

# Customer Pipeline

**Emerald Coast Utilities Authority**

## ECUA BOARD ELECTS OFFICERS FOR 2017-2018

The ECUA Organizational Board Meeting for 2017-2018 was held on November 16, 2017. Officers were elected among the Board members to fill the positions of Chairman and Vice-Chairman of the Board. As such, **Ms. Lois Benson**, District Two, was re-elected to serve as Board Chairman, and **Mr. Dale Perkins**, District Four, was re-elected to the Vice-Chairmanship.

Also elected or appointed to the following positions were:

- **Ms. Vicki Campbell**, District One, to the Chairmanship of the Citizens' Advisory Committee (CAC), and **Dr. Larry N. Walker**, District Five, to serve as the CAC Vice-Chairman;
- **Ms. Deborah Benn, Mr. Chuck Kimball, Ms. Catherine Booker, Mr. Paul Frederick, Dr. Michael Steltenkamp, Mr. Randy Ponson, and Ms. Louise Ritz**, were appointed to serve as members of the Citizens' Advisory Committee.

The Board unanimously approved the proposed schedule of its regular monthly meetings for the 2018 calendar year as follows:

January 25	April 26	July 26	October 25
February 22	May 24	August 23	November 15
March 29	June 28	September 27	December 13

Meetings will begin at 3:00 p.m. and the 2018 Organizational Board meeting is scheduled for Nov. 15, 2018.



### Mark Your Calendars!

ECUA offices will be closed **Monday, January 15, 2018**, in observance of the Martin Luther King, Jr. holiday.

**Sanitation collection schedules will not be affected by the holiday.**

**Have a Safe and Happy Holiday!**

## 2018 DATES TO REMEMBER

In 2018, ECUA offices will be closed for the following holidays on these dates:

New Year's Day	January 1	- Please refer to the <i>Customer PipeLine</i> throughout the year to see if and how the holidays will impact various ECUA services or business hours.
Martin Luther King, Jr. Day	January 15	
Presidents' Day	February 19	
Memorial Day	May 28	
Independence Day	July 4	- Customer Service offices <b>ONLY</b> will be closed on Good Friday, Veterans' Day, and New Year's Eve. Business offices will be open on these holidays.
Labor Day	September 3	
Thanksgiving	Nov. 22 and Nov. 23	
Christmas Eve	Dec. 24	
Christmas Day	Dec. 25	



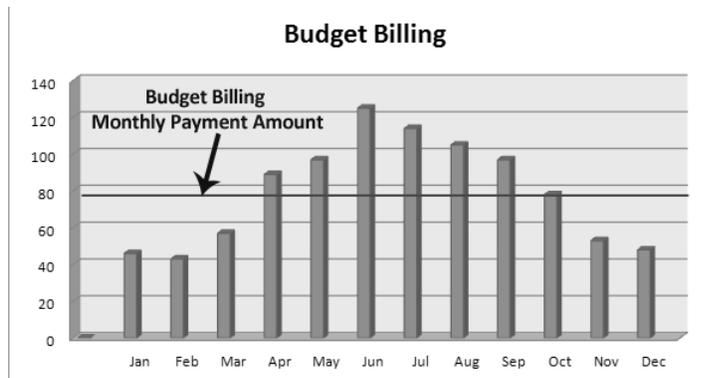
## Compost: It's in the Bag!

ECUA's **Emerald Coast bloom** compost product is now available in 40-lb. bags or for bulk pick-up at our Ellyson Industrial Park campus **by appointment only**. Please visit our website at [ecua.fl.gov](http://ecua.fl.gov) for more information and call (850) 969-6606 to schedule a pick-up for bagged or bulk quantities.

## Make Life Simpler This New Year!

The time of year and weather conditions that we experience typically have a big impact on the quantity of water you use, affecting the amount you pay each month for water and sewer services. For most customers, the highest bills are in the summer when water usage is at its peak due to irrigation combined with typically lower levels of precipitation. Perhaps you have a swimming pool to fill, and wash the car more often-- these fluctuating conditions lead to highs and lows in your monthly billing cycles.

You can say goodbye to those monthly peaks and valleys, and simplify your monthly budgeting-- and with the new year, it's a great time to start! The Budget Billing program allows residential customers to pay their ECUA bill at a similar amount each month, based on a monthly average of the previous year's water usage.



To be eligible to participate in this program, ECUA customers must have current accounts and a billing history of at least 12 months at the same location. Each customer's Budget Billing Plan payment amount is calculated based on the total bill charges over the 12 months prior to the sign-up date, and divided by 11, leaving the twelfth month as the "settle-up" month. The Budget Billing payment is then made monthly until the settle-up month, at which point any credits or balances due are "settled-up." Then, the process begins again, perhaps with a newly-determined monthly Budget Billing amount, based on the latest 12-month period.

Our aim is to make the Budget Billing amount as accurate as possible, and effectively even out the highs and lows of your monthly utility bill through the year.

For more information, please visit our website at [www.ecua.fl.gov](http://www.ecua.fl.gov), or call the ECUA Customer Service Department at 850-476-0480.



## Capital Improvement Projects for 2018: Inflow and Infiltration

Excess water that flows into sewer pipes from stormwater and groundwater is called inflow and infiltration, or I&I. I&I flows contribute to sanitary sewer overflows (SSOs) potentially affecting nearby streets and the region's waterways, and possibly impacting public health and the environment. In recognition of these problems caused by I&I, the ECUA has had a program dedicated to reduction of I&I in the ECUA utility system since 2006, committing over \$62 million to this effort.

Pen Haven and Cantonment are two areas in the ECUA sewer service area that have historically suffered from chronic SSOs, especially during heavy rainfall events. ECUA has conducted considerable work in these areas since 2008 to remedy these issues. The work includes cured-in-place pipe lining and lateral lining, lateral point repairs, and manhole rehabilitation, at a cost of over \$12 million to date in these two areas alone. Future work will include continued lateral rehabilitation via lateral lining and point repairs.

In addition, ECUA staff identified a need in the Pen Haven area for greater capacity in the gravity collection system receiving flow from a lift station. The Pen Haven Gravity Sewer Upgrade project was designed and recently bid to increase this system capacity at an estimated cost of \$353,381.00.

The ECUA Board approved the project during its December 2017 meeting, and we expect that it will be completed in mid-2018.