



Customer Pipeline

Emerald Coast Utilities Authority

Hurricane Help- It's What Neighbors Do.

When your neighbor needs that cup of sugar, you gladly go to the pantry to help them out. That's the way it is with all the Florida utilities, agencies and municipalities who are members of the FlaWARN network. When our neighbors are in need, we want to help each other out. Florida's Water/Wastewater Agency Response Network (FlaWARN) is the formalized system of "utilities helping utilities" created to facilitate mutual aid during and after emergency situations.

On Friday, October 12, ECUA responded to a call from FlaWARN and dispatched volunteer crews to Port St. Joe at 9:00 that night, to assist in the area's recovery from the devastation caused by Hurricane Michael. The first 4-man crew arrived and went to work immediately with the local Port St. Joe public works staff, installing ECUA generators at their water well and wastewater treatment plant. Both facilities were brought back on-line by 4:30 the next morning. To accomplish this, our staff took with them a 20-ton boom truck, two Ford F550 trucks outfitted with welders and cranes, plus 350KW and 65KW generators. Conditions on site have been expectedly rough, with few to no accommodations. In the first days following the storm, our crews lived and worked out of their trucks and were happy to be of service. We outfitted each crew with three days' supplies and rotated them on a regular basis throughout the next few weeks.



Plant Maintenance Crew from left to right: Matthew Stokes, Ethan Hardin, Trey Banks and Ken Burke.



for the eastern half of Mexico Beach's water service area once they were able to restore system pressure.

In Mexico Beach, the elevated water tower had collapsed onto the adjacent ground storage tank. We provided support from Nov. 2 through the 10th, with 1 Lift Station crew, 1 Instrument/Electrical crew, and 2 water distribution crews. The crews focused on restoring the community's 28 sewer system lift stations into operation once permanent power was re-established, also working on water service leaks and repairing hydrants

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Mark Your Calendars!

ECUA offices will be closed **Dec. 24** and **Dec. 25** in observance of the Christmas holiday, and on **Jan. 1, 2019**, in observance of the New Year's holiday.

The Customer Service office and walk-in payment area **ONLY** will be closed on **Dec. 31**. All other ECUA offices and the drive-thru window will be open on this day.

Sanitation Pick-up Schedules for the Holiday Weeks (Escambia County ONLY)

Residential Customers

Garbage, Yard Trash & Recycling Services

All collections during these two weeks will be made one day later than normally scheduled.

Commercial Customers

Dumpster Services

Tuesday collections during these two weeks will be made on Wednesday

Friday and Saturday collections will not change.

We Wish You Safe & Happy Holidays!

Hurricane Michael Response, *Cont'd from page 1.*

ECUA's Regional Services Department sent ten volunteer staff members to Lynn Haven on October 17, then 6 went on to Port St. Joe while 4 remained in Lynn Haven. Primarily, these employees worked to repair water mains and service lines, fire hydrants, and sewer force mains. To assist in this effort, they took 4 trucks, a backhoe, a mini-excavator, and a trailer full of materials. This group returned to Pensacola on Oct. 20.

We dispatched a second group from this department and a construction inspector from our Engineering Department to Mexico Beach on November 6 for one week to assist this community restore their water service.

In this extraordinary disaster, ECUA's crews gladly provided invaluable assistance to help restore utility service in these communities. It's the neighborly thing to do!



Oct 17 Group: Stephen Gundelfinger, Kevin Moorer, Joshua Flynn, Eddie Davis, Douglas Autrey, Jeremy Hager, Derek Pitts, Dwight Dean, Michael Adams, Blake Rigby. Nov. 6 Group, not pictured: Ryan Carpenter, Jeremy Hager, Tyler Bartlett.



Dreaming of a Green Christmas

The days are getting (somewhat) cooler and shorter with a chill in the air. Yes, it's that time of the year again as we approach the holiday season. By popular demand, we're reviewing some of our most favorite and fun ways to incorporate some green activities in our holiday planning and activities, no matter which holiday you may celebrate. Visit us at www.livegreenecua.com for details on all our eco-friendly programs.

- **Conserve Water:** As we begin the Sewer Averaging Period, now is a great time to be mindful of water consumption and do our best to conserve this precious resource.
- **Protect Our Groundwater:** Remember that our drinking water comes from the Sand-and-Gravel Aquifer, and anything that is poured on the ground has the potential to contaminate our drinking water supply. Dispose of chemicals and household contaminants safely in the landfill or at an approved collection site.
- **Put Your Home's Plumbing on a Fat-Free Diet:** Fats, Oils and Grease (FOG) can clog up household plumbing and the sanitary sewer collection system. Dispose of FOG in an eco-friendly way and help prevent sanitary sewer overflows.
- **Recycle Your Christmas Tree and Feed the Compost Pile:** When it's time to take down the decorations, place your real tree (free of decorations, tinsel and tree stand, please!) or wreaths out by the curb on your usual collection day for pick-up as part of your regular yard waste collection. ECUA will compost the trees with the other usual yard waste at our new Biosolids Composting Facility. It's a Win-Win!
- **Reuse Plastic Bags:** Reuse plastic bags as trash can liners or use them when you're mailing packages as a lightweight packing buffer. Also, many large retailers have recycling stations for plastic bags so keep an eye out for those locations.

Remember, ECUA will pick up cardboard boxes from all of those gifts through our residential bulk recycling program. Break down large cardboard boxes and call our Customer Service Department to request a bulk recycling pick-up and watch them disappear on your usual collection day!