

Customer PipeLine

ECUA Hurricane Preparedness Efforts Pay Off

On Thursday, October 18, a tornado and extremely heavy rains pounded the Pensacola area. The ECUA's Devillers Street pump station at our Main Street Wastewater Treatment Plant lost electrical power for a short period of time. The emergency generator, which we installed after Ivan activated and the Main Street Plant continued to operate until the power was restored. Heavy rains typically add water flowing through a treatment plant as it enters the sewer system through man-holes. The storm water flows surcharged our sanitary sewer system, resulting in dramatically increased inflow at the plant. The inflow was estimated to exceed 50 million gallons per day (mgd), more than three times the normal load! A similar situation occurred at lift station # 4 in the Bayou Texar area. This major pump station located near the water saw flows in excess of 5 mgd! The new "post-Ivan" generator activated and ran for an extended period of time, preventing an overflow into the Bayou and the adjacent residential neighborhood.



Similarly, the Pensacola Beach Wastewater Treatment Plant was inundated with more than triple its usual flows. The new plant #2 we constructed after Ivan was invaluable, as it carried the load while plant #1, which is currently off-line for repairs, was used for overflow storage. Again, our proactive emergency preparedness since Ivan has paid big dividends.

The Bayou Marcus plant operated normally, but processed 13 mgd, also triple its normal inflow amount. Emergency power, via generator, was also available, but luckily not needed.

All of ECUA's thirty-four water wells operated without concern. Again, emergency generators were available to power the key wells that serve our four area hospitals.

Finally, while all of our sanitation collection vehicles pulled off the road until the severe weather passed, our trucks returned to service as soon as possible, and all routes were completed the same day.

A few years ago we would have been facing severe overflows and an inability to operate during emergency weather conditions. The planning, emergency purchase of generators, system upgrades and the competency of the ECUA staff at all of our facilities have made an enormous difference in our ability to continue to serve our community.

Christmas Tree Collection and Drop-off Sites

Beginning December 26, 2006 until January 11, 2007, the Emerald Coast Utilities Authority will pick up its customers' Christmas trees as part of the regular yard waste collection service. Customers are asked to remove all tinsel, decorations and tree stands from their trees. Trees can be placed at the curb with other yard trash, and should not be placed in the green garbage containers. When left at the curbside, trees, or portions thereof, should be no more than six feet in length. Also, three sites will be available during the same time for those customers who prefer to drop off their trees. ECUA Christmas tree drop-off sites are located:

- At the ECUA Sanitation Complex at 3050 Godwin Lane, just east of Pine Forest Road.
- One-half mile north of Lillian Hwy., on Blue Angel Pkwy.
- At Ellyson Industrial Park on Sturdevant Street.

Customer Service: 476-0480 • www.ecua.org
 Commercial Sanitation Customer Service: 476-0480
 After-hours Emergency Calls: 476-5110

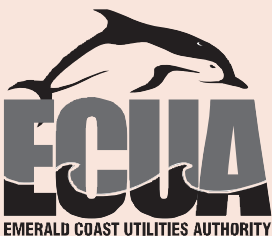
Mark Your Calendars!

ECUA Offices will be closed December 24 and 25, in observance of the Christmas holiday, and on January 1, 2008, in observance of the New Year's holiday.

Sanitation Pick-up Schedule for the Christmas and New Year's Holiday Weeks

Residential Customers
(Garbage & Yard Trash)
and
Commercial Dumpster Customers
(Dumpster Service)

All regular Tuesday collections will be on Wednesday, Dec. 26 and Wednesday, Jan. 2, 2008, respectively.



Check Out The ECUA Grease Recycling Program on the ECUA Website

Have you seen any of our "Loves Grease Hates Grease" billboards around town? If so, you probably know that ECUA has a Residential Grease Recycling Program aimed at reducing the amount of household cooking grease that ends up going down the drain from your kitchen sink. Residential cooking grease can build up over time in your home's plumbing and in the sewer system, creating "chokes" and sewer back-ups.

To learn more about what you can do about this issue, or to participate in the ECUA Residential Cooking Grease Recycling Program, visit us at www.ecua.org and click on the picture of our "Loves Grease Hates Grease" billboard. Let's work together to keep your household plumbing and our community's sewers clear and unclogged.



WACHOVIA BRANCHES CHANGING

If you customarily pay your ECUA bill at a Wachovia Bank branch, take note. The Wachovia Bank branches at 21 New Warrington Road, and 2400 W. Cervantes Street will be closing on December 5th at 2:00 p.m., and will no longer be available for ECUA customers wishing to pay their current ECUA bills. These two branches will be combined into one new branch, located at 4341 W. Fairfield Dr. (Fairfield Crossing at Mobile Hwy. and Fairfield Dr., behind Captain D's), which will be opening on December 6th. The Night Drop box will remain at 21 New Warrington Rd. until December 5, and its future after that is still undetermined. Please check the web site at www.ecua.org and this news letter next month for more news on this matter.