



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, such as how to sign up for recycling or your new collection day, please visit our website at www.ecua.fl.gov, or call us at **476-0480**. Our Customer Service Specialists will gladly help you.

Residential sanitation service includes once-per-week pickup of household garbage, recyclables, yard trash, and bulk waste items. All four services are provided to you on the same day, so you only have one collection day to remember. Also, a different truck will provide each separate pick-up.



Did You Know?

Did you know that we have a comprehensive curbside recycling program that is a part of your weekly service? In addition to the typical recyclables, we also collect certain household hazardous waste items and bulk recyclables. For more information and a complete list of 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. Please make sure to note your name, address, daytime telephone number, and the size of recycling can (35-gallon, 64-gallon, or 90-gallon) you would prefer.
- 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 5:30 a.m. on your normal collection day.

Thank you for your assistance and cooperation.



Bulky Waste Service

All ECUA customers are eligible for weekly bulky waste pick-up. This service includes pick-up of furniture and other household items that are too large to fit in the automated can for disposal.

There is no need to call to schedule the pick-up. Simply place your item(s) at the curb before 5:30 am on your regular collection day. Our Bulk Waste crew will be by to pick it up. What could be simpler?

Please keep in mind that anything left in the right-of-way on your regular collection day may be mistaken for a bulk waste item or a yard trash bag. Always be mindful to not place items that are not meant for disposal in the right-of-way to avoid inadvertent pick-ups. The following guidelines were developed to help us provide this free service within the current rate structure.



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 **do not need to call** in to schedule or receive a pick-up. Items should be placed at the curb by 5:30 am 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 overhanging tree limbs and/or wires, and being careful not to block traffic.
 - We will gladly collect one 6' W x 6' D x 6' H pile of bulk items weekly.
 - 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 weekly to all residential customers. Our crews get an early start every day, so it is best to have your yard trash at the curb prior to 5:30 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 exceed 32 gallons in size or weigh more than 40 pounds when full. **We gladly collect up to 20 plastic yard trash bags or cans each week.**
4. Cut limbs should not exceed six feet in length or 40 pounds in weight, and must be bundled in two piles of no more than two 6' W x 6' D x 6' H piles, Please remember to tie loose limbs into manageable and secure bundles.

Customer Service: 476-0480 • www.ecua.fl.gov • customer.service@ecua.fl.gov

Commercial Sanitation Customer Service: 476-0480 • After-hours Emergency Calls: 476-5110