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910-371-9949



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516 Village Rd  
Leland, NC 28451

## Mission Statement

H2GO is committed to assuring a quality of life for our valued customers by providing the highest levels of water and sanitary sewer services, from Source to Stream, in a safe and efficient manner.

As professional service providers, H2GO in cooperation with its community partners will comprehensively plan, develop, maintain and operate the District's utility systems in a customer service oriented and cost-effective manner.



# Inclement Weather Preparedness



## What to Do BEFORE Inclement Weather

In the wake of threatening inclement weather:

- Store a 3 - 7 day supply of a gallon of drinking water per person, per day.
  - \* Additional water may be necessary for those with special needs such as infants, children, seniors, illness, pregnant women or pets.
- If water pressure is low or service has been interrupted, flush toilets as little as possible and discontinue outside water use.
- H2GO customers can report water main breaks and leaks by calling 910-371-9949 from 9 AM - 5 PM, or 910-367-1537 after hours or during inclement weather.

## What to Do DURING Inclement Weather

If your community declares a mandatory evacuation, consider leaving. Your home can be rebuilt, your life cannot.

If your community does not declare a mandatory evacuation or you do not leave:

- Close all interior doors.
- Don't open any windows.
- If necessary, cover yourself with a mattress.
- Closely monitor radio & TV.
- Stay off phone.
- Do not light candles or kerosene lanterns.
  - \* It could cause a fire in cases of wind or debris entering the home.
- If the wind dies down, you may only be in the eye of the storm, do not go outside, wait for the all-clear.

## What to Do AFTER Inclement Weather

After inclement weather has passed:

- Open all doors and windows so gases and other fumes can escape.
- Do not try to use wet appliances, this may cause an electrical fire or further damages.
- Watch for snakes & insects.
- Watch or listen to news for all clear to drink water.
  - \* After an all clear flush pipes for 3 minutes or until water runs clear. **Carefully follow any boil water instructions.**
- Make sure children/pets do not consume food or water that may be contaminated.
- Check electric, gas and water connections before turning them on.
- Unnecessary cell phone usage during a crisis can lead to loaded circuits, making it very difficult to communicate with emergency crews.
  - \* This can make it almost impossible to get the water and electric restored.
  - \* Please use your cell phone for an emergency only during or after inclement weather.
- If you have had damage to your home and property then spray paint your telephone number, address & insurance company on a piece of wood or on the side of the house. **Do Not Write Your Policy Number.**
- Start preparing a list of damages. Take photographs and videos, keep receipts on repairs, supplies, food, hotel etc.
  - \* *Insurance may reimburse you for most of the expenses.*
- Check your food to make sure it is still ok to eat.
  - \* When in doubt throw food out.
- You should check for water and sewage line damage. If you suspect damage:
  - \* Water lines - contact H2GO and avoid using water from the tap.
  - \* Sewer lines - contact H2GO and/or a plumber, and avoid using the toilets.

If the water treatment and distribution system loses pressure, is damaged, or interrupted, H2GO may issue a precautionary boil water advisory. This means there is the possibility of contamination, and you should boil all water used for human consumption until testing confirms the water system has returned to normal operation.