

Recycling Program - Frequently Asked Questions

1. How Can I Sign-Up for Recycling?

The best way to sign up for recycling now is through the internet. Our Customer Service representatives, available at 850-476-0480, will gladly assist customers who do not have Internet access.

ECUA is asking its 75,000 residential sanitation customers (including former Allied Waste, Inc., customers in the northern Escambia County area) who have Internet access to sign-up using the following methods:

- E-mail the Authority at support@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. Customers 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

2. What About Former Customers of Allied Waste, Inc.?

On January 2, the ECUA sanitation department assumed collection of all routes previously served by Allied Waste, Inc. in northern Escambia County.* ECUA service occurs on a WEEKLY basis. Former Allied Waste, Inc. customers located east of Highway 29 and south of Kingsfield Road

are served on **Friday**. All other customers previously served by Allied Waste, Inc., are served on **TUESDAY**.

The collection service includes weekly garbage pickup, weekly pickup of recyclables, and weekly yard waste pickup. All services are provided on the same day of the week. In addition, bulky waste pickup service is available once each calendar month at no additional charge.

ECUA bills MONTHLY. The standard rate is \$17.99, plus a fuel recovery fee. (The previous Allied Waste, Inc. rate was \$19.62 monthly, plus a fuel recovery fee). A Seniors' rate of \$15.08 is available to those who qualify. For more information on rates, please follow this [link](#).

*NOTE: The Town of Century continues to operate its own separate sanitation service.

3. What is My New Collection Day?

Follow this link to the [Route Looker-Upper™](#), type in your street address and hit "Get Route". Then, hit your address link and the information for all three of your pick-ups will be listed.

4. Are my recyclables and regular garbage going to be picked up on the same day?

Yes. In fact, all your pick-ups will be on the same day. Regular garbage, recyclables, and yard trash too.

5. How long will it take to get my recycling container?

With over 75,000 households, and many requests coming in this week, our crews and can-delivery contractor are working overtime to fulfill as many

requests as possible daily. We are delivering an average of 600 cans each day, seven-days-a-week, to customers all over our service area, which spans from the Alabama state line, east to Santa Rosa County, and from just below the Century, south to Pensacola Beach, (except the City of Pensacola). That said, please expect it to take 30 days or less for delivery of your can. Cans must be assembled and the can's serial number must be entered into our computer system under your account. We have additional overtime staff working on these tasks to expedite the process as quickly as possible.

6. I Want to Sign-up for an Extra Garbage Can. What should I do?

Please e-mail your request to support@ecua.org. Please include your name, address and daytime phone number, along with the number of extra garbage containers you are requesting. Up to three additional 90-gallon containers are available to each household, for \$3.00 per month, per container.

7. Has My Rate Changed?

Yes! The cost for regular residential service has been reduced to \$17.99 from \$19.62. For more information on rates, please follow this [link](#).

8. What Can I Recycle?

Please follow this link to the [list of items accepted](#) our program

9. Other Sanitation-related Questions

Please follow this link to our [Sanitation Services](#) page.