



# Customer Pipeline

**Emerald Coast Utilities Authority**

## Premium Rebates & Safe Employees: A Double Win!

Many factors impact the budget or the bottom line of an organization's operation: labor costs, prevailing market conditions, business overhead, claims, and employee turnover, just to name a few. However, one often-overlooked factor is the impact of accidents, and their associated costs, which include: downtime or decreased productivity; the expense of training new employees; the replacement or repair of vehicles or equipment; decreased employee morale from the loss or injury to a co-worker; loss of customer goodwill; and last but not least, higher insurance premiums.

Accidents are a "lose-lose" situation, and ECUA strives to reduce or eliminate the number of workplace accidents annually. Since ECUA is self-insured for claims of less than \$300,000, each accident directly affects our operating costs and our ability to keep our utility rates as low as possible. Just as important, our employees' safety and welfare while on-the-job, are the driving factors of our safety initiatives. Accident prevention is in the hands of both the employee and the employer, and ECUA takes safety very seriously. We strive to do everything possible to prevent an injury or accident before it happens.



*ECUA Executive Director, Stephen E. Sorrell, left, accepts check from Florida League of Cities' Tom Conley, right.*

Over the last eight years, ECUA has made great strides in achieving a reduction in property claims, vehicle accidents and employee injuries. As a result of this improved performance, our property insurer, the Florida League of Cities, recently issued a premium rebate check in the amount of \$69,690 for the 2014-15 policy year. Rebates have also been issued to ECUA for the previous eight policy years, resulting in over \$1,445,569 in total return of premium. Wow!

This continuous improvement effort was possible due to the support and commitment of all ECUA staff. As you can see, there is not only an impact on the employee's well-being, there is also a major impact to the overall budget.

ECUA strives for continuous improvement by conducting all our operations and activities in a safe and responsible manner.



## Mark Your Calendars!

ECUA offices will be closed on **Monday, February 20** in observance of the Presidents' Day holiday.

### Sanitation Schedule for the Presidents' Day Holiday

There are **no changes** to the collection schedules for any Residential and Commercial customers.

All garbage, yard trash, recycling and commercial dumpster collections will be made on their regularly scheduled days.

**Have a Safe and Happy Holiday!**

## ECUA Compost: Turning Up Roses!

We're certainly proud of the ECUA's Biosolids Composting Facility (BCF), which has been in operation for about one year. The facility itself has won several awards and we have received numerous compliments and comments from happy users of our end biosolids compost product, Emerald Coast bloom. Perhaps the best of these came to us from Mr. Glenn Schulman of the Pensacola Rose Society. Mr. Schulman used the ECUA's compost product to grow the beautiful roses pictured here.



*Amanda Handrahan, ECUA Recycling Coordinator accepts a beautiful assortment of roses grown by Glenn Schulman of the Pensacola Rose Society.*

The BCF is located on site at the ECUA's Central Water Reclamation Facility in Cantonment. Hours of operation are from 7:00 a.m. to 5:00 p.m., Monday to Friday. To request a tour of the facility, or to purchase the bloom product, please call Ms. Amanda Handrahan at (850) 969-6606.

To learn more about Emerald Coast bloom visit us online at [www.livegreenecua.com/composting.php](http://www.livegreenecua.com/composting.php)



## Did You Know? Recycling: We're Back in the Game!

In September 2016, the ECUA proudly kicked off its new state-of-the-art Materials Recycling Facility (MRF). As a regional facility, our new MRF now provides a recycling processing solution for the entire panhandle area, with the capacity to process up to 165 tons of recyclables per day, and 40,000 tons annually! We're thrilled to be back in the game of recycling and you can join in the progress too!

Whether you just got out of the habit, or haven't yet signed up to participate in this free service, it's easy to be a recycling champion!

For more information on ECUA's recycling program or to sign-up, go to [www.livegreenecua.com](http://www.livegreenecua.com) or [www.ecua.fl.gov/green/recycling](http://www.ecua.fl.gov/green/recycling).

