

## Brunswick Regional



## Water and Sewer

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### Welcome To the H2GO Customer Community!

Brunswick Regional Water & Sewer H2GO is a *locally elected government*, a Sanitary District established by the North Carolina Public Health Commission under Article 2, Part 2 of the General Statutes of North Carolina, Section 130A-47 to 130A-87. H2GO operates a water and sewer public enterprise, subject to fiscal and accounting standards prescribed for units of local government by the Local Government Budget and Fiscal Control Act. All funds go to operations, the improvement of the utility company and its infrastructure systems.

As a self-governing public entity, Brunswick Regional Water and Sewer H2GO is committed to providing safe drinking water for public health, fire protection, economic prosperity, and high-quality sewer services for our district customers. Currently, serving 16,500 water customers and 18,000 sewer customers – a population of roughly 45,000, in Belville, Leland, Navassa, and unincorporated areas of NE Brunswick County.

Brunswick Regional Water & Sewer H2GO's combined water and sewer rates are amongst the lowest compared to other water and sewer public enterprises in our regional Councils of Government, with annual water and sewer bills at 0.82% of the annual median household income. You will be receiving some of the most competitively priced water and sewer services in North Carolina. On behalf of H2GO staff and the Board of Commissioners, we welcome you and look forward to serving you for years to come.

Inside this packet you will find a plethora of information, resources, and be introduced to H2GO programs you can be a part of to help our community thrive.

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#### Headquarters Address

516 Village Road, NE Leland, NC 28451

Office: 910-371-9949

#### Mailing Address

P.O. Box 2230, Leland, NC 28451

Fax: 910-371-6441

[www.H2GOonline.com](http://www.H2GOonline.com)

## CONTACT INFORMATION

Main Office | 910-371-9949

### H2GO Staff

Bob Walker, Executive Director, Ext. 1006 | [bwalker@H2GOonline.com](mailto:bwalker@H2GOonline.com)

Russ Lane, Utilities Director, Assistant Director, Ext. 1011 | [rlane@H2GOonline.com](mailto:rlane@H2GOonline.com)

Scott Hook, Assistant Director – Administration, Ext. 1009 | [shook@H2GOonline.com](mailto:shook@H2GOonline.com)

Ken Brown, Finance Officer, Ext. 1016 | [kbrown@H2GOonline.com](mailto:kbrown@H2GOonline.com)

Deana Greiner, Clerk to the Board, Ext. 1012 | [dgreiner@H2GOonline.com](mailto:dgreiner@H2GOonline.com)

Brenda Thurman, Customer Service Manager, Ext. 1005 | [bthurman@H2GOonline.com](mailto:bthurman@H2GOonline.com)

Sara Meyer, Human Resource Director, Ext.1010 | [smeyer@H2GOonline.com](mailto:smeyer@H2GOonline.com)

### Board Of Commissioners

Ronnie Jenkins, Chairman

[rjenkins@H2GOonline.com](mailto:rjenkins@H2GOonline.com)

Barry Laub, Vice Chair

[blaub@H2GOonline.com](mailto:blaub@H2GOonline.com)

Rodney McCoy, Secretary

[rmccoy@H2GOonline.com](mailto:rmccoy@H2GOonline.com)

Bill Beer, Commissioner

[bbeer@H2GOonline.com](mailto:bbeer@H2GOonline.com)

Steve Hosmer, Commissioner

[shosmer@H2GOonline.com](mailto:shosmer@H2GOonline.com)

After-Hours Water Emergencies | 910-367-1537

After-Hours Sewer Emergencies | 910-367-2084

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# BILLING INFORMATION

**Bills are due on the 10<sup>th</sup> of each month.** Accounts are billed monthly; sent via email or USPS. *Please note H2GO cannot be responsible for the U.S. Postal Service non-delivery of bills or payments.*



**Pay By Automatic Bank Draft:** Fill out the form online <https://www.h2goonline.com/form-automatic-bank-draft> and submit to our office.

Accounts will be drafted on the 10<sup>th</sup> of each month.

**Pay By Phone:** 1-833-681-3447

**Pay By Check:** Mail or come by our office to make payment. Make checks out to H2GO.

**Pay By Credit Card:** Come by the office or visit [www.H2GOonline.com](http://www.H2GOonline.com) Click "Pay/View Bill". Note you will need your Account ID, and 4-digit PIN to access your account and make a payment. Registration is not required to make a payment.

## 2024-25 Residential Rates & Fees



<b>MONTHLY WATER BASE FEE</b>	<b>\$12.00</b>
Usage (per 1,000 gallons) 0-3,000	\$3.50
3,000+	\$4.00



<b>MONTHLY IRRIGATION BASE FEE (3/4" Meter)</b>	<b>\$12.00</b>
Usage (per 0 - 5000 gallons)	\$5.00
(per 5,001-10,000 gallons)	\$8.00
(per 10,001-15,000 gallons)	\$12.00
(per 15,001-20,000 gallons)	\$20.00
(per 20,001- + gallons)	\$25.00

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MONTHLY SEWER BASE FEE \$18.00

Usage (per 1,000 gallons) \$6.00

SECURITY DEPOSIT (per service) \$75.00

Water, Sewer & Irrigation

Deposits are to be paid for each service provided, regardless of credit history.

When an account is terminated voluntarily or involuntarily, the deposit will be applied to the final bill. Any remaining funds will be returned to the last known address.

Please provide Customer Service with an alternate mailing address if you will no longer accept mail at the service address on file.

Customer deposits will be processed for refund on or after the 10<sup>th</sup> calendar day of each month (or next available business day) based on the following criteria:

1. Customer must have 24 consecutive months of exceptional payment history immediately preceding the annual processing date.
2. An exceptional payment history shall be defined as having one or less late penalties; no shut-off notices; and no NSF returned payments.
3. Customer must have a zero-account balance on the annual processing date.



910-371-9949

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## RULES & REGULATIONS - BRIEF

### Article V, Billing and Collection, Section 5.1 – Bills

Commencing upon a Customer connecting to the Utility System, H2GO will mail each customer a bill each month covering charges during the previous period. Bills shall be calculated based on the charges in accordance with H2GO's Rates and Fee Schedule. All bills shall be sent to the billing address shown on the Application for Service unless a Customer notifies H2GO in writing of some other address to which bills are to be mailed. Failure to receive bills will not be considered justification for nonpayment of amounts due or permit an extension of the date when the account would be considered delinquent. H2GO may at any time correct any bills for service, which may be in error or in accordance with its Leak Adjustment Policy. Utility Services shall be billed in the regular billing period. Opening and closing Bills may be pro-rated. Each unit of a multi-family parcel and each mobile home in a mobile home park will be treated as a single-family unit and each unit will be responsible for all applicable Rates, Charges, Fees, and penalties pursuant to these Rules and Regulations.

### Article V, Billing and Collection, Section 5.3 – Payment

By applying for service, a Customer agrees to pay the rates, fees, and charges of H2GO in accordance with these Rules and Regulations. Bills are due when rendered. A bill for any billing period shall be considered delinquent if not paid by the Customer on or before the 10th day of the month immediately following the end of the billing period for which the bill is rendered. If the payment is not received in the office before the 11th day of the month, a 10% late fee will be applied. Any bills not paid by the last day of each month will result in suspension of service. At any time after a Customer has presented a bad check/draft for the payment of any bill, H2GO requires that payment be made only in cash, by money order, or by certified check. If a customer has two (2) returned checks in a six (6) month period, H2GO may suspend check writing privileges for a period of six (6) months.

### Article V, Billing and Collection, Section 5.6 – Adjustments for Leaks

Adjustments for leaks are for the sewer only. Any Customer desiring an adjustment for a leak from a line break shall notify H2GO of the existence of the leak and provide evidence of its repair. Upon determining that the leak existed, and the duration of the period of the leak, H2GO will, to the extent during the period

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the Customer's usage exceeds the average monthly usage of the Customer for the past 12 months (or such shorter period of actual use). Once the amount is determined, deduct the excess amount from the average on the sewer bill only for up to a maximum of two consecutive months. Irrigation systems and Faulty toilets do not qualify for leak adjustments. H2GO reserves the right to require the Customer to have a licensed plumber verify the existence of a leak and to deny any adjustment without the approval of H2GO's Executive Director. Only two adjustments per year are allowed.

### **Article V, Billing and Collection, Section 5.7 – Pool Adjustments**

For pool adjustments there will be a minimum of 6,000 gallons usage, and this shall be limited to one time per calendar year deducted from sewer only.

### **Article V, Billing and Collection, Section 6.4 – Irrigation Service**

H2GO may curtail or terminate Irrigation Service at any time for any reason.



#### Irrigation Schedule

**Monday – No Irrigation**

Tuesday, Thursday, and Saturday – Odd Addresses

Wednesday, Friday, and Sunday – Even Addresses

### **Article V, Billing and Collection, Section 6.6 – Restoration of Service**

- a. When water service has been suspended for nonpayment of water bills, water service will be restored upon payment in full of all delinquent bills, any current bill which is due but not delinquent, and the payment of a Reconnection Charge in accordance with H2GO's Rates and Fee Schedule. Reconnections will be made only between the hours of 9:00 a.m. and 5:00 p.m.
- b. When water service has been terminated (as opposed to suspended) for failure to pay a water bill, in addition to the requirements of subparagraph (a) of this section, the Consumer shall execute a new application for service and pay a new Security Deposit (which H2GO may elect to double pursuant to the provisions of Article IV hereof).

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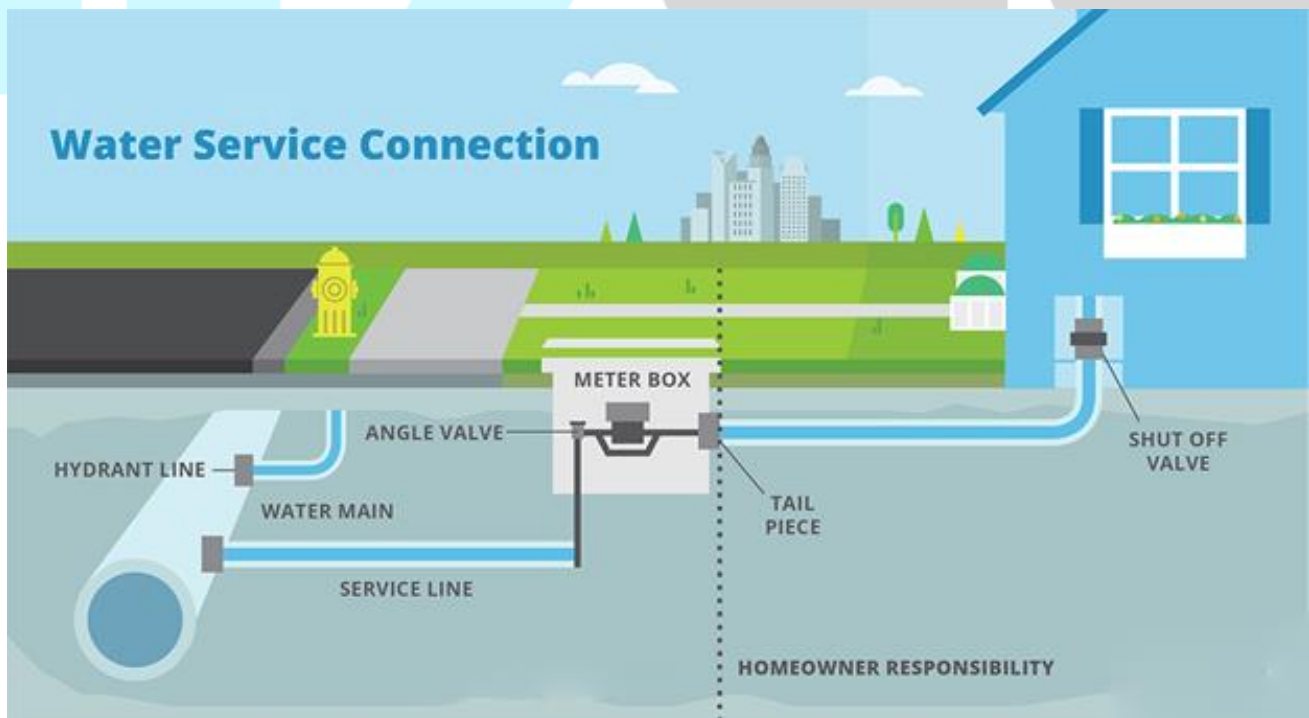
## Comprehensive Rules and Regulations

### Rules and Regulations – Water

[https://www.h2goonline.com/Images/h2goonline/site/documents/customer\\_service/Rules\\_Regulations\\_-\\_Water.pdf](https://www.h2goonline.com/Images/h2goonline/site/documents/customer_service/Rules_Regulations_-_Water.pdf)

### Rules and Regulations - Sewer

[https://www.h2goonline.com/Images/h2goonline/site/documents/customer\\_service/2021-07-13\\_Sewer\\_Rules\\_and\\_Regulations.pdf](https://www.h2goonline.com/Images/h2goonline/site/documents/customer_service/2021-07-13_Sewer_Rules_and_Regulations.pdf)



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## RPZ (REDUCED PRESSURE ZONE) BACKFLOW PREVENTION DEVICE



The RPZ device is located in your irrigation line (in a box above ground) downstream of the meter before any branching or before point of use.

H2GO requires RPZ devices to protect from both back siphonage and back pressure events. Its purpose is to keep any contamination from entering into the H2GO water system from your irrigation system should the water system suddenly lose water pressure. Loss of water pressure without an RPZ installed could result in contaminated water entering the water system.

**Public Law 93-523** which established the **Safe Drinking Water Act** was approved and passed in 1974. This Law states that the water supplier is responsible for the integrity of the water supplied from the distribution system. Furthermore, according to State legislation we as the water supplier are held solely responsible for the quality of the public potable water, because of this H2GO has followed State requirements in establishing a Cross-Connection Control Ordinance. This was placed in effect by May 2004. (Note: There are and will not be ANY GRANDFATHERED in exceptions.)

If you choose not to use your irrigation system, you have the right to disconnect. You will need to cut and cap off the line on your side of the meter. Once this is completed, you will need to contact our office at 910-371-9949 and schedule an inspection. At the time of inspection, an H2GO staff member will verify that the line is cut and capped properly and remove the water meter.

Before disconnecting your irrigation system, please note that any water used through your house meter affects your sewer bill, which is contingent upon water consumption. If the irrigation system is disconnected and you decide to reconnect at a later date, there will be costs associated with re-installing a meter.



**No irrigation system shall be connected to a meter designated for potable use.**

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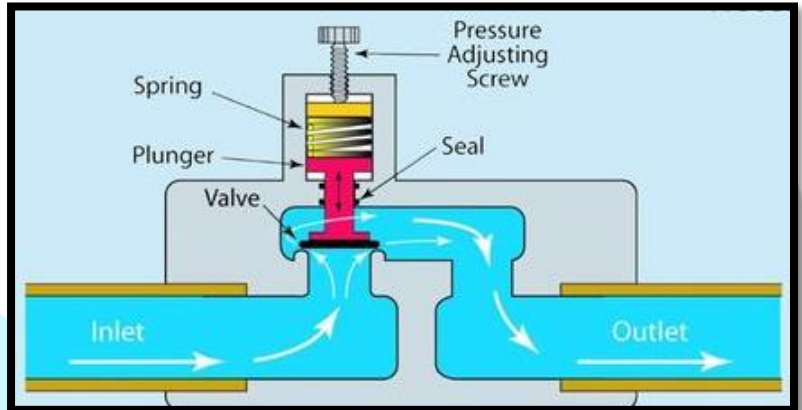
## RPZ ANNUAL TESTING REQUIREMENT

Once an RPZ is installed, there is an initial testing, then it will require annual testing. If you receive a letter/notice that your annual inspection is past due, please be sure to have testing scheduled within 2 weeks of such notice. If additional time is needed, please contact Deana Greiner at 910-371-9949 ext. 1012.

Failure to have an RPZ installed could result in having the irrigation meter locked and/or removed. Violators could also face a fine of \$1,000 plus any state-imposed fines should contamination occur.

The list of North Carolina Certified Backflow Testers is frequently updated. You may find the list in this packet, the most up-to-date list is on our website, or you may also contact

Deana Greiner at [dgreiner@H2GOonline.com](mailto:dgreiner@H2GOonline.com) and request the most recent list of certified backflow testers. If a tester of your choice is not on our list, the tester will need to send a copy of their certification and their calibration certificate before we can accept any test results. Please note: A licensed plumbing professional can install an RPZ. However, the state of North Carolina requires a separate certification to perform RPZ annual testing.



Most testers will provide H2GO with a copy of the test results. We recommend verifying this with the backflow tester and keeping a copy of the test results for your records. Testers may submit test results via mail, email, fax, or in person.

**Email:** [dgreiner@H2GOonline.com](mailto:dgreiner@H2GOonline.com)

**Mail:** Attention: Cross Connection Control, P.O. Box 2230, Leland, NC 28451

**In Person:** 516 Village Road, NE, Leland, NC 28451

**Fax:** 910-371-6441

## ACCEPTABLE RPZS

Any RPZ that is certified by the University of Southern California is acceptable; it must be a Reduced Pressure Zone backflow device.

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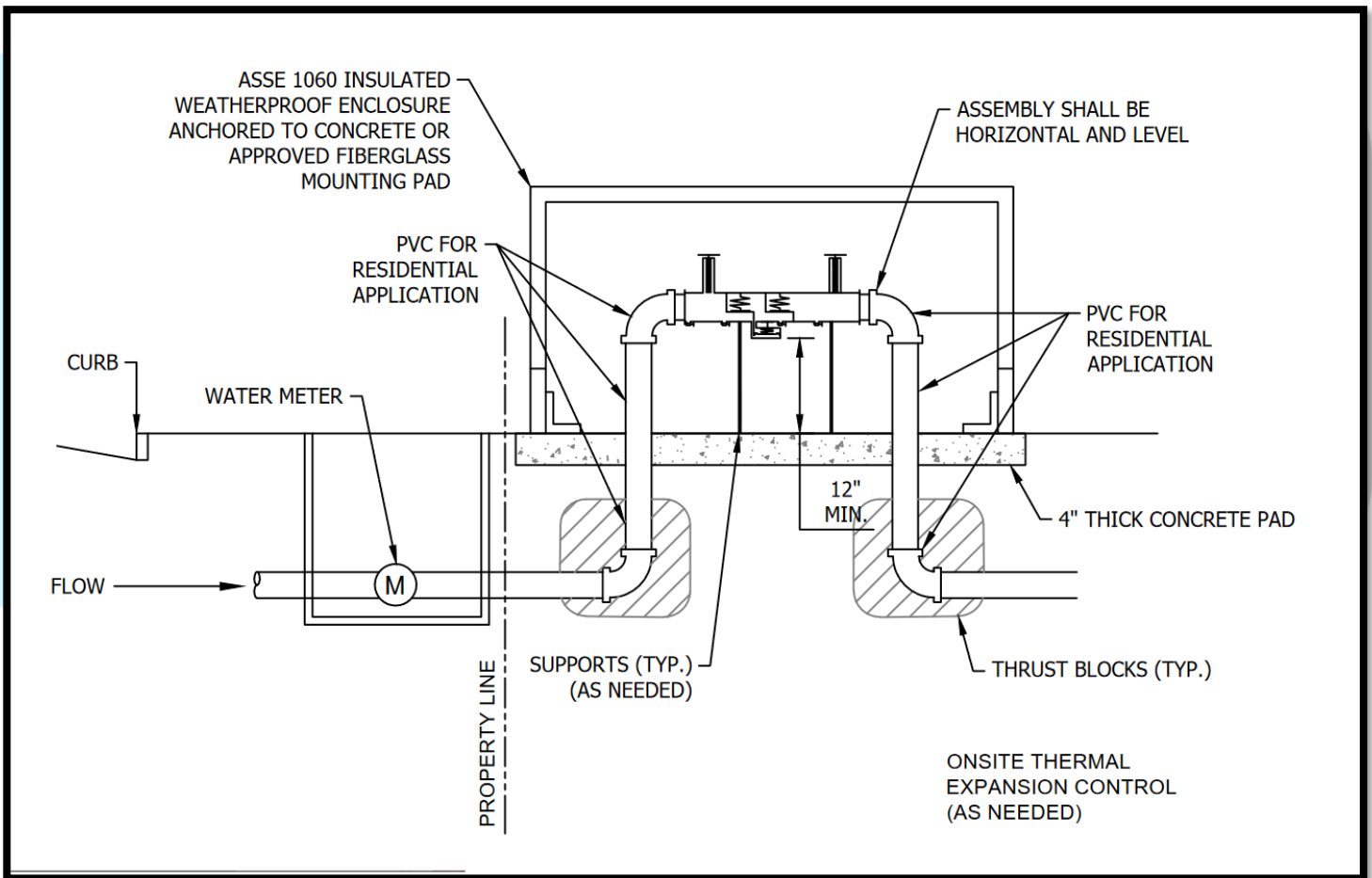
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- a. New installation. Connections to Brunswick Regional Water and Sewer water supply system shall have a separate connection for an Irrigation System consisting of an approved meter, RPZ backflow device and rain sensor.
- b. Existing systems. Connections to Brunswick Regional Water and Sewer water supply system shall have a separate connection for an Irrigation System consisting of an approved meter, RPZ backflow device and rain sensor.



In accordance with **North Carolina General Statutes**, as of July 31, 2008, all new permanent in-ground irrigation systems *shall* be individually metered which will allow H2GO to monitor water usage in compliance with water conservation policies; and allow H2GO to disconnect irrigation systems that are not in compliance with those policies.

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## WHO CAN INSTALL THE RPZ?



A local licensed plumber should be capable of installing the RPZ. We suggest obtaining multiple quotes as prices vary from plumber to plumber. Please make sure the plumber chosen is aware of H2GO Rules and Regulations for installing the RPZ. They may contact our office should they need a copy of our latest Specifications.

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## CERTIFIED BACKFLOW TESTER LIST

**WEST' S BACKFLOW PREVENTION**  
Office: 910 - 646 - 1188 Phone: 910 - 523 - 7198

**STEVEN' S LAWN, IRRIGATION MAINTENANCE & BACKFLOW**  
Philip Tex Stevens  
Home: 910 - 371 - 6400 Cell: 910 - 616 - 5940

**AAA WATER SERVICES**  
Marty Fritz  
Phone: 910 - 319 - 0037

**ALAN BYRD DANIEL BYRD**  
Phone: 910 - 799 - 5654

**BFPE INTERNATIONAL**  
Phone: 910 - 762 - 5418

**WRIGHTSVILLE BEACH PLUMBING CO, INC**  
Phone: 910 - 256 - 2873

**WESTBROOK & JARMAN PLUMBING**  
Avery Jarman  
Phone: 252 - 560 - 9866  
910 - 340 - 1969

**ADVANCED IRRIGATION**  
Thomas Helgesen  
Phone: 910 - 681 - 0202

**BACKFLOW BOB' S \$ 25 TESTS**  
Joe Clifford  
Phone: 910 - 233 - 2045

**RJP PLUMBING CO**  
Phone: 910 - 350 - 6768

**COASTLINE PLUMBING**  
Tim Baker  
Phone: 910 - 392 - 5567

**BACKFLOW SAFETY**  
Rick Knopf  
Phone: 910 - 470 - 3233

**FIRE TECHNOLOGIES, INC**  
Christopher Ed ward s  
Phone: 910 - 675 - 0099

**# 1 BACKFLOW TESTING**  
Jairo A. Rodriguez  
Phone: 910 - 264 - 1357

**OCEAN WAVE S ERVICES**  
Leon McMillan  
Phone: 910 - 431 - 1838

**ALLEGIANC E FIRE PROTECTION \$ 44 TESTS**  
Christopher Jones  
Phone: 910 - 232 - 1043

**A 1 BACKFLOW SERVICES**  
Frankie Rivenbark  
Phone: 910 - 619 - 3279

**PYE BARKER FIRE & SAFETY**  
Phone: 910 - 794 - 7005

**CORE AND MAIN**  
Donnie Boswell  
AJ Lallo  
Phone: 910 - 791 - 4148

**SUNLAND FIRE PROTECTION**  
Phone: 910 - 794 - 9101

**CORNERS TONE PLUMBING**  
William Gibbs  
Phone: 910 - 619 - 8562

**JS MINTZ PLUM BING SERVICE**  
Phone: 910 - 762 - 6518

**ALL COUNTY BACKFLOW TESTING**  
Gary Muir  
Phone: 910 - 899 - 0100

**JB LAWN SPRINKLERS**  
Phone: 910 - 794 - 8042

**BACKFLOWGO**  
Phone: 910 - 399 - 7754  
James Keating  
Phone: 301 - 606 - 2892  
Chris Pape  
Phone: 585 - 943 - 6105

**\$ 50 BACKFLOW TESTING**  
Michael Turner  
Phone: 910 - 218 - 1454

**SOUTHEASTERN LANDSCAPE AND DESIGN**  
Jason Hanson  
Phone: 910 - 833 - 4704

**CODY KNOX**  
Phone: 910 - 274 - 4354

**KEVIN GALLAGHER**  
Phone: 910 - 777 - 4049

**COASTAL BACKFLO W TESTING LLC**  
Brian Gablenz  
Phone: 910 - 805 - 0209

**CAPE FEAR BACKFLOW**  
Shawn Mills  
Phone: 910 - 232 - 3578

**\$ 25 BACKFLOW TESTING**  
Jason Peratt  
Phone: 910 - 264 - 4695

**ALL FIRE SERVICE LLC**  
Phone: 704 - 838 - 1011

**STRONG ISLAND PLUMBING LLC**  
Phone: 910 - 269 - 1258

**UNLIMITED FIRE INSPECTION LLC**  
Greg Blackmon  
Phone: 919 - 902 - 1457

**HYDROWISE**  
Jonathan Lewis  
Phone: 910 - 336 - 9540

**BACKFLOW JOE**  
Joe Brewer  
Phone: 910 - 358 - 1123

**You can opt for a tester other than the ones listed above.  
H2GO will require a copy of their certification certificate and calibration certificate.**

LAST UPDATED: 6-12-24

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## FIRE HYDRANT ORDINANCE

The Ordinance stipulates the following requirements:

1. Buffer Area – a three (3) foot clear space shall be maintained around the circumference of fire hydrants and other fire protection equipment.
2. No grass, plants, or other objects within the three (3) foot radius shall exceed six (6) inches in height.
3. No loose rocks or any other objects which may pose a tripping hazard shall be permitted within the foregoing radius.
4. All fire hydrants and other fire protection equipment view of range shall not be obstructed of at least (2) two feet to each side along the roadway.

H2GO makes every effort to inform our customers and work alongside them to support protecting their quality of life.

H2GO reserves the right to remove and discard any such obstruction(s) around the fire hydrant or other fire protection equipment. Additionally, costs associated with removal of offending obstructions may be charged to the property owner(s) or other person(s) or any entity in charge of property; such costs may also be charged against the real estate upon which the fire hydrant and offending obstructions are located and shall be in a lien upon such real estate.

Failure to comply with the Fire Hydrant Obstruction Ordinance may result in civil penalties for non-compliance.

Examples of blocked fire hydrants:



If you notice that a fire hydrant is damaged, missing caps, leaking water, or if it is blocked or obstructed in any way, please contact H2GO at 910-371-9949.

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## ADOPT A FIRE HYDRANT PROGRAM

### Adopt a Fire Hydrant

H2GO welcomes you to partner with us in protecting the visibility and ease of access to fire hydrants for our emergency responders. By adopting a fire hydrant, you are helping to keep your community safe. Fire fighters need quick access to the hydrants when there is a fire. Hidden hydrants cause needless delays that could be detrimental to the safety of life and property.



Do you have a fire hydrant in your yard? Is there a fire hydrant in common area that your HOA would allow you to adopt?

Brunswick Regional Water and Sewer H2GO and the Leland Fire and Rescue Department are asking for your partnership in our **Adopt-A-Hydrant Program**.

When you adopt a hydrant close to your home or business you keep it free of vegetation, weeds, shrubbery, flowerbeds, posts, fences, trash, and any other obstructions.

You can help H2GO and the Fire Department in this quest by adopting a hydrant and making sure that it is easily accessible throughout the year. Maintain a path approximately (3) three feet around the hydrant as well as a clear line visibility from the roadway.

Finding a hydrant easily can make a huge difference in response time for the Fire Department. That is why the fire code requires 150-foot visibility from the street. Take a few minutes to stand 150 feet back from the hydrant and check to see that it is visible in both directions. Not visible? Take time to clear that vegetation. If you drive by the fire hydrant at night and can't see the fire hydrant, clear any obstructions. This is a great way to do your part in making your community or workplace a little safer!

Not sure how much vegetation to remove? Give H2GO a call at 910-371-9949; we're here to help! Please consider removal of hydrant obstructions for your neighbors who may have medical conditions, disabilities, or those who are elderly that may be unable to do so themselves. This act of kindness will benefit the entire neighborhood.

Your participation in this program and maintenance of the area around your adopted hydrant saves time in the Fire Department's incident response - and time is very valuable. The house you help to save may be your own.

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# Adopt-A-Hydrant Program Application

NAME: \_\_\_\_\_ PHONE #: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

ADDRESS: \_\_\_\_\_ CITY/STATE/ZIP: \_\_\_\_\_

FIRE HYDRANT LOCATION: \_\_\_\_\_

IS THE FIRE HYDRANT ON YOUR PROPERTY?

Yes

No

IS THE FIRE HYDRANT IN HOA COMMON AREA?

Yes

No

IF HYDRANT IS IN COMMON AREA, HAS YOUR HOA GRANTED APPROVAL?

Yes

No

\_\_\_\_\_  
H2GO Authorizing Agent

\_\_\_\_\_  
Date of Approval

On behalf of H2GO, Leland Fire Department, and community members you could be helping; we thank you for your participation in the Adopt-A-Hydrant program.

Please submit your application to our office located at 516 Village Rd. NE or email to Stephanie Blair at [sblair@H2GOonline.com](mailto:sblair@H2GOonline.com)

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# C.O.R.E. – COOKING OIL RECYCLING EFFORT

Fats, Oils, and Grease create major problems in community sewer systems. H2GO's Cooking Oil Recycling Effort is a nationally recognized program to collect and recycle used cooking oils.

## DO YOUR PART - SAVE OUR SEWERS – Join C.O.R.E.!

Used cooking oil and grease should always be disposed of properly. Never pour any type of oil down a drain or toilet. Even if the oil is poured slowly into a drain followed by hot water and soap; this will eventually cause problems in your homes plumbing, and the sewer system as a whole.

Any used cooking oil or grease including vegetable oil, fish oil, bacon grease, chicken fat, and pork fat can be recycled, and be used for Biofuel.



### Accepted

- Canola Oil
- Coconut Oil
- Corn Oil
- Grape Seed Oil
- Olive Oil
- Palm Oil
- Peanut Oil
- Soybean Oil
- Safflower Oil
- Sesame Oil
- Sunflower Oil
- Vegetable Oil
- Animal Grease
- Meat Grease

### Not Accepted

- Butter
- Gravy
- Lard
- Margarine
- Salad Dressing
- Sauces
- Shortening
- Motor Oil

### C.O.R.E. RECYCLING LOCATIONS

H2GO Main Office  
516 Village Road

North Brunswick Shopping Center  
113 Village Road

Waterford Commercial Center  
2013 Olde Regent Way



Please properly dispose of the items not accepted at an appropriate drop site.

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## NC 811 – Call Before You Dig

H2GO is proud to be one of NC811’s many Safe Digging Partners. Many utility companies supplying your home with power, heat, water, telephone, sewer, gas, and cable television services are located underground. It is also likely that some of these are buried close to the surface, making digging a dangerous and risky endeavor.



Fortunately, you can find out where utility lines are buried on your property **FOR FREE** by dialing 811. When you make the call, NC811 notifies member utility companies of your excavation needs and they locate their buried utility lines, **FREE OF CHARGE**.

**Know what's below.  
Call before you dig.**

### Step One: Make the Call & Have This Information Ready

- ✓ Phone number
- ✓ Address and County
- ✓ Is the location inside or outside the city or town limits?
- ✓ Is the location in a subdivision?
- ✓ A cross-street name (nearest intersecting street that is within a ¼ mile.
- ✓ Where exactly is the area you wish to have located? (are you marking the area with white paint or flags)
- ✓ Work date, time, how long will the work take, what type of work is it and who is it for?

You will be given a ticket number and a verbal list of utility companies that are notified by North Carolina 811. This does not mean each member listed owns buried utilities on your property. You will want to write down the names of the utility companies for easy reference. Not every utility company is a member of North Carolina 811.

### Step Two: Wait for the required time.

#### THREE FULL WORKING DAYS

North Carolina 811-member facility operators have three full working days, starting the day after a notice is received, in which to mark their facilities. The calendar shows examples of when an excavator should be able to dig, depending on what day of the week a notice is given. This does not apply to subaqueous locates or Design/Survey locates, which require 10 full working days, starting the day after notice is given.

SUN	MON	TUE	WED	THU	FRI	SAT
	Locate called in	Day 1	Day 2	Day 3	Good to excavate ✓	
		Locate called in	Day 1	Day 2	Day 3	Good to excavate ✓
			Locate called in	Day 1	Day 2	Weekends & holidays are excluded
Weekends & holidays are excluded	Day 3	Good to excavate ✓				

#### Headquarters Address

516 Village Road, NE Leland, NC 28451  
Office: 910-371-9949

#### Mailing Address

P.O. Box 2230, Leland, NC 28451  
Fax: 910-371-6441

### Notice Expiration (Life of a Ticket)

Tickets are good for 15 working days, starting the day after the notice is given. If more time for digging is needed past the 15th working day, the ticket should be updated by the 12th working day to allow for the new 3 full working day notice, so as to provide continuous locate coverage. The calendar below shows an example of when a ticket would need to be updated and when it would expire based on this time sequence.

SUN	MON	TUE	WED	THU	FRI	SAT
	Locate called in	Day 1	Day 2	Day 3	Day 4	
	Day 5	Day 6	Day 7	Day 8	Day 9	
	Day 10	Day 11	UPDATE Day 12	Day 13	Day 14	
	Ticket Expires at 11:59pm Day 15					

**Step Three:** Positive Response is a means for the utility members of North Carolina 811 to provide information regarding the status of your location request. Have the facilities been marked? Does the locator need to meet with the contractor or are there no facilities in the area of excavation? There is no charge to the excavator in retrieving the information and members can save the cost of retransmitted location requests.

### Step Four: Respect the Marks

The underground facilities located on your property will be identified by color coded paint, stakes or flags. Once the underground facilities have been located it is very important that the stakes, flags or paint not be disturbed. You may want to explain to young children that the brightly colored flags are not toys and should

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not be removed from the ground. Refer to the color code chart as a guide to identify the marked underground facility.

## APWA UNIFORM COLOR CODE FOR MARKING UNDERGROUND UTILITY LINES



	PROPOSED EXCAVATION		COMMUNICATION, ALARM OR SIGNAL LINES, CABLES OR CONDUIT
	TEMPORARY SURVEY MARKINGS		POTABLE WATER
	ELECTRIC POWER LINES, CABLES, CONDUIT AND LIGHTING CABLES		RECLAIMED WATER, IRRIGATION, AND SLURRY LINES
	GAS, OIL, STEAM, PETROLEUM OR GASEOUS MATERIALS		SEWERS AND DRAIN LINES

**For all locate requests, call  
811 or 1-800-632-4949**

**Need the status of a locate?  
1-877-632-5050**

### Step Five: Dig With Care

*Please note that private lines will not be marked by contacting NC811.*

Check out the brief video explaining the process. [How NC811 Works](#)

More information can also be found on the [NC811 webpage](#).

## HOW H2GO NOTIFIES OUR CUSTOMERS OF IMPORTANT INFORMATION

In the event of an outage, work on utility infrastructure that will affect the flow of traffic, boil advisories and the like, H2GO utilized multiple platforms (when available) to let our customers know.

### All-Call / Robocall System

This messaging system will also call the main phone number listed on the account. Please make sure that the phone number we have on file is up to date.

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### Local Media

WECT and WWAY typically post important information within moments of receiving information from H2GO.



### Email

When there is important information for H2GO’s entire customer base, we have the ability to send a mass email during emergency situations. It is important that customers make sure they have an email address on their account to receive notices in this manner.



### Website

The current H2HO website has a scrolling banner where important information will be posted. In many cases, information will also be posted on the home page under the “Latest News” section.

## SOCIAL MEDIA PLATFORMS

### Facebook & Next Door



When there is important information to be shared with all customers, notices will go out on the social media platforms noted above.

In some situations, a small area may be affected by an outage, boil advisory, etc. If it is possible to reach the isolated area only via Next door, that platform will be utilized to distribute information.



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### PRECAUTIONARY BOIL ADVISORY

Mandatory per the state of North Carolina, a precautionary boil advisory does not mean that the water has been contaminated. It means there is a possibility that potential bacteria may have entered the pipes and affect drinking water. Until bacterial testing is completed, it is recommended, as a precaution, boiling tap water to kill any potential contaminants, or using bottled water.

Typically, a precautionary boil advisory will be lifted within 24-48 hours, provided test results are confirmed free of any potential bacteria.



### MANDATORY BOIL ORDER

This is issued when there is confirmation that contamination is present in the water system. It is essential that all customers boil all the water used in the preparation of food and beverage for consumption.



### RISKS ASSOCIATED WITH FAILING TO FOLLOW A BOIL WATER ADVISORY

Boil water advisories are issued when an area's water is, or could be, contaminated with bacteria that could make you sick. Boiling water kills disease causing organisms, including viruses, bacteria, and parasites. Boil water advisories help protect the public from exposure to waterborne pathogenic microorganisms which can give rise to symptoms including nausea, cramps, diarrhea, and headaches, and may eventually lead to waterborne diseases such as cholera, typhoid fever, and dysentery.

- Most water filters do not remove bacteria or viruses.
- Home reverse osmosis systems do not remove bacteria.
- Do not use water from any appliance connected to your waterline, such as ice and water from the refrigerator. If a boil advisory is scheduled after maintenance, shut off your ice maker ahead of time until the advisory has been lifted.



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## HOW CUSTOMERS ARE NOTIFIED

- ❖ When a Boil Advisory of any kind is issued, H2GO will send robocalls to those affected. Robocalls are also sent when a Boil Advisory has been lifted. If bacteria are found in the water, this information will be included in the robocall message.
- ❖ When an entire neighborhood is under a Boil Advisory, H2GO will also post on the Nextdoor social media site when it is possible to reach only those affected. Note what type of Boil Advisory is posted “Precautionary Boil Advisory” or “Mandatory Boil Order”.



Per the state of North Carolina, it is mandatory for H2GO to issue a Precautionary Boil Advisory when potential bacteria may have contaminated the water.

However, a Precautionary Boil Advisory and a Mandatory Boil Order are not the same. A Mandatory Boil Order will require additional steps when it has been lifted, explained later in this material.

## WHEN TO USE BOILED OR BOTTLED WATER DURING A BOIL ADVISORY

- First, if bottled water is not available, bring water to a full rolling boil for 1 minute. After boiling, allow water to cool before use.
  - To prepare or cooking food;
  - Feeding babies and using formula;
  - Brushing teeth;
  - Washing dishes;
  - Pets; they are susceptible to the same diseases' humans are susceptible to.
- ❖ Most water filters do not remove bacteria or viruses.
  - ❖ Home reverse osmosis systems do not remove bacteria.
  - ❖ Do not use water from any appliance connected to your waterline, such as ice and water from the refrigerator. If a boil advisory is scheduled after maintenance, shut off your ice maker ahead of time until the advisory has been lifted.

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## BOIL ADVISORY Q&A



### **Is precautionary boiling water advisory mandatory?**

Yes, per NC state law it is mandatory to issue a precautionary boil advisory until water is tested for contamination of potential bacteria.

### **For how many minutes should we boil the water?**

Bring water to a full rolling boil for (1) one minute. Allow it to cool before using.

### **Does this only apply to water that we ingest or use in cooking or use when brushing our teeth?**

Brush teeth with boiled or bottled water. Do not use tap water that you have not boiled first during a boil advisory.

### **Should we avoid showers or baths until the boil water advisory is over?**

Be careful not to swallow any water when bathing or showering.

Use caution when bathing babies and young children. Consider giving them a sponge bath to reduce the chance of them swallowing water.

### **Should I run my dishwasher & washing machine for a cycle without clothes or dishes after the boil lift? Is it okay to use them during a boil advisory?**

First, it is safe to wash clothes as usual during a precautionary boil advisory. There is no need to run an empty washing machine.

Disinfect dishes by washing them in dishwashing machines that have a dry cycle or a final rinse that exceeds 113 degrees F for 20 minutes. 122 degrees F for 5 minutes or 162 degrees F for 1 minute. There is no need to run empty once a precautionary boil advisory has been lifted.



### **Is the water in my hot water heater okay to use?**

The water in your water heater will not have any pressure if the water is shut off, so it will not work during that time.

When the water is turned back on, the water in the water heater will be fine for use. Any additional water brought into the tank once the water is turned back on (during a boil advisory) could introduce potential bacteria into all water in the tank, which would require all water to be boiled.



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## WHAT TO DO AFTER THE BOIL ADVISORY?

This will depend on what type of Boil Advisory has been lifted.

If bacteria were found in the water, you should flush your household water supply once a Boil Advisory has been lifted.

If there is a Precautionary Boil Advisory due to potential bacteria, the additional steps listed to do after an advisory has been lifted do not apply during the advisory.

During a Precautionary Boil Advisory, and after one has been lifted with test results indicating no bacteria found in the water; there is no need to flush your household water lines.

H2GO will notify customers if test results conducted during a precautionary boil advisory come back positive for bacteria present in the water.

If the robocall message lifting the boil advisory does not state there were contaminants found in the water, then the results came back indicating no bacteria in the water. Which means there is no need to flush the household water system.



If bacteria were found in the water, only then once a boil advisory has been lifted, should you flush the household water supply. If there is a precautionary boil advisory due to the potential of bacteria while testing is being conducted, AND/OR when no bacteria is found, a household flush is not necessary.

H2GO will notify customers if test results conducted during a precautionary boil advisory come back with bacteria present in the water. Only then would the following steps apply.

- ✓ Refrigerators with water/ice dispenser will need to be cleaned and sanitized. Change the filter cartridges. Throw out ice. Flush the water dispenser for 3 to 5 minutes. Run the ice maker for an hour, throw out that ice. Wash and sanitize bin areas.
- ✓ Read the owner's manual for directions on how to clean other appliances, such as water softeners, filter units, reverse osmosis systems, etc.

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## HOW TO FLUSH HOUSEHOLD WATER LINES

1. Customers can run cold water taps for 5 minutes.
2. If you have a single lever faucet, set it to run cold water.
3. Begin with the lowest faucet in your home or business and then open the other faucets one at a time, moving from your lowest floor to your highest.
4. After 5 minutes, turn off your faucets in reverse order, from highest to lowest.
5. You should also flush your refrigerator's water lines.
6. As a precaution, customers and businesses should dispose of any ice made prior to the Precautionary Boil Advisory. However, if results come back negative for bacteria and the advisory is lifted, the ice made during the boil advisory is okay for use.
7. If bacteria were present in the water supply, the next 3 batches of ice should be thrown out and ice maker containers wiped clean with a solution of two tablespoons bleach to one gallon of water.
8. There is no need to run a dishwasher or washing machine empty after a precautionary boil advisory has been lifted.



Any questions not covered in this packet may be sent directly to Stephanie Blair, H2GO Communications Director at [sblair@H2GOonline.com](mailto:sblair@H2GOonline.com).

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## DETECTING A WATER LEAK

Leaking faucets, toilets, and irrigation systems are common causes of increased water bills. According to WaterSense, 10 percent of homes have water leaks that waste 90 gallons or more per day.

Easily corrected water leaks can lead to a 10 percent savings on water bills!

### What are indicators of leaks?

- A drop in water pressure
- Stains on floors, ceiling, and walls
- Wet drywall
- Visible mold and mildew outside of showers and tubs
- Cracks in your home's foundation
- Strange, musty odors, commonly associated with mold or mildew
- Ice maker is making excessive accumulations of ice
- Soft spots on your lawn and around the sprinkler system or sprinkler head
- Potholes or sinkholes in your lawn/yard
- Bubbling paint or bulging wallpaper
- Sagging ceiling
- Dripping sound or sound of running water
- Hissing or bubbling coming from pipes
- Frequent clogging of drains
- Discolored water



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## Stay Proactive

- Monitor your water bill. If there is an unexplainable spike in usage, you could have a leak.
- If your lawn begins to develop soggy spots when there has been no rain fall, this could be an indicator of a leak in your irrigation system or service line.
- Listen for the sounds of continuous flowing water, smells, or strange odors, and look for puddles of water.
- If household members notice visible dampness around your kitchen, bathroom, or laundry area, you might have a water leak.
- Check your bathtub spouts and shower heads for dripping water.
- Keep an eye out for wetness in unused sink basins.



## How To Find A Water Leak

- Slow toilets leaks are typically silent. A quick trick is to put food coloring in the back of the toilet before you go to bed or right before leaving for work. When you wake up or get home, if the water in the toilet bowl shows signs of food coloring – you have a leak.
- One way to find hidden water leaks is to conduct a water meter test, turn off all faucets in your home and check the water meter, If the meter is still running, you have a water leak.
- Pools can leak too. Use a grease pencil to mark the level of your pool at the skimmer. Check it 24 hours later. Your pool should lose no more than 1/4 inch each day.

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## SEWER BACKUP & PREVENTION

Sanitary sewer overflows can occur. This is the release of untreated or partially treated sewage from the sewer system.

Sewer overflows are commonly caused by fats, oils and grease being poured down drains. Fats, oil and grease are lighter than water, so they tend to stick to the tops and sides of pipes, causing build up and blockages. Other items that can cause blockages can include some marked “flushable” wipes, such as baby wipes, facial wipes, sanitary pads, and feminine products.



The good news is we can be proactive with prevention!

- **DON'T** pour fats, oils, or grease down the drain.
- **DON'T** flush paper products, such as paper towels, wet wipes, diapers, or feminine products.
- **DON'T** use sewer as means to dispose of food.
- ✓ **DO** put fitted baskets or strainers in all drains to catch debris.
- ✓ **DO** practice dry clean up by scraping and/or dry wiping any grease or food scraps from dishes before rinsing or washing.
- ✓ **DO** collect fats, oils, & greases in containers to dispose of properly.

### JOIN THE H2GO C.O.R.E. PROGRAM!

1. **Cool It!** Always cool down your cooking oil and grease in the fryer or pan before collecting it in one of our collection jugs.
2. **Store It!** After letting the oil cool, it should be poured into a clean plastic container with a properly fitting lid. The container can be a FREE C.O.R.E. container (available at one of our collection sites), the oil's original container or any other clean plastic container that is convenient.
3. **Recycle It!** When your container is full, take it to one of our three collection sites.

H2GO Headquarters  
North Brunswick Shopping Center  
Waterford Commercial Center

516 Village Road  
113 Village Road, NE  
2013 Olde Regent Way

**To report a sewer backup or leak, contact H2GO at 910-371-9949 during regular business hours or 910-367-1537 for after-hours emergencies.**

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## TIPS AND TRICKS TO PREVENT PIPE FREEZING

**Insulate Pipes** – Insulate hot and cold-water pipes in the crawlspace below your household as well as attic, exterior walls (if accessible) with Snap-On foam insulation. **Ensure foam insulation fits tightly, with no openings.**

**Heat Pipes** – Consider covering pipes with UL approved heat tape that has a built-in thermostat to avoid overheating.

**Sprinkler System** – **Turn OFF** your sprinkler system and drain the water out of referred to as “winterizing” the irrigation system.

**Drip Faucets** – Drip both hot and cold water at faucets in the kitchen and bathroom. This not only keeps water flowing through your pipes but releases built-up water pressure in the pipes if they should freeze.

**Laundry Room** – If there isn't a faucet in the laundry room to drip, set your washing machine on warm, and start the fill cycles *occasionally* for a few minutes to course water through the pipes.

**Icemaker** – Set your icemaker to make ice (*if the icemaker water lines run under house*).

**Cabinets** – Open cabinet doors below sinks in the kitchen and bath (*if the cabinets are located on structures' exterior walls*), to let inside heat to the pipes.

**Garage** – Keep garage door closed during extreme cold weather.

**Foundation** – For houses that have a crawlspace, make sure the foundation is **completely enclosed**, and fill any gaps in foundation walls with caulking or expanding foam. **Close or cover the foundation vents under the house.**

**Garden Hose** – Disconnect and drain garden hoses.

**Exterior Faucets** – Either cover faucets with insulated foam covers, cut off water to exterior faucets and open faucets to drain the pipes, or install exterior faucets that cut water supply off inside foundation walls.

**After the cold weather is gone, if you're experiencing a lack of running water, you may have a frozen or busted pipe. In this situation, you will need to contact a plumber.**



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## USEFUL RESOURCES

[North Carolina Department of Transportation Map](#) (latest updates on road closures) <https://drivenc.gov/>

[American Public Works NC Chapter](http://northcarolina.apwa.net/) <http://northcarolina.apwa.net/>

The APWA NC Chapter is all about educational and networking opportunities for its members. The Chapter has seven divisions that provide training specific to an individual's particular interests and needs. They also provide the opportunity to meet your peers from other municipalities in a particular discipline.

[American Water Works Association](https://www.awwa.org/)

<https://www.awwa.org/>

The American Water Works Association is an international, nonprofit, scientific, and educational society dedicated to providing total water solutions assuring the effective management of water. Founded in 1881, the Association is the largest organization of water supply professionals in the world.

[Brunswick County](https://www.brunswickcountync.gov/)

<https://www.brunswickcountync.gov/>

Brunswick County, North Carolina information, events, departments, and announcements.

[Brunswick County Utilities](https://www.brunswickcountync.gov/utilities/)

<https://www.brunswickcountync.gov/utilities/>

[Brunswick County Chamber of Commerce](https://brunswickcountychamber.org/)

<https://brunswickcountychamber.org/>

[GENX & Brunswick County Public Utilities Drinking Water](https://www.brunswickcountync.gov/utilities/genx-pfas/)

<https://www.brunswickcountync.gov/utilities/genx-pfas/>

[Brunswick County Trash Service – GFL Environmental](https://gflenv.com/)

<https://gflenv.com/>

Trash service is provided by Brunswick County, which contracts with GFL Environmental for county-wide collection. Trash is picked up **every Friday** in Leland.

[Burn Permit Application](https://www.ncforestservice.gov/burn_permits/burn_permits_main.htm)

[https://www.ncforestservice.gov/burn\\_permits/burn\\_permits\\_main.htm](https://www.ncforestservice.gov/burn_permits/burn_permits_main.htm)

[EPA – Why Save Water](https://www.epa.gov/watersense/statistics-and-facts)

<https://www.epa.gov/watersense/statistics-and-facts>

[EPA – How We Use Water](https://www.epa.gov/watersense/how-we-use-water)

<https://www.epa.gov/watersense/how-we-use-water>

[United States Environmental Protection Agency “EPA” WaterSense](#)

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<https://www.epa.gov/watersense> WaterSense, a partnership program by the U.S. Environmental Protection Agency, seeks to protect the future of our nation's water supply by offering people a simple way to use less water with water-efficient products, new homes, and services.

### [NOAA Predicts a Near-Normal 2023 Atlantic Hurricane Season](#)

<https://www.noaa.gov/news-release/2023-atlantic-hurricane-season-outlook>

### [North Carolina Hurricane Guide](#)

<https://www.brunswickcountync.gov/wp-content/uploads/2020/07/Hurricane-Guide-2020.pdf>

### [How To Prepare for a Hurricane - FEMA](#)

[https://www.ready.gov/sites/default/files/2020-03/fema\\_how-to-prepare-for-hurricane.pdf](https://www.ready.gov/sites/default/files/2020-03/fema_how-to-prepare-for-hurricane.pdf)

### [Hurricane Preparation Checklist](#)

<https://www.brunswickcountync.gov/wp-content/uploads/2020/08/Hurricane-Preparation-Checklist.pdf>

### [NC Department of Public Safety – Know Your Zone – Evacuation Routes](#)

<https://www.ncdps.gov/our-organization/emergency-management/emergency-preparedness/know-your-zone>

### [NC811](#)

<https://nc811.org/>

**Safe Digging Process:** <https://nc811.org/safe-digging-process/>

**Process Video:** <https://youtu.be/G4pHzba7b-s>

North Carolina 811 provides you with a fast and easy communications link with your H2GO. You give them information about your excavation, and they transmit the information to H2GO so we can send out locators to mark your underground lines for FREE.

### [NC One Water](#)

<https://nconewater.org/default.aspx>

The NC One Water is dedicated to providing water and wastewater education, training, and service in an effort to protect public health and the environment.

### [NC Department of Environment and Natural Resources](#)

<https://www.deq.nc.gov/>

The N.C. Department of Environment and Natural Resources (DENR) is the lead stewardship agency for the preservation and protection of North Carolina's outstanding natural resources.

### [North Carolina Department of Environmental Quality \(DEQ\)](#)

<https://deq.nc.gov/>

The North Carolina Department of Environmental Quality (DEQ) is the lead stewardship agency for the protection of North Carolina's environmental resources.

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### [North Carolina Rural Water Association](#)

<https://www.ncrwa.org/>

NCRWA is a non-profit organization dedicated to helping our members attain the highest standard in drinking water and wastewater service.

### [North Brunswick Chamber of Commerce](#)

The North Brunswick Chamber of Commerce serves the business community in northern Brunswick County, including Leland, Belville, Navassa, Northwest, Sandy Creek, Winnabow, Maco, Phoenix and Town Creek.

### [North Carolina State's Turf Irrigation Water Management System](#)

<https://www.turffiles.ncsu.edu/>

### [Town of Belville](#) <https://townofbelville.com/>

Belville is located five miles from the Cape Fear River and the historic port of Wilmington and borders the Brunswick River in Southeastern North Carolina.

### [Rainwater Harvesting – Methods and Techniques](#)

<https://www.sustainable.com.au/rainwater-harvesting>

### [EPAs WaterSense Labeled High-Efficiency Toilets](#) <https://www.epa.gov/watersense/residential-toilets>

### [Smart Home Water Guide](#) <https://www.smarthomewaterguide.org/>

### [Town of Leland](#) <https://www.townofleland.com/>

The Town of Leland is located on the scenic Brunswick River, just five minutes west of the historic river city of Wilmington, North Carolina. Leland, which has emerged as one of the fastest growing municipalities in the Cape Fear region, is home to beautiful championship golf courses, over fifty places of worship, and a vibrant business community. As the Town of Leland grows, we are committed to maintaining our down-home, small-town atmosphere. Leland. Gateway to Brunswick County. A great place to put down roots.

### [Town of Navassa](#) <https://townofnavassa.org/>

Nestled on the west bank at the junction of the Brunswick and Northeast Cape Fear river lies the Town of Navassa. Located in Brunswick County, the Town of Navassa is approximately 5 miles west of the metropolitan City of Wilmington.

### [Waterwise Watering Calculator](#) [bewaterwise.com](http://bewaterwise.com))

### [WaterWorld Magazine](#) <https://www.waterworld.com/magazine>

WaterWorld Magazine is dedicated to delivering up-to-date information on technology, products and trends in the water and wastewater industry. This online resource provides daily international business and industry-related news, current issue articles, and access to years of searchable editorial archives. H2GO has been featured in this publication several times over the years.

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