop box, please allow 2 business days for processing of payment.

The payment drop box located at the main ECUA campus in the Ellyson Industrial Park remains in service.

To find other convenient ways to pay your bill, please visit our website at [www.ecua.fl.gov](http://www.ecua.fl.gov). We offer many options to suit your busy lifestyle!

### Fun Fact:

ECUA's Fats, Oils and Grease (FOG) program staff inspected 776 restaurants/food service establishments during the April-June period (3rd Quarter of our current fiscal year). Additionally, we collected from our various Residential Grease Disposal Stations, a total of 3,552 gallons of used cooking oil, which were then recycled into biodeisel fuel. Find the full listing of our disposal stations' locations on our website and start recycling your cooking oil too!

