



# Customer Pipeline

**Emerald Coast Utilities Authority**



We have recently become aware of several different approaches by some companies seeking to sell water treatment devices to homeowners in our community: a mailbox or door hanger package regarding an alleged community water test (there is no such test being conducted); mass mailings to homeowners warning of water quality issues; and also water test kits offered to homeowners in a local box store home improvement center or other retail establishments. We urge our ECUA customers to be wary of any unsolicited efforts

by companies to test their water, with the ultimate end being the attempted sale of a (usually quite expensive) home water filtration or treatment device. To that end, we have included below information found in the Consumer Protection section of the State of Florida Attorney General's website. The full article may be found by searching for 'water tests' on the Consumer Protection page of [myfloridalegal.com](http://myfloridalegal.com).

Additionally, we urge our customers to visit the ECUA website at [www.ecua.fl.gov](http://www.ecua.fl.gov) to see our annual Water Quality Report, and to learn more about the water that ECUA provides daily to our community. Our water meets all state and federal water quality standards.

## How to Protect Yourself: Water Treatment Devices

Source: Florida Attorney General's Office

### Avoid "Free" Home Water Tests

Fraudulent sellers that advertise "free home water testing" may only be interested in selling you their water treatment device, whether you need it, or not. In performing the test, the salesperson may add tablets or droplets of chemicals to your tap water, explaining that the water will change color or that particles will form if the water is contaminated. When the water changes color before your eyes, the salesperson may warn you that the water is polluted and may cause cancer. In almost all of these cases, any water (even spring water) would "fail" the company's test.

### Don't Be Pressured By Prize Promotion Offers

Sellers will sometimes try to sell their water treatment devices by notifying you by mail or by telephone that you have been selected to win an expensive prize. To qualify for the prize, you are required to buy a water treatment device, costing hundreds of dollars. You may later discover that both the prize and the water treatment device are of little value.

### Be Wary of Claims of Government Approval

Sellers will sometimes claim that certain governmental agencies require or recommend that households use water purification systems, or that the



## Mark Your Calendars!

ECUA business offices will be closed Thursday and Friday, November 24 and 25, in observance of the Thanksgiving holiday.

### Sanitation Pick-up Schedule for the Thanksgiving Week (Escambia County ONLY)

**Residential Customers**  
Garbage, Yard Trash & Recycling Services

Thursday collection will be on  
Friday, Nov. 25

Friday collection will be on  
Saturday, Nov. 26

**Commercial Customers**  
Dumpster Services

Thursday collection will be on  
Wednesday, Nov. 23 (the day  
BEFORE the holiday.)

Friday and Saturday  
collections will not change.

**Have a Safe and Happy Holiday!**



## Let's Keep it Clean!

Please help us keep our recyclables clean by placing only accepted recyclables in your recycling cart, and remember, liquids and garbage can contaminate recyclables, reducing their value and potential for reuse.

### What is NOT Recyclable?

- Plastic Shopping Bags
- Plastic & Metal Hangers
- Bedding or Linens
- Aerosol Cans
- Juice Boxes / Bags
- Polystyrene (StyroFoam®) Products
- Household Garbage
- Yard Waste
- Garden Hoses
- Clothing
- Diapers
- Window Blinds
- Carpeting or Rugs
- Tarps
- Construction Materials
- Bubble Wrap
- Medical Waste
- Food Waste
- Waxy/Paper Food Containers (Milk & Ice Cream Cartons, etc.)
- Plastics that have non-recyclable icons like these --  
Note that the text area may be blank or it may specify a type of plastic such as Multi-Layer or Plastic Cover.



### How to Protect Yourself: Water Treatment Devices

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government has approved the seller's particular method of in-home water testing. These claims are false. If you see an EPA registration number on a water-treatment product label, it means only that the manufacturer has registered its product with the Environmental Protection Agency, **but not that the EPA has tested or approved the product.**

#### Determine the Quality Of Your Water Independently

Ask your municipal water provider for a copy of the latest Annual Water Quality Report, which includes testing results of your public water supply and compares them to state and federal standards available from Florida's Department of Environmental Protection or the Federal EPA. If you use well water, ask your local health department if it offers free water testing.

You may additionally have your water tested by a state-certified private laboratory. A list of state-certified laboratories is available by calling the State Laboratory Certification Office at (904)791-1599. Tests for bacteria usually range from \$15 to \$45, while tests for chemical contamination can cost hundreds or even thousands of dollars. Decide what you need.

Source: Florida Attorney General's Office

