

Customer PipeLine

PREPARING FOR HURRICANE SEASON

Hurricane Season officially begins on June 1, and it's hard to imagine that we are facing another six months of waiting, watching, and wondering. Our staff has made preparing ECUA facilities for the impacts from storm events a year-round priority! Following are highlights of the major steps that ECUA has taken toward preparing for the 2007 tropical season.

DESPITE THE POTENTIAL DANGERS OF THIS TROPICAL SEASON, ECUA STANDS WELL PREPARED TO DEAL WITH THE UPCOMING HURRICANE SEASON.

Disaster Response Plan-

ECUA has a comprehensive Disaster Plan that clearly defines roles and responsibilities of all ECUA personnel in times of emergency. The Plan is designed to address all types of disaster situations, even though hurricanes are what we think of most in terms of emergency events. The Plan is divided into several Operating Conditions, or OPCON levels, which list actions and precautions to be taken by ECUA staff in preparation for, and in response to, an emergency situation. The Plan is an ever-evolving document, as we learn from each and every emergency situation we face. In fact, ECUA personnel went through a thorough debrief following the recovery phases of Hurricanes Ivan and Dennis, to note all the information, feedback and experiences gained through these situations. We have rewritten our Disaster Response Plan based on this information, and are ready to implement it should we need to in 2007. Additionally, ECUA staff will participate in a pre-season county-wide hurricane drill on Wednesday, May 30.

Water Production-

We currently have 34 wells in our system. To ensure that our community's three major hospitals, and the community as a whole, continue to have water available following a storm, we have purchased six 350kW portable generator sets. Three are dedicated to the three wells that serve West Florida, Sacred Heart and Baptist Hospitals. Three sets have been placed strategically on other wells to keep our production capability at a "conservation" level in the event of an area-wide loss of electric power following a major hurricane. This will provide us with sufficient water supply for the system until Gulf Power restores electric service. Also, we have modified our design specifications for all future well sites and major lift stations to incorporate an automatic transfer switch and portable generator sets. The Pensacola Beach Water Pump Station was submerged by Hurricane Ivan's storm surge. To prevent the future recurrence of water damage at that site, all electrical distribution circuits and controls were moved to an elevated second-level platform.

WHAT'S IN A NAME?

The use of short names to identify tropical storms and hurricanes allows for quicker and less error-prone communications than the older, latitude-longitude identification methods. This is especially important in exchanging information between hundreds of widely scattered weather stations, coastal bases, aircraft, and ships at sea. Since 1953, Atlantic tropical storms have been named from lists originated by the National Hurricane Center. These lists are now maintained and updated by an international committee of the World Meteorological Organization.

Until 1979, the list contained only women's names but thereafter, men's names were added on an alternating basis. Six lists are used in rotation. Thus, the 2001 list is appearing again in 2007. The Atlantic Tropical Cyclone Names for the year 2007 are as follows:

- | | |
|-----------|-----------|
| Andrea | Lorenzo |
| Barry | Melissa |
| Chantal | Noel |
| Dean | Olga |
| Erin | Pablo |
| Felix | Rebekah |
| Gabrielle | Sebastien |
| Humberto | Tanya |
| Ingrid | Van |
| Jerry | Wendy |
| Karen | |

Customer Service: 476-0480 • www.ecua.org
Commercial Sanitation Customer Service: 476-0480
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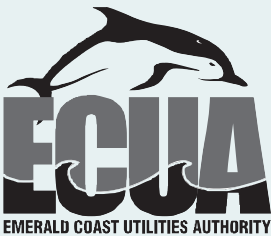
MARK YOUR CALENDARS

ECUA offices will be Closed on Independence Day, Wednesday, July 4, 2007.

There will be no change in the residential sanitation collection schedule for the Independence Day holiday week.

Any commercial customer scheduled for collection on Wednesday, July 4, will have their pickup on Thursday, July 5.

All other ECUA garbage and yard trash collections will be made on their regularly scheduled collection days.



Lift Stations-

We have purchased ten 60kW portable generator sets for lift stations, to be cycled through lift station routes, pumping down the stations on a rotating basis. This strategy proved very effective in the aftermath of the last two major storms and we've added these generators to be able to include all 330 lift stations in the ECUA system on the pump-down rotation. We now have nine routes, each covering an average of 36 stations.

Main Street Wastewater Treatment Plant-

Our Main Street plant was severely damaged by Hurricanes Ivan and Dennis from winds and storm surge. Without a doubt though, the loss of power to the plant during and after a storm, is one of the greatest issues that our plant faces in terms of being able to serve the community and protect public health. To that end, we have procured and installed three 400kW stationary generator sets (this includes the generator and diesel-powered motor) for the plant that will help us continue to provide basic treatment on a temporary basis until normal treatment can resume. This is meant to help keep overflows from occurring on and around the plant site.

Ultimately, the replacement of the Main Street Plant with the new Central Water Reclamation Facility in 2009 will help assure that wastewater service to our community is protected from the devastation that hurricanes can wield. Below is a timeline that outlines the steps needed to complete the project, and the approximate dates associated with them.

ECUA Central Water Reclamation Facility Timeline

All Dates Approximate and Subject to Change

