

Customer PipeLine

Recycling Program Continues to Grow!

We implemented the ECUA's new curbside recycling program on January 6 and, after nine weeks of operation (as of this printing in early March), the program continues to grow by leaps and bounds! With only three routes and 4,000 participants, the first week's tonnage of recycling products collected was 36.71 tons. The program has grown steadily each week by nearly 25%-30%. Today, the average weekly tonnage of recyclables collected is approximately 95 tons. We have 9 routes that serve approximately 25,000 participants.

The popularity of our curbside program continues to increase-ECUA is adding approximately 1,000 recycling customers per week. If you've been meaning to sign-up and haven't yet, it's as easy as 1-2-3!

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The best way to sign-up for recycling is through the internet, as our phone system continues to experience an unusually high level of calls. However, our Customer Service representatives, available at 850-476-0480, will gladly assist customers who do not have Internet access. By using the Internet, you can sign-up through one of the following methods:

- By sending an E-mail to the ECUA at **customerservice@ecua.org**. Please include your name, address and daytime phone number, along with the desired recycling container size. Available sizes are 40-gallon, 64-gallon, or 90-gallon containers.
- By downloading the sign-up form located on the Sanitation Services page. You can print out the form, fill it out and fax it to 494-7343, or mail it to:

ECUA
P.O. Box 15311
9255 Sturdevant Street
Pensacola, FL 32514-0311

For more information on the ECUA's Residential Curbside Recycling Program, please visit us at **www.ecua.org**.

ASK CUSTOMER SERVICE

Q: I occasionally see plastic grocery bags flying out from the top of garbage trucks, and ending up in the streets. Can anything be done about this inadvertent littering?

A: The ECUA recognizes this occasional problem and we have worked with our truck manufacturer in the past to develop and install an air baffle to reduce this wind-blown litter. Nevertheless, light-weight materials such as plastic bags and foam-type packing "peanuts" may fly off the garbage truck, causing litter on the street if not properly contained. In fact, if the truck is very full, any materials not well contained can potentially fly out of the truck.

It is very important to bag your garbage materials, securely enclosing them in a plastic trash bag. This will ensure that the garbage stays in the truck, and prevent it from littering our streets.

Remember to "Bag the Bags"!

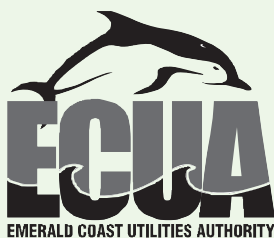
Call Before You Dig...



Underground lines, both on and off your property, can be easily damaged by digging equipment. To ensure personal and community safety, all area utilities work through a free "line locator" service to help you spot utility lines before you dig. In our area, the number to call is:

1-800-432-4770

It is important to call at least 48 hours in advance so that all of the utility companies affected by your project may be contacted for verification.



Project EUAP:

Thanks to All for the Continued Support

Project EUAP, or the Escambia Utility Assistance Program, was created in 1988 to assist elderly, disabled or other customers on low or fixed incomes, who suddenly face a high utility bill they can't pay. Medical emergencies and the loss of a job or family breadwinner can all be factors in such unexpected financial crises.

ECUA customers make regular contributions to the program by having \$1.00 per month (or a larger amount) included on their monthly utility bill. Larger, independent donations are also welcome. In the period from October 1, 2007, to September 30, 2008, approximately 1,724 registered contributors donated \$23,783 to the program. Needs are great, evidenced by the use of \$23,439 through that time period, to help qualified individuals with their utility payments (the fund began the fiscal year with a balance of \$1,617). In the previous fiscal year, ending on September 30, 2007, contributions totaled \$24,489 and went to assist in the payment of \$24,435 to qualified customers. It may come as a surprise to our customers that so many in our community need this type of assistance and that the qualified payments could be so high. Project EUAP is obviously helping to meet this need. However, the fund is now low and in great need of additional contributions.

It is for this reason that we say "Thank You" to those who have chosen to contribute to this very effective program. Clearly, it is serving a very worthwhile purpose and we appreciate all who have chosen to participate. **Please remember that all contributions are used exclusively in the emergency relief fund and never to pay administrative expenses of the program.** EUAP is administered by the Community Action Program, Escambia County Council on Aging, and the Salvation Army. These agencies re-evaluate eligibility each time a request for help is received.

For more information, to contribute, or to sign up as a regular participant in Project EUAP, please call ECUA Customer Service at 476-0480. ECUA and our community appreciate your support very much.