



Emerald Coast Utilities Authority
2010 Annual Report



“Project 811” – or the 11th episode of the eighth season of ABC’s Extreme Makeover, Home Edition – gained national attention for ECUA as we stepped in and worked with the show’s producers to establish water and sewer services for the featured home.



ECUA Board members ceremonially “turn the valve” to officially launch the operation of the Central Water Reclamation Facility.





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MESSAGE FROM THE EXECUTIVE DIRECTOR



Steve Sorrell

It should come as no surprise that December 2, 2010, will go down in our history as one of the proudest moments we at ECUA have ever experienced. That was the day when the ECUA Board of Directors ceremonially “turned on the valve” to our newly-constructed Central Water Reclamation Facility (CWRF), as witnessed by the hundreds of local citizens, elected officials and community leaders who joined us in the celebration. The facility and all of the excitement surrounding it were chronicled in local, regional and even national media reports. We’re honored to have received the



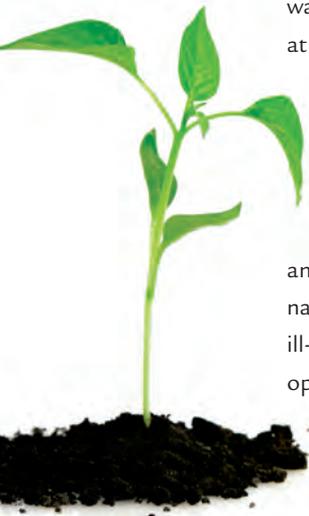
Collins Center’s Sustainable Florida 2010 Best Practice Award along with our partner, Gulf Power. We were also the proud recipient of the Associated General Contractors “Build Alabama” award.

This event also marked the end of an era with the impending decommissioning of our Main Street Wastewater Treatment Plant (MSWWTP). Antiquated and badly-damaged by Hurricanes Ivan and Dennis, the MSWWTP, or “Old Stinky” as I affectionately called it, has been an infamous landmark in downtown Pensacola for many, many years. As we bid it farewell, we can appreciate its contributions to our community’s growth and development while we eagerly look forward to the operation of the new CWRF, “Our Present for the Future.”

Central Water Reclamation Facility at start-up, August 2010

While the start-up of the new plant was certainly the highlight of our year at ECUA, it was not the only

accomplishment we want to mention. Of note were the completion of a major multi-phase water main project with the Dunaway Well Transmission Line Phase 4, the design for the Infiltration and Inflow Reduction program, and the Pensacola Beach Reclaimed Water Reuse project. Also, our staff presented “Recovery from a Coastal Storm” at the American Water Resources Association’s annual conference in Philadelphia, and “Re-Use at the CWRF” at the annual WEFTEC national conference in New Orleans. Finally, we were ready to respond to any potential ill-effects of the BP DeepWater Horizon Oil Spill, which fortunately did not impact our operations in any significant manner.



So, as you will learn while reading through the various departments' accomplishments in this publication, you will come to understand how our employees' diligent work continued ECUA's tradition of contributing to our community's daily well-being and quality of life, while keeping a firm hold on the direction of the environmental stewardship we hold so dear.

All in all, 2010 was one of the most productive years in recent memory, and that is good news for our organization, our community and our customers. We wish you the best in 2011, and look forward to many more years of doing business together.



Stephen E. Sorrell, P.E., M.P.A.
ECUA Executive Director, March 2011

ECUA BOARD

The five elected members of the ECUA Board are charged with formulating and adopting policies, procedures, rules and regulations, including the setting of consumer rates necessary for the ownership, management, operation, and maintenance of ECUA's utility systems. Each Board member is elected from one of Escambia County's five electoral districts and serves a four-year term. The terms are staggered, with elections taking place at two-year intervals. Representatives of districts one, three and five are elected in the same cycle, while representatives from districts two and four are elected in the alternate election cycle.

The Board's business is conducted at public meetings scheduled on a regular monthly basis and held in the boardroom of the ECUA's Human Resources Building in the ECUA's Ellyson Industrial Park Campus. The Human Resource Building is located at 9250 Hamman Avenue, Pensacola.

ECUA Board members may be contacted through the information listed on this page or by contacting **Ms. Linda Iversen, Executive Assistant to the Board**, at 476-5110, ext. 3302.



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FIELD & CUSTOMER SERVICE GROUP



In keeping with our on-going commitment to serve not only our clients but our community as well, the **Field and Customer Service Group** participated in educational and informative outreach events throughout the year.

The **“I Love Science” program**, arranged through our partnerships with the Institute for Human and Machine Cognition and the Escambia County School District, allowed us opportunities to get involved with the area’s

youth and present information about **ECUA’s Fats, Oils and Grease (FOG) program**. In addition, we offered the FOG guidelines and grease disposal containers through a variety of venues, such as Earth Day, Bay Day, the Ensley Fire Department Open House, the Sacred Heart School Annual Pumpkin Run, the NAACP Banquet, the 4-H Club Environmental Day and the Beulah Sausage Festival. Furthermore, ECUA representatives coordinated a hurricane preparedness seminar for the Florida League of Cities’ partners in the panhandle area, and offered a safety awareness class for groups of ECUA employees who might have come in contact with oil spill toxins during the clean-up process of the BP Horizon Oil Spill.

Whataburger and the Navy Federal Credit Union were the first two winners of ECUA’s Protector of the Environment Award, which began in 2010. This award recognizes food service establishments that use best management practices in the removal of fats, oil and grease from their wastewater prior to disposal in the ECUA sewer system.

Overall, the Field and Customer Service Group can reflect on a productive 2010, and looks forward to continuing those efforts in the future.

Internally, our Environmental Programs Backflow Prevention Inspector, **Kevin Waters**, earned the Backflow Training Recertification, and we continued to partner with the City of Pensacola and Escambia County Building Departments to address the issuance of commercial Certificates of Occupancy and their corresponding backflow testing requirements. We published the ECUA Emergency Response Plan, and employee education and preparations were made for the June launch of the **Household Hazardous Waste Collection Program.**

Capping off the year, we received a rebate check in the amount of approximately \$231,000 in December 2010. This rebate was a direct result of the ECUA's positive performance as a self-insured member participant of the League of Cities Risk Pool.



BY THE NUMBERS:

- 280,000 phone calls taken by the Customer Service call center
- 231,000 rebate dollars received by ECUA from the League of Cities Risk Pool for our positive performance
- 4,090 gallons of used residential cooking oil collected
- 1,439 FOG inspector visits made to Food Service Establishments
- 1,200 six-graders received FOG information on Bay Day 2010
- 250 brochures distributed at the NAACP Annual Banquet
- 100 grease disposal containers handed out during "I Love Science" program
- 40 hours spent by each sanitation supervisor in the OSHA-compliant HAZWOPER class

REGIONAL SERVICES



Our **Regional Services Department** achieved and exceeded the lofty goals it set for itself for the 2010 fiscal year. Toward accrediting our staff, 68 percent of Regional Services employees now possess at least a Level 3 Water Distribution System Operator License, and five of those employees obtained a Level 2 License in 2010. The accreditation process is a requirement established by the State of Florida.

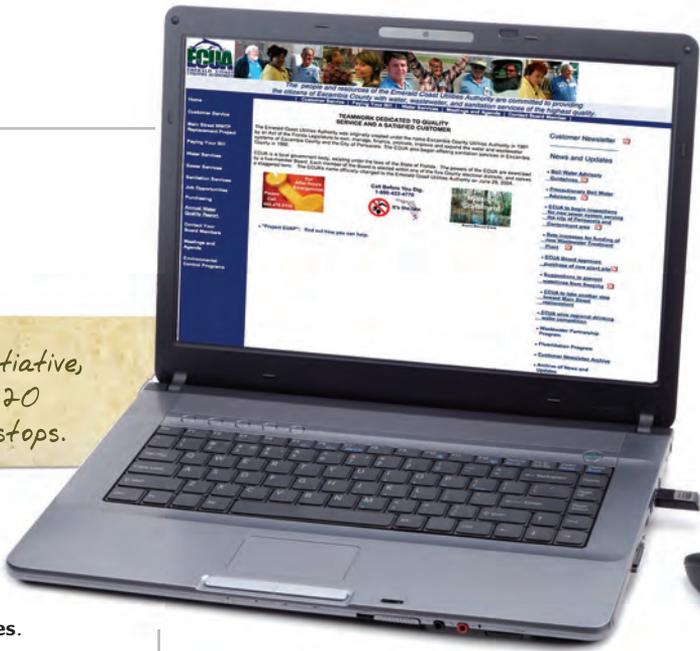


Greg Risby

In addition to achieving our annual goals, the **Regional Services accomplishments** also included testing and/or repairing all of the 802 large meters within the water distribution system, and identifying the number of flush hydrants installed since May 2010.

In response to a request by the Florida Department of Environmental Protection that ECUA address dead-end lines within its system, our **Regional Services Department set its sights on implementing an automatic flush-device program**. As a result of our efforts, we installed 70 automatic flush valves on dead-end lines in 2010, as well as resolved 317 water quality complaints, and performed over 5,000 routine flushes. Finally we performed preventive maintenance on almost 3,500 fire hydrants, a 169-hydrant increase over the previous year.





Under its "20-10 in 2010" initiative, Regional Services completed 20 valve insertions in 10 hydra-stops.

Another surpassed goal was that of **distribution and utilization of laptop computers in ECUA crew vehicles.**

As of year's end, 20 laptops – all equipped with sophisticated mapping software – were issued to Regional Services and sewer maintenance staff. These computers will be evaluated regularly for durability, flexibility and the need for future computer programs and software.

A fourth goal set by our Department was to clean out the accessible parts of the entire wastewater collection system.

Toward that effort, 85 percent of ECUA's sewer system – or 100 percent of that which was accessible – was cleaned. This completed the three-year plan and increased the rate of cleaning to 160,000 feet per month, an increase of 10,000 feet per month over 2009. During this process, 59 system-related problems were identified and submitted to the proper entities for replacement or repair.

BY THE NUMBERS:

- 3,482 fire hydrants had preventive maintenance
- 32 three-port hydrants upgraded from two-port models
- 28 new fire hydrants identified and added to the ECUA's mapping system.
- 25 total reported flush hydrants installed since May 2010
- 6 reduction of Sanitary Sewer Overflows over 2009

SANITATION



In June 2010, **ECUA Sanitation** introduced its **Bulk Waste Recycling Program**. Customers can now call-in and request a pick-up of qualifying items such as batteries, electronics, appliances and tires. The following month, we launched the **Household Hazardous Waste (HHW) Program** giving all ECUA residential sanitation customers a free once-per-month doorstep collection of hazardous waste. Items eligible for disposal in this program include pool chemicals, household chemicals and paints, fertilizers, used cooking greases and automotive fluids. As the first local program of its type, this has been an excellent service for our customers and is already showing significant success. Additionally, the launch went very smoothly, due in large part to the Sanitation department's pre-launch preparations and training. To further enhance our curbside recycling service, we added a considerable amount of items to the list of accepted materials in our program, including the ever-popular pizza boxes, pet food containers, and tin foil.

In 2010, the Sanitation Department sponsored an art contest to showcase the newest item in the Authority's environmental toolbox – a Peterbilt Model 320 HLA (Hydraulic Launch Assist) Hybrid sanitation truck, better known as the “Clean, Green, ECO-Machine.”



A major change in the yard trash program took place in 2010 when an adjustment in the state law began allowing yard trash to be placed in **Construction and Demolition (C&D) pits**. Prior to the change, we were forced to use the Perdido Landfill, where tipping fees are almost two-and-a-half times higher than those at competing C&D pits. As a result, ECUA saved on lower disposal costs and, because the C&D pit is significantly closer than the Perdido Landfill, through lower fuel and vehicle maintenance costs. This has helped us off-set the rising costs of disposal fees and keep our rates stable.

In collaboration with the Escambia County Neighborhood and Environmental Services Department's Clean Sweep Program, our Sanitation department provides notice to residents in identified neighborhoods of pick-up dates on which a truck will be on their streets to remove all trash placed at the curb. Our Sanitation staff then performs the removal and disposal, and the County pays the tipping fees and ECUA's expenses.



In October 2010, our **Sanitation Department took delivery of a garbage truck equipped with new hybrid drive technology**, designed especially for refuse vehicles. Its hydraulic system allows for up to a 50% increase in fuel efficiency, and extends the life of the braking system significantly, resulting in a reduction in maintenance costs. Once this vehicle's performance has been observed and noted for one full year, the department will determine if this new technology is viable for the rest of our vehicle fleet.

Curbside recycling completed its first full fiscal year in September 2010.

At the beginning of the 2010 fiscal year (October 2009), and only nine months into the program, 47 percent of customers were signed on as participants in the voluntary program, with an average weekly collection weight of 118 tons. By the end of the year, the percentage of participating customers had jumped to 55, with a collection weight of 170 tons per week. One reason for the increase in recyclables tonnage was a new processing agreement with West Florida Recycling, which began allowing a wider variety of materials to be collected for recycling. The new and improved agreement resulted in an increase in the number of participating customers and the amount of tonnage collected.

To date, the once-per-week system is working well and has significantly reduced our normal household solid waste tonnage.

Because we are able to offer in-house services at rates below our private competitors', our commercial roll-off operation experienced a slight increase. New construction in our service area translated into a nine percent boost in revenue over 2009.

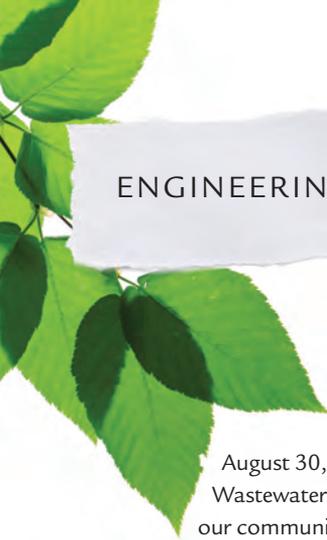
Starting off in the first week of FY2010, a major fire occurred in the garage building of the Sanitation complex. No one was injured, but we did lose one vehicle from our fleet. ECUA used this opportunity to make repairs and upgrades to the older garage buildings in the complex, including the installation of a fire sprinkler system. As the year went on, our Fleet Services Division continued to integrate the operations of the Ellyson and Sanitation garages, including standardizing parts and supply vendors, and cross-training mechanics to perform work at both locations. A bar coding system for parts and supplies was installed, which improved our inventory process.



BY THE NUMBERS:

- 58,391 pounds of HHW collections since June 2010
- 40,500 (55%) ECUA customers participating in curbside recycling at end of 2010
- 23,000 requests for bulk waste collection in 2010
- 1,539 less tons of waste collected from 2009 to 2010
- 13 clean-ups performed for the "Clean Sweep" program
- \$9.00 cost per ton for disposal at C&D
- 1.24 average tons of waste generated annually per ECUA residential customer





ENGINEERING

Central Water Reclamation Facility (CWRP) Completion and Main Street WWTP Replacement

Startup of the new Central Water Reclamation Facility (CWRP) occurred on August 30, although December 2, 2010 marked the official completion of the Main Street Wastewater Treatment Plant's replacement and the beginning of a new era for ECUA and our community. "Our Present for the Future," the dedication ceremony of the CWRP, was a monumental milestone for ECUA and for our Engineering Department, in particular. It symbolized a long, complex process in which we managed everything from the design of the new plant and bidding and construction procedures, to the acquisition of equipment and all necessary regulatory permits, as well as overseeing the work of the project's various consultants and contractors. Furthermore, the Engineering staff also coordinated the completion of reclaimed water reuse agreements with Gulf Power and International Paper (IP) Companies.

In 2010, construction work was completed and new facilities were placed into service on the following parts of the CWRP project:

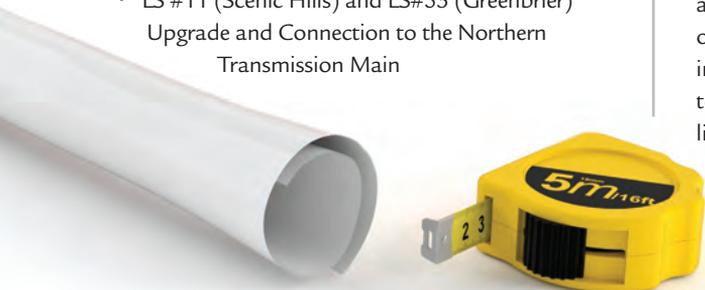
- Southern Transmission Main – 2.3 miles of 30" and 36" ductile iron pipe (DIP)
- Central Transmission Main – 8.0 miles of 42" DIP
- Northern Transmission Main – 8.1 miles of 42", 48", and 52" DIP
- Government Street Lift Station
- Moreno Street Lift Station
- Pipeline Road Lift Station
- Central Water Reclamation Facility
- Water Quality Laboratory
- Gulf Power Reclaimed Water Main – 2.1 miles of 30" DIP
- Effluent Spray Fields No. 1 and 19
- Backup Potable Water Supply System to Gulf Power
- LS #186 Transmission Main – 3.8 miles of 16"-20" DIP
- International Paper Reclaimed Water Main – 4.1 miles of 30" DIP
- LS #11 (Scenic Hills) and LS#53 (Greenbrier) Upgrade and Connection to the Northern Transmission Main

ECUA/IP Pipeline and Wetlands Project

A permit was issued to International Paper for this project, a unique public/private partnership with ECUA, in March of 2010, and construction began in June. Construction is estimated to take approximately 24 months. This partnership will add to the future disposal capacity for ECUA reclaimed water.

Sewer System Rehabilitation/I&I Reduction

The multi-year Infiltration and Inflow (I&I) Reduction program continued in 2010. Design was completed and contracts were awarded for cured-in-place pipe lining (CIPP) and test-and-seal (T&S) services for the Pensacola Beach Sewer Basin. In an effort to reduce the I&I on the mainland, a portion of the contracted resources for Pensacola Beach were diverted for immediate necessary repairs to the gravity sewer in the Pen Haven area. Additionally, the Engineering Department took a proactive approach to identify inflow problems on a system-wide basis through the inspection of existing sewer lines and repairs to 32,450 linear feet of pipe using trenchless lining methods.



BY THE NUMBERS:

\$2,213,000	for sewer expansion projects
60,000	gallons per day of reclaimed water for irrigation on Santa Rosa Island medians
15,000	feet of repaired gravity sewer lines in Pen Haven
467	sewer services constructed through sewer expansion program
25%	increase in reclaimed water disposal capacity of Bayou Marcus southern wetlands
24 months	to complete ECUA/IP Wetlands Project
0.98	million gallons per day average flow from NAS Pensacola to Bayou Marcus WRF

Bayou Marcus Wetlands Expansion

Our staff provided project management for the construction of a transmission and distribution system to the southern wetlands of the Bayou Marcus Water Reclamation Facility (WRF). In prior years, reclaimed water disposal/reuse from the Bayou Marcus Facility was via the northern wetlands; however, this recent expansion project will ensure adequate disposal capacity and continued compliance with our FDEP operating permit. The construction contract was awarded in 2010 for installation of the piping and discharge system within the southern portion of the Bayou Marcus Wetlands.



Pigging (vb.) refers to the practice of using pipeline inspection swabs or 'pigs' to perform various cleaning and maintenance operations in a pipeline.

Perdido Key Trunk "I" Diversion, Phase I

Phase I of the Perdido Key Trunk Diversion Project was completed this year. This phase includes a large lift station on Bauer Road and the installation of 8,950 linear feet of 16-inch diameter force main pipe, at a cost of \$724,314.

Pensacola Beach WWTP Disinfection System Modifications

In late December, ECUA's Pensacola Beach Wastewater Treatment Plant completed system modifications, making reclaimed water available to the Santa Rosa Island Authority (SRIA) for irrigation purposes. This win-win situation allows the SRIA to irrigate the rights-of-way and median on Via de Luna at a lower cost, reduces the draw on our community's potable water source, and eliminates some of the effluent discharge into surface waters. Modifications included converting the existing ultraviolet (UV) disinfection system to a chlorine-based disinfection system. In time, reclaimed water from the Pensacola Beach plant may be available for residential irrigation purposes.



Additionally, other **Engineering Department** projects include the completion of the **Dunaway Well Transmission Line** (Phase 4), overseeing the ongoing upgrade of antiquated water mains, installation of new fire hydrants, replacement of water service lines, maintenance of water storage tanks, and extensive utility relocation coordination throughout the ECUA service area.

FINANCE

In 1988, ECUA received its first “**Certificate of Achievement for Excellence in Financial Reporting**” award from the Government Finance Officers Association, and, for the fiscal year ending September 30, 2009, we have won it yet again, for the 22nd consecutive year! This annual award is significant to our organization as it recognizes the quality of our Comprehensive Annual Financial Report (CAFR).

Our report not only organizes detailed information for a particular fiscal year, but it also provides a 10-year historical snapshot of our expenses, revenues, numbers of customers, volume of water pumped, and other pertinent data. In addition, it makes note of our major organizational accomplishments for that year, which can be quite valuable when mapping out our future goals.

FINANCIAL SUMMARY FY 2010

REVENUES



- 2% Investment Income
 - 3% Miscellaneous Revenues
 - 18% Sanitation
 - 31% Water
 - 46% Wastewater
- TOTAL REVENUES:
\$98,072,271**



PAYROLL NUMBERS AT A GLANCE:

- 24 new employees processed
- 25 employees departed ECUA (non-retired)
- 13 retired employees
- 20 employees entered the ‘DROP’ retirement program

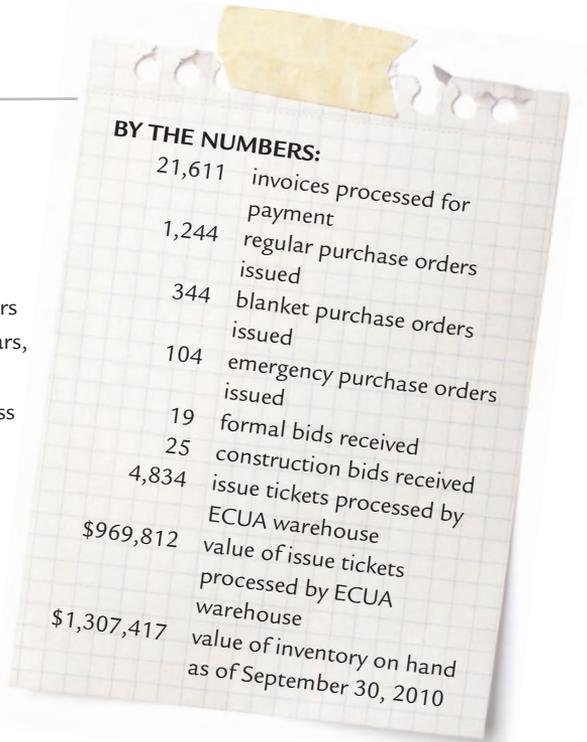
EXPENSES

- 8% Materials and Supplies
 - 23% Support Services
 - 31% Debt Service
 - 38% Personal Services
- TOTAL EXPENSES:
\$89,886,924**



Accounts Payable & Receivable

The way we process payments both from our customers and to our vendors has changed significantly over the years, but most profoundly in 2010. After an initial investment into our computer technology, we now are able to process all types of receipts and payments faster than we ever have. Our vendors, while they may choose to be paid via paper checks, now have the option of being paid by ECUA through electronic deposits directly into their respective bank accounts. As of August 2010, all accounts receivable payments are being processed in-house, which allows us to electronically make deposits into ECUA's bank account, and more quickly post payments to our customers' ECUA accounts. All in all, these changes have benefited ECUA by saving us the cost of printing and mailing checks, reducing vendor inquiries into unpaid invoices, and no longer making it necessary to pay a contractor to process our accounts receivables.



ASSETS



- 3% Other Assets
- 8% Cash and Investments
- 10% Construction Funds
- 79% Utility Plant
- TOTAL ASSETS:**
- \$869,689,714**



LIABILITIES/NET ASSETS



- 6% Other Liabilities
- 37% Long-term Debt
- 57% Net Assets (Equity)
- TOTAL LIABILITIES/**
- NET ASSETS: \$869,689,714**

HUMAN RESOURCES & ADMINISTRATIVE SERVICES

Our employees are the most valuable resources we have at ECUA, and throughout 2010, our Human Resources Department continued to implement progressive ways in which to improve our quality of service to them. Some of the enhancements toward that effort are listed below.

Employee Career Development: ECUA partnered with Landrum Professional Services to offer free leadership development to our new and current supervisors. We also conducted over 50 career counseling sessions for employees seeking growth within their careers.

Tobacco Cessation Reimbursement Program:

For those of our employees who wished to quit using tobacco, Human Resources implemented this program in 2010 to encourage them by providing help with the associated costs of nicotine cessation aids. Eleven employees sought assistance throughout the year in their personal quests to take this important step in improving their overall health. The second phase of this incentive was added as well – the “Quit Smoking Now” program. Of the 77 declared tobacco users, 36 successfully completed this valuable training.

Employee Relations: The recent economic recession, along with the co-incidental Gulf Oil Spill, had direct and indirect impacts on the ECUA staff and their families. In an effort to boost morale and create an environment conducive to higher job satisfaction levels, the Human Resources Department coordinated many employee-related functions and activities.

- Employee service award program
- Employee- and Supervisor-of-the-Year awards
- Our annual Employee Awards picnic, charity golf tournament and charitable events
- Special recognitions for retirements, birthdays and other notable milestones
- Internal communications tools, such as “Message from the Executive Director,” “Friends and Family” announcements, employee “Pipeline” and a monthly human resources event calendar
- Roundtable discussions with representatives from United Way and Escambia County Sheriff’s Office, which offered education, awareness and opportunities for feedback

Problem-Solving Teams: Our Worksite Committee teams offered a valuable forum for employees to channel their suggestions and concerns regarding workplace issues. The ECUA Human Resources staff coordinated these teams and their regular monthly and bi-monthly meetings



Chili Queen Ronda Branton, Finance Department and Steve Burgess, ACS Relay for Life team leader

New Employee Recruitment and Orientation: In 2010, HR coordinated eight online application training classes and continued to make improvements to ECUA's career page. Our Recruiting Team screened in excess of 1,500 online applications and over 8,000 employment interest requests. Of those job-seekers, over 100 were assessed in reading comprehension, mathematics, and mechanical and chemical aptitudes, resulting in 29 filled positions at ECUA. From there, the HR Department conducted four quarterly new-hire orientations, and several condensed on-board sessions.

The **HR Department** also managed our safety glasses program, updated the HR Emergency Response Plan, completed the US Census Annual Survey of Government Employment, monitored ECUA security measures, and assisted in the staffing needs analysis for the new CWRF.

BY THE NUMBERS:

- 2,642 training hours conducted in 2010
- 1,073 dollars reimbursed to 11 participants for products and services to aid in smoking cessation
- 400+ employees reviewed during annual Motor Vehicle Registration verification
- 121 case files opened for general liability claims
- 4 temporary employees assisted in the CWRF transition
- 2 administrative directives developed in 2010
- 0 recruitment advertising dollars spent

Did You Know? ...that ECUA employees are involved with the Children's Home Society, March of Dimes, United Way, American Cancer Society Relay for Life, and many more!

Employee Benefits: Cost-containment strategies for both ECUA and our employees continued to be a chief concern during 2010. A dependent-eligibility audit was conducted that yielded a seven percent reduction in overall enrolled members. HR then negotiated a medical insurance premium increase of only 11 percent – significantly less than the originally quoted 23 percent increase.

Additionally, our existing contracts for dental and life insurance, along with a re-negotiated long-term disability premium, provided comprehensive coverage for our employees. The Benefits Committee, comprised of 18 members of the ECUA staff, further assisted with our employee benefits program by offering practical and creative suggestions for preserving benefits through cost-saving measures. In addition, the Benefits Division continued to provide internal customer service through 15 open enrollment meetings, new-employee and retiree benefits education and counsel, and daily assistance to current ECUA staff and their families. Free flu shots were offered for the second year in a row, and in 2010, participation increased by 17 percent.



UTILITY SERVICES & PLANNING

The **ECUA Utility Services & Planning (USP) Department** had a busy 2010 as we have stayed involved in the management of the **Central Water Reclamation Facility (CWRF)**. We coordinated the submittal of numerous abstracts and articles pertaining to the project, and assisted in the development of presentations about the project at various conferences, such as the National Association of Clean Water Agencies (NACWA) in Austin, Texas; Water Environment Federation Technical Conference (WEFTEC) in New Orleans; Florida Section of the American Planning Association in Tampa; and the American Water Resources Association (AWRA) Annual Conference in Philadelphia. We also had a feature article published in the Florida Water Resources Journal, which gained valuable exposure for the CWRF project.



Equalization Tank Construction at CWRF

Did You Know?

ECUA's Sanitation Department has a shredder that breaks down damaged garbage cans. Its 50-hp motor allowed us to recycle 60 tons of plastic cans in 2010.

After the ECUA Board voted to move forward with a **Voice Over Internet Protocol (VOIP) phone system**, the USP Department was responsible for analyzing the current system and Call Center programming, developing bidding specifications for the new VOIP system, and switching over to the new system in November 2010. The transition was successfully completed, bringing yet another area of the Authority into the 21st Century.

When it comes to the public's perception of ECUA, nothing helps keep it positive better than our staying active in community and professional activities. This last fiscal year provided many opportunities for our presence, including: helping to develop a draft document for an Escambia County charter government proposal, and representing ECUA in the National Association of Clean Water Agencies, the Bay Area Resource Council Technical Advisory Committee, and the Pensacola Chamber of Commerce Environment Committee.

As we began to phase out operations at the MSWWTP, a new water quality laboratory building was constructed at ECUA's Ellyson campus and the Facilities Maintenance Division helped coordinate that construction. We also worked at the Godwin Lane facility to support site activities.



Water Production/Lift Stations

In 2010, the **Utility Operations Department** entered into an agreement with Escambia County for the purchase of three acres at the County's Equestrian Center Site on Mobile Highway for a water production facility. In addition, we also continued negotiations with a private property owner for the development of water production well field, and identified prospective properties for a new water production facility to replace the existing Humphreys Well. In conjunction with the Florida Department of Environmental Protection, our Department laid out action plans in response to ground water rule regulation, and worked toward more streamlined procedures for Precautionary Boil Water Notifications. Furthermore, we worked with our Engineering Department to upgrade various lift stations in accordance with the CWRP.

BY THE NUMBERS:

- 362 lift stations operated and maintained
- 33.57 million gallons of drinking water pumped and treated as a daily average
- 32 water production wells maintained by ECUA
- 7.8+ billion gallons of wastewater treated
- 12 water storage tanks with combined capacity of 13.75 million gallons
- 3 regional lift stations constructed for the new CWRP
- 3 ECUA Wastewater facilities each earned a Silver Award from the National Association of Clean Water Agencies for their permit compliance

Plant Maintenance & Construction

With the CWRP project in its final months of construction, our Department had to conduct **some major maintenance repairs at the Main Street Wastewater Treatment Plant** to keep it operational until the new plant was brought on-line. Toward that effort, our mechanics stayed on top of the job by cleaning out the septic recirculation tank and the re-carbonization clarifiers, keeping three centrifuges and the adjoining screw conveyor operational, and rehabilitating the dryer equipment to keep it running until August, at which time the CWRP took over its duties and the dryer was permanently shut down.

Also, our Department performed major repair work on the **Bayou Marcus Water Reclamation Facility (WRF)** – including repair of damage caused by lightning strikes, replacing Aqua Filter drive units, wheels on the drive units, the entire HVAC system in the Administration Building, reworking the internal air header system, and installation of sump pump basins in three separate areas.

At the **Pensacola Beach Wastewater Treatment Plant**, the air scour blowers were both refurbished, two of the de-nitrification filter tanks were removed, the aeration basin and clear-well tank were cleaned out, and rehabilitation work was performed on the site's step-screen. Finally, at the CWRP, we worked on the master punch list, had the plant meet permit limits within three days of start-up, brought the three major regional lift stations to operational status, and conducted signal strength measurements of the plant's communications system.



PUBLIC INFORMATION

The primary focuses of our publicity efforts throughout 2010 were our recycling programs and the unfolding progress of the new Central Water Reclamation Facility (CWRF) project. Those, along with our usual community activities, crisis communications and general public information issues, kept ECUA's Public Information Office very busy in 2010.

Recycling Program: We coordinated separate campaigns to introduce two new additions to our current programs: Household Hazardous Waste and the Bulky Waste Recycling Programs. These additions significantly elevated the value of our recycling program, and we used a combination of media venues to get the word out, including the ECUA website, online media, radio and TV interviews, print media articles, our "Pipeline" customer newsletter, door hangers and public presentations.

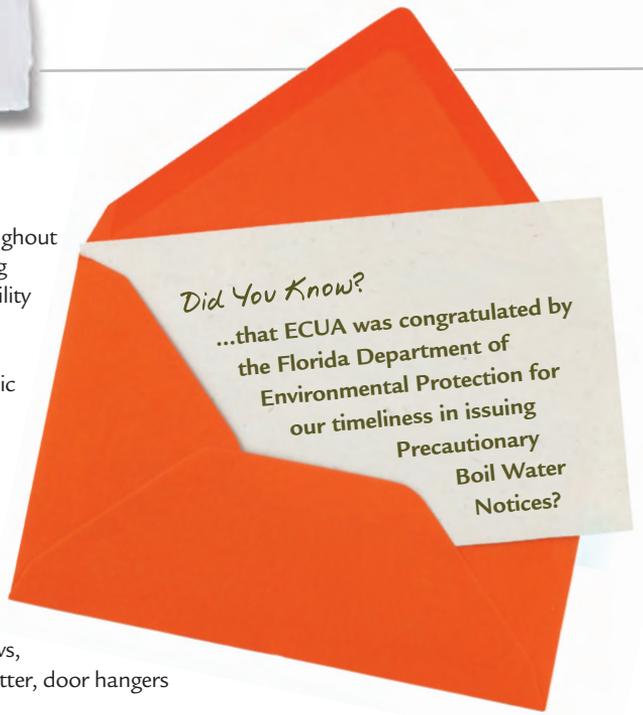
Public information sponsored a contest to promote our first hybrid sanitation collection vehicle, with the winner – **"A Greener Today. A Cleaner Tomorrow"** – being featured on the sides of the truck for one full year.

Crisis Communications: In late 2009, the Environmental Working Group (EWG) published a report ranking the largest 100 water utilities nationwide. While the data used was accurate, the means by which they interpreted and calculated their results were significantly flawed, and as a result, ECUA's water ranked last. Understandably, this had quite a detrimental effect on our customers' confidence levels. Naturally, the first order of business in 2010 was a swift and concerted response from Board members, Executive Director, PIO staff and ECUA directors. As a team, we worked tirelessly to authenticate the errors in calculation and educate the community as to the reality of the situation, which is a reliable, safe water supply that is in full compliance with state and federal drinking regulations.



CWRF Project: On December 2, 2010, Public Information staff teamed up with our consultants to organize a grand opening celebration and dedication ceremony for the newly constructed CWRF. This was a sponsor-generated event that was open to the public and featured our ECUA Board and Executive Director, members of the CWRF design and construction teams, a commemorative "Turning of the Valve" event at the end of the ceremony, and guided trolley tours of the new plant for those wishing to get a closer look at the completed facility. Our Public Information employees spent many hours of planning, coordination, and publicity outreach leading up to this event. Earlier in the year, the focus was communications related to the final year of construction. Community presentations about the project's status – complete with ECUA representatives and extensive PowerPoint presentations – were offered on a regular basis, as well as a campaign to contact the dozens of potentially-affected private lift station owners, whose operations might have been impacted by the new plant.

Community Involvement: The ECUA Public Information Officers were very involved in the local community throughout 2010. We chaired the ECUA's United Way campaign for the ninth consecutive year (which resulted in over \$5,000 in employee-generated donations), served on the United Way Funds Distribution Panel for the eighth year in a row, and volunteered in Escambia County classrooms teaching our youth about water conservation, recycling, the "I Love Science" program, and the Fats, Oils & Grease (FOG) Program.



INFORMATION TECHNOLOGY

Staying ahead of cutting edge technology is imperative to the operational success of ECUA. To that aim, our Information Technology Department provided organization-wide response to internal and external information technology requests ranging from implementing the most simple software upgrade to tackling system-wide network issues. The IT Department's hard work contributes to a more productive organization and ultimately, a higher customer satisfaction level.

The **ArcReader EGIS map application** has had a monumental impact on how ECUA is able to conduct business in the field. This year, we updated the published map by developing labeling and symbology suitable at multiple map scales, integrating the facility identification number tables and adding in some additional data to the application. The use of the program was then expanded to our field crews with the integration of laptop computers and software training. The application was also used to demonstrate how lift station spreadsheets can be linked to spatial data in the Enterprise Spatial Database (ESD), proving what a worthwhile investment GIS really has been.

BY THE NUMBERS:

- 40-50 percent of business hours that our training facilities were booked
- 1,800 filled requests for service from other departments
- 160 changes made to the ArcReader EGIS map application
- 9 netbooks, along with ArcReader training, provided to Regional Services field crews
- 7,000 water meters visited by Meter Inspection crew

Did You Know?

...that ECUA utilizes a wireless barcode application for keeping track of all physical inventory in all of its warehouses?

In addition, the IT Department worked diligently to keep the **Enterprise Spatial Database (ESD)** as current as possible. When Meter Inspection crews were in the field visiting our customers' water meters, they documented each location by mapping it in our GIS system, photographed the meter box and location, identified work necessary to bring them up to ECUA standards, and verified the identification numbers of the water meter and AMR. All of this data was then entered into the ESD, thereby ensuring that we had the most accurate information possible.

In anticipation of the new VOIP phone system, the IT department performed a complete redesign of the current network by upgrading all of the switches and Wide Area Network (WAN) links, and upgrading the campus links by installing optical fiber between buildings.

Also internally, IT kept ECUA.org enhanced with the newest features, and updated with the latest information, such as ongoing status reports about the CWRP construction process.

Furthermore, in order to comply with DEP mandates, the IT Department managed the Flush Point Assessment Project, which involved the identification of potential water main dead-ends, the review of those locations that were on lines six inches or larger, and the assessment of whether those locations were edit errors, stub-outs or flush points. The flush point locations were then examined to identify the presence of a flush device and the facility identification number of that device.

EXEMPLARY EMPLOYEES

2010 SUPERVISOR OF THE YEAR

LARRY H. McCURLEY • Utility Systems & SCADA Supervisor

As the sterling example of what an ECUA supervisor should be, Larry McCurley is recognized as our 2010 Supervisor of the Year.

His leadership strengths, work ethic and vast knowledge of our water management system are immeasurable. But, it is his genuine concern for those around him that have caused him to stand out among others. No matter the hour of the day, Larry McCurley is, and always has been, a “friend to all.” His heartfelt compassion for others, along with his valuable contributions to our organization and customers, make him the ideal recipient for this year’s award.

Our deepest congratulations to you, Larry, and thank you for all that you do to serve ECUA.



Did You Know?

...that the 2010 Employees of the Year came from the Utility Operations and Sanitation Departments.

2010 EMPLOYEE OF THE YEAR

MILDRED J. CUMMINGS • Canteen Coordinator

It is evident to all that no one deserves the 2010 Employee of the Year award more than ECUA’s Mildred Cummings.

On any given morning, while most of the world is still asleep, Mildred can be found preparing nourishing meals in the kitchen at ECUA’s Sanitation complex, and later, serving them with a caring smile on her face and encouraging words from her heart. Mildred’s endearing spirit touches all who have the privilege of visiting with her, as she listens with a compassionate ear and offers her uplifting advice. Add that lovely personality to her steadfast work ethic and it’s no wonder she is so admired and appreciated.

Congratulations, Mildred, for brightening our days here at ECUA. We are so proud to call you one of our own.



EXECUTIVE STAFF



ECUA IS COMMITTED to making a positive difference and improving the quality of life in Escambia County. Our employees voluntarily contribute their time, resources and talents to several charitable efforts within the community.



Steve Burgess
Deputy
Executive
Director
Customer
Services



Patrick L. Byrne
Deputy
Executive
Director
Utility
Operations



**Richard
Anderson**
Director of
Human
Resources and
Administrative
Services



Nathalie Bowers
Public
Information
Officer



Debra Buckley
Director of
Finance



Ernest Dawson
Director of
Regional
Services



Tim Haag
Director of
Utility Services
and Planning



Bill Johnson
Director of
Engineering



Tom Dawson, Jr.
Director of
Water
Production



Don Palmer
Director of
Water
Reclamation



David Roberts
Director of
Information
Technology



Randy Rudd
Director of
Sanitation
and Fleet
Services

Events and organizations ECUA employees support include:

- Sacred Heart Children's Foundation
- American Cancer Society Relay For Life
- The March of Dimes March for Babies
- Boys' and Girls' Club of Escambia County
- Fundraising drives in support of the United Way, United Cerebral Palsy and The Hawkshaw Lagoon Missing Children's Memorial



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