

THE PIPELINE

Update and Information on all things H2GO

2019

H2GO



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How are H2GO Customers Notified During Emergencies?

- All-Call Phone System**
This messaging system is typically used for planned outages. If you change phone numbers, please fill out an [information update form](#).
- Contact with Local Media**
[WVAY](#) and [WECT](#) typically have notices posted within minutes of being notified.
- [NextDoor](#)**
- [Mail Chimp Email Service](#)**
You can visit our website to signup, signup on our Facebook page, and there is a link on our residential application form when you sign up for service.
- [Facebook](#)**
- [Pushed](#)**
This allows us to send push notifications directly to your phone. You can visit our website to signup and there is a link on our residential application form when you sign up for service.
- Website**
We have a notification bar that appears at the top of our [website](#) for every page you visit that alerts of boil advisories.

H2GO's Brian Griffith Earns Utility Management Certification

On November 16th, 2018 The Water University and North Carolina Rural Water Association (NCRWA) announced that Brian S. Griffith, Wastewater Superintendent of Brunswick Regional Water and Sewer H2GO, earned the Utility Management Certification (UMC) credential. The UMC is the highest professional credential in the utility industry. 700 utility professionals- less than one percent of all utility professionals in the world- have earned the UMC.

To be designated as UMC certified, an applicant must have a minimum number of years' experience in water and wastewater management and have completed a minimum number of hours of specialized professional development - which are scored in a formula to ensure that experience and training meet a minimum requirement. The applicant must then pass a stringent examination in water and wastewater system management. In order to maintain the certification, individuals must undertake ongoing professional development and activities in water and wastewater system management.

Brian has served in the water and wastewater industry for over 14 years, obtaining the highest certifications in wastewater, water distribution, collections, and backflow testing. Brian's hard work and committed attitude also led him to manage H2GO's safety program and take lead of the safety committee, earning him the Water Environment Federation's George W. Burke, JR Safety Award in 2017. "With Brian's commitment to his position, as well as to the continuation of his own knowledge, it is no surprise to us that he has obtained such prestigious recognition," H2GO's Executive Director Bob Walker said. "Brian continues to improve the state of H2GO and to help his fellow employees learn and grow professionally."

H2GO recognized Brian for his achievement at their regularly scheduled Board of Commissioners Meeting on February 19th. Additionally, NCRWA will be recognizing Brian at the upcoming NCRWA Annual Conference May 13th – 16th at the Koury Convention Center in Greensboro, North Carolina and will publish his name in an upcoming issue of NCRWA's magazine, *The Tarheel Pipeline*.

The Water University is an affiliate of the National Rural Water Association (NRWA). The NRWA is a membership organization of more than 35,000 water and wastewater systems that serve millions of customers across the United States. With support of the North Carolina Rural Water Association and other State Rural Water Associations, NRWA is the premier source of training, on-site technical assistance, and source water protection planning for the water and wastewater industry. For more information about NRWA, visit www.nrwa.org.



H2GO Adds Vector 2100i

On January 31st 2019, H2GO added the [Vector 2100i](#) to their fleet of vehicles. With this new vac truck, H2GO will be able to more readily restore water outages, clean sewer system, and fix breaks faster, safer, and more efficiently.

Designed for public utilities and professional contractors cleaning wastewater and sanitary systems, the Vector 2100i combination sewer cleaner is truly built around the operator. A few of the features are a revolutionary control system, superior vacuum performance, unmatched operator comfort and control, and fuel, air routing and filtration efficiency second to none. Vector has gone to every effort to ensure that every facet of the 2100i Combination Sewer Cleaner is nothing less than world class.

Vector describes this trucks as "intuitive. intelligent. innovative. individualized. incomparable."



What is the black/grey/pink/orange slimy stuff in my home?

An Introduction on Serratia Marcescens

If you are experiencing black/grey/pink/orange stains or slippery residues in the shower, in a toilet, at a tap, or in the washing machine, you do not have a water quality problem, and you need not fear a health issue. These residues indicate the presence of naturally-occurring *Serratia Marcescens* bacteria, which are commonly seen in our area and is commonly found growing in bathrooms (especially on tile grout, shower corners, toilet water lines, and basins), where it manifests as a black, grey, pink, pink-orange, or orange discoloration and leaves a black or grey slimy film feeding off phosphorus-containing materials or fatty substances such as soap and shampoo residue. This residue is harmless to humans.

Q: Is this as bad as the toxic black variety? And, if so, how do I get rid of it?

A: Unlike run-of-the-mill green molds like *Cladosporium*, or the infamous toxic black mold, *Stachybotrys chartarum*, the pink “mold” in your shower isn’t mold at all. The discoloration comes from a biofilm— also known as a bacterial colony—of *Serratia Marcescens*. The airborne bacterial species thrives in moist environments like showers, where it feeds on mineral deposits in soap scum and fatty deposits in soap and shampoo residue.

Fortunately, the black, grey, pink, pink-orange, or orange residue (a result of the pigment the bacteria produces) makes it easy to spot and remove from shower, walls, floors, countertops, shower doors, and curtain liners. Using basic household cleaners and the techniques ahead, you can get rid of pink mold on hard and soft shower surfaces and keep it from coming back.

1. Scrub the biofilm off hard. The stubborn biofilm of *Serratia Marcescens* can only be removed through agitation and elbow grease.
2. Rinse away any loosened biofilm in by either wiping down the scrubbed areas with a wet towel or turning on and detaching the faucets to flush the slime down the drain.
3. Disinfect these same surfaces. It’s not enough to simply scrub away the color; you need to disinfect the surface to remove any lingering bacteria to prevent its return.
 - * Bleach is your best bet since it does double-duty to kill the last of the bacteria and dissolve stubborn stains left in its wake.
 - * Pour six ounces each of chlorine bleach powder and warm water into a 12-ounce spray bottle, then replace the cap and gently shake the bottle.
 - * Spray the solution directly over the hard surfaces you’ve scrubbed and let the solution dwell in the shower for 10 minutes.
 - * Use a fresh soft-bristle scrub brush to lightly scrub down the sprayed areas, rinse once more, and dry the surfaces with a clean towel or squeegee.
4. Sanitize shower curtains. Shower curtains are a popular hangout for pink mold since they’re seldom cleaned and usually riddled with soap and shampoo residue. Running your curtain through the washing machine on a gentle wash cycle with warm water effectively removes *Serratia Marcescens* bacteria and any associated stains.
 - * Be sure to first check the care label of your curtain to ensure that it’s machine-washable, then air-dry the curtain outdoors on a sunny day before re-hanging it in the shower.

Keep Biofilm Away.

Serratia Marcescens is one stubborn biofilm that often reappears on hard and soft surfaces exposed to fatty materials or mineral deposits even after you’ve taken these outlined measures to remove it. Make your cleaning responsibilities easier on yourself by heeding these tips for preventing new biofilm from forming:

Shower:

- *Serratia Marcescens* is more likely to spread in damp areas, so towel-dry the hard surfaces of your shower after every use to remove excess water.
- Use a water-dampened paper towel to wipe away soap or shampoo residue anywhere it collects in the shower after every use. Then, make a second pass over these areas with a dry paper towel.
- Remove soap scum from hard shower surfaces on a biweekly basis.
 - ◇ Spray soap-scum-riddled areas of the shower with a 50-50 solution of white vinegar and warm water combined with one tablespoon of dish soap;
 - ◇ Let the solution dwell for 15 minutes;
 - ◇ Scrub down the sprayed areas with a soft-bristle brush;
 - ◇ Rinse away anything you’ve loosened from the tile and glass, and towel-dry or squeegee all wet surfaces.
- Machine-wash shower curtains, if you have them, on a monthly basis in a gentle cycle with warm water.
- Identify and repair leaking shower heads or faucets that may create excessive dampness in the shower.
- Turn on your bathroom’s exhaust fan before you shower and leave it on for around 20 minutes afterward to help dry out air in the room. The *Serratia Marcescens* is more likely to spread when there is excess moisture in the air.
- Keep bathroom windows closed while you shower. Otherwise, being an airborne bacterial species, *Serratia Marcescens* can waft into your bathroom from outdoors.

Toilet Bowl:

- Clean toilet bowl according to directions on the toilet cleaning chemical of your choice.
- After cleaning and disinfecting, pour ¼ cup of household bleach into the toilet tank. Let sit for 20 minutes and flush several times.
 - ◇ Do not let household bleach sit in the bowl or tank for more than 20 minutes as it can damage non-porcelain parts of the toilet.
- Use care with abrasive cleansers and sponges to avoid scratching the fixtures, which will make them even more susceptible to harboring bacteria.

Other Areas:

- Remove and soak your sink aerators in a dilute bleach solution, using an old toothbrush to scrub them.
- Use a cotton swab soaked in bleach to disinfect the refrigerator water dispenser

H2GO Customers Donate Over \$2,000 to BFA

On July 15th, H2GO Executive Director Bob Walker presented the second annual Operation Round Up funds to BFA Board of Director's Chairman Bill Hadesty in the amount of \$2,060.74. BFA is a transformative, forward-looking and collaborative organization that helps low income people in Brunswick County to live a high quality of life. The proceeds, donated by registered H2GO customers rounding up their monthly bills over the last year, will go towards helping to pay water bills of low-income families in the H2GO district. Last year, BFA paid over \$4,600 to H2GO customers who needed assistance with their water bills.

“We will continue to raise awareness for Operation Round Up and increase support for the program,” says Tyler Wittkofsky, H2GO Public Information Officer. “Ultimately, our goal is to provide Brunswick Family Assistance with enough proceeds to help pay water bills for all low-income H2GO customer's when they need assistance.”

H2GO customers can join their fellow citizens in supporting BFA by joining Operation Round Up at www.H2GOonline.com/Operation-Round-Up or by visiting H2GO's office in Leland at 516 Village Rd and filling out a form in person.

Brunswick Family Assistance

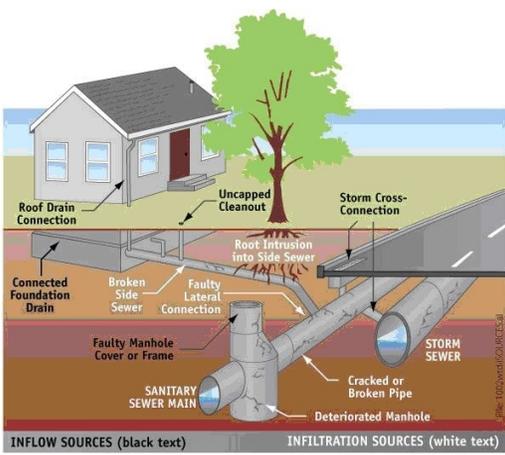
BFA is a transformative, forward-looking and collaborative organization that helps low income people in Brunswick County to live a high quality of life. They envision a community where all people have access to an adequate and nutritious supply of food and sufficient resources to sustain themselves.

Last year alone, they paid over \$4,600 towards low-income H2GO Customer's water bills.

You can learn more about BFA by visiting www.brunswickfamily.org



Inflow & Infiltration



Brunswick Regional Water and Sewer H2GO's Sanitary Sewer System is designed to carry wastewater from homes and businesses and convey that wastewater to Brunswick County's Northwest Wastewater Treatment Plant and H2GO's Belville Wastewater Treatment Plant. When storm and/or ground water enters the system through inflow and infiltration (I&I), the sanitary sewer system can become overloaded and potentially result in sewer backups or sanitary sewer overflows, which negatively affect residents and the environment. Typical sources of I&I include cracked pipes as well as sump pumps, downspouts, and foundation drains that have been directly connected to the sanitary sewer system. By working together, customers, residents, and H2GO personnel can reduce sources of I&I and help protect the environment from sanitary sewer backups and overflows as well as keep fees, sewer system costs, and treatment costs down.

What is the Difference? Sanitary Sewer vs Storm Sewer

H2GO's sanitary sewer system is designed to carry wastewater from residences and businesses throughout the district's service area to the wastewater treatment plants. The sanitary sewer system is designed with the appropriate sized pipes to handle the removal of wastewater only, and does not have the capacity to handle additional water from storm and ground water sources. The storm sewer system is designed to carry storm and ground water directly to natural drainage features such as creeks, streams, rivers, and/or lakes, or to man-made detention / retention facilities. The stormwater system is designed with much larger capacity pipes and drainage features to handle large volumes of water from rain, snowmelt, and ground water sources. Storm and ground water is predominately clear water that does not need chemical or biological treatment before entering a natural or man-made drainage feature

What Problems do I&I Cause?

During significant rain events, storm and ground water can find its way into the sanitary sewer system through Inflow and Infiltration. When this excess

- I&I can increase the flow in the sanitary sewer system to a point beyond the designed capacity of the pipes. When the capacity of the pipes is exceeded, the excess wastewater looks for the lowest release point, which can lead to basement backups, and/or sanitary sewer manhole overflows.
- Storm and ground water that enters the sanitary sewer system is transported to the treatment plant and unnecessarily treated. This leads to higher treatment costs for the utility and its customers.
- If I&I are not addressed, the sanitary sewer pipes may have to be upsized to handle these peak flows to reduce backups and overflows. These projects are expensive and do not completely solve the problem as the excess storm water in the system is still being unnecessarily treated at a cost to H2GO and its customers.

What Are the Benefits of Removing Sources of I&I?

Depending on the type of I&I connection(s), just a couple of properties with sources of I&I can overload a sanitary sewer line during a rain event. When the line becomes overloaded, the wastewater looks for the lowest point to release the pressure building up in the pipe. This can be a basement drain or a sewer manhole. Although a property owner may have I&I connections on their property and never have a problem, they could be contributing to a sewer backup in the basement of a neighbor or the overflow of wastewater from a sewer manhole. Removing sources of I&I can help to reduce the occurrences of backups and overflows. Any reduction in the amount of storm water entering the sanitary sewer system is a public benefit to all H2GO customers. The benefits include:

- Decreased occurrences of basement backups;
- Reduced claims and claim related costs associated with backups;
- Better protection of the environment from the impact of overflows;
- Reduced treatment costs;
- Increased capacity of the sanitary sewer system;
- Reduced need for expensive projects to handle excess flow.

What is H2GO Doing to Reduce I&I?

- Daily monitoring of all lift station operations via GuardDog lift station analyzer. During this review, staff evaluates pump run times, run cycles and drawdown times to help identify potential I&I by comparing dry weather operations to wet weather conditions.
- Comparing installed rain gauge readings with our GuardDog system to correlate rainfall at lift stations sub-basins with wet weather lift station operations for the purpose of identifying potential I&I.
- Monitoring our own internal flow tracking spreadsheet that allows us to compare billed water usage (excluding irrigation) to monthly average wastewater flows within each sub-basin.
- During wet weather conditions, our staff conducts field inspections of manholes, cleanouts, and lift stations in order to visually see and/or audibly hear inflow sources tributary to the collection system.
- Inspect and track temporary sewer plugs installed during new sewer line construction.
- Inspect lateral connections and cleanout combo fittings installed with new building construction.
- New sewer line extensions are inspected daily including all drain pans being placed in manholes. Final testing is done by air testing lines and/or vacuum testing manholes.
- All new grinder tanks are inspected to ensure proper installation and being above grade to prevent flooding of grinder tanks in wet weather conditions.

What Can You Do?

- Look for and check your sewer cleanout. The cleanout is usually a small pipe, about 4-inches in diameter, outside your house that is used to access the sewer lateral for cleaning. Make sure the cap to the cleanout pipe is not missing and has not been damaged (such as by a lawn mower);



- Check to see that outdoor patio, deck or yard drains, pool or pond overflow, rain gutters, and sump pumps, are not connected to the sewer;

- Avoid planting trees and shrubs over or near the sewer laterals. This also applies to sewer mains that may be in yard easements. Roots can enter and damage sewers. This allows groundwater and rainwater to enter the sewer and also causes costly ongoing problems with sewer clogging, backups and spills;



- If your area is experiencing flooding, NEVER try to drain the areas by removing the sewer manhole covers in the street or covers from your cleanouts. The huge amount of flow that would enter the sewer system will definitely cause a problem downstream. Notify H2GO immediately if you observe or know of someone doing this.

H2GO Prepared to Maintain Water and Sewer Services for Customers during Hurricane Dorian

On Wednesday September 4th, in preparation for the impending Hurricane Dorian, H2GO contracted with Dew Oil Company to receive a delivery of diesel fuel ahead of the storm. The diesel fuel was to be used to run backup generators throughout the district. In addition to having diesel fuel for generators, H2GO's vehicle fleet was fueled and prepared for their on-call emergency staff to maintain the viability of the water and sewer infrastructure throughout the storm. H2GO also acquired two additional standby pumps in case of pump station failure to ensure operations of the sewer system. H2GO's goal was to maintain water and sewer collections availability throughout the storm.



Dew Oil Co. Diesel Fuel Tanker



H2GO Vehicle Fleet



Backup Pump

H2GO Says 'Goodbye' to Longtime Employee Steve Hall

On April 18th, H2GO held a special celebration to say goodbye to Steve Hall, the Wastewater Maintenance Operator Responsible in Charge for over 15 years. H2GO wishes Steve well in retirement!

"It's all chicken but the bill."



H2GO's Russ Lane Receives NC AWWA-WEA Raymond E. "Red" Ebert Award

In September, the North Carolina American Water Works Association and the North Carolina Water Environment Association (NC AWWA-WEA) awarded H2GO's Utilities Director Russ Lane with the Raymond E. "Red" Ebert Award for his dedication to the water industry. This award was established by the NC AWWA-WEA Board of Directors in 1988 and is presented to the member who has made a significant contribution to the practice of operating a water distribution or wastewater collection system.

Mr. Lane currently serves as the Utilities Director for Brunswick Regional Water and Sewer, H2GO, where he has been employed for 18 years. Mr. Lane has dedicated his career to the water and wastewater industry and leaves many in awe with his knowledge and tactics to effectively and efficiently solve problems and ensure customers are not without water. He consistently strives to build upon his knowledge and possesses certifications in Distribution, Collections, Cross Connection, and Wastewater Treatment. His goal is to build a sustainable and knowledgeable team for years to come and ensure the community he serves is properly cared for. "Russ is an exceptional leader within our organization," H2GO's Executive Director Bob Walker said. "He provides guidance and knowledge to all of those who meet him on the job. He consistently strives to make H2GO a better place for the community and all involved."

Mr. Lane was recognized for his achievement at H2GO's Regular Board Meeting on October 15th, 2019. The award will be presented to Mr. Lane at the NC AWWA-WEA 99th Annual Conference in Raleigh, North Carolina November 3rd – 6th, 2019. The NC AWWA-WEA is dedicated to providing water and wastewater education, training, and service in an effort to protect public health and the environment. They have over 2,500 members in North Carolina representing municipal and private utilities, consulting engineering firms, government agencies, companies who provide equipment and supplies to the industry, and representatives of academia who teach and conduct research in water and wastewater-related areas.



H2GO Hosts Leadership Brunswick County

On April 17th, H2GO was honored to have Leadership Brunswick County- a program hosted by Brunswick Community College, Brunswick County Chamber of Commerce, North Brunswick Chamber of Commerce, and Southport Oak Island Chamber of Commerce-Welcome Center to train and develop leaders throughout the County- take a tour of their Wastewater Treatment Plant led by Wastewater Treatment Plant Supervisor Brian Griffith and Assistant Wastewater Treatment Plant Supervisor Shawn Gillette!



H2GO Employees Top 3,000 Days of Safety

On October 28th, H2GO employees celebrated 3,000 days without time loss due to injury on the job. With thirty employees in the last 3,000 days, each one of them have taken safety as a serious concern, largely in part to due to Safety Manager Brian Griffith. In 2012, Griffith formed a safety committee and began working on a safety policy that provides basic responsibilities and tasks for all levels of employees on ensuring a safe environment. “It is the basic safety policy of this company that no task is so important that an employee must violate a safety rule or take a risk of injury or illness in order to get the job done,” the Safety and Health Program reads. After celebrating 2,000 days of safety in February of 2017, H2GO received the George W. Burke, Jr. Safety Award from NC-AWWA-WEA later that year.

H2GO honored their employees with a celebration on November 1st with a pig picking. “Safety is our number one priority at H2GO,” says Tyler Wittkofsky, H2GO’s Public Information Officer. “We are more than coworkers at H2GO, we are a family. We look out for each other and ensure that nobody gets hurt. The commitment to safety among our employees is something to celebrate. Almost eight and a half years without a time loss due to injury on the job is incredible.” H2GO looks to continue their string of safety. Safety doesn’t happen by accident, H2GO is committed to it.

And We’re Stayin’ Alive! Ah, Ha, Ha, Ha Stayin’ Alive!

On March 19th, H2GO’s Safety Supervisor Brian Griffith scheduled for the entire staff CPR certified. His commitment to safety is what has led H2GO to nearly 3,000 days without time off due to injury, the 2017 NC AWWA-WEA George W. Burke, Jr. Safety Award, and the 2017 NC-AWWA-WEA Disaster Preparedness Award!



C.O.R.E (Cooking Oil Recycling Effort)



Fats, Oils, and Grease create major problems in our community sewer systems. **Save our sewers!** 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 with hot water, this will eventually cause problems with your home's plumbing and the sewer system as a whole. **Join the C.O.R.E.** Any used cooking oil or grease including vegetable oil, fish oil, bacon grease, chicken fat, and pork fat can be recycled. And, all recycled cooking oil will be used to **create Biofuel.** Cooking oil recycling reduces sanitary sewer problems and is good for the environment.

C.O.R.E Recycling Sites:

H2GO Main Office	516 Village Road
North Brunswick Shopping Center	113 Village Road
Waterford Commercial Center	2013 Olde Regent Way

Accepted	Not Accepted	
<i>The following are accepted at our collection sites</i>	<i>Please dispose of these items with your bagged garbage.</i>	<i>Please properly dispose of these items at an appropriate drop site.</i>
Canola Oil	Butter	Motor Oil
Coconut Oil	Gravies	
Corn Oil	Lard	
Grape Seed Oil	Margarine	
Olive Oil	Salad Dressings	
Palm Oil	Sauces	
Peanut Oil	Shortening	
Soybean Oil		
Safflower Oil		
Seasame Oil		
Sunflower Oil		
Vegetable Oil		
Animal Grease		
Meat Grease		

Operation Round Up



When you join Operation Round Up, your contributions help provide food, groceries, and educational opportunities that will benefit people in need throughout our service area and Brunswick County. As a voluntary contributor to Operation Round Up, you choose to have your monthly water/sewer bill rounded up to the next highest dollar amount. The difference between your actual bill and the next highest dollar is the amount of your donation.

For example

If your monthly water/sewer bill is: \$46.55

Your bill will be round up to: \$47.00

Your Operation Round Up donation: 45 cents

Neighbors helping neighbors. That spirit of cooperation and dedication to raising everyone's quality of life is the inspiration behind our community improvement program - Operation Round Up. Your monthly contribution could be as little as a penny, or as much as 99 cents - but that small amount makes a huge difference in the lives that it touches. Now is your opportunity to make a meaningful difference with your tax deductible contribution!

Program Overview:

- Each customer's monthly Round Up contribution can be as little as a penny or as much as 99 cents. On average a customer's contribution is \$6.00 per year. Your Round Up donation will be indicated on your monthly water/sewer bill.
- All donations are tax deductible.
- Opt out at any time. It's your choice.
- All proceeds will go directly to our Community Partners. 100% of the contributions will go to assist those in need, with no administrative fees attached to this program.
- Select Round Up PLUS and add an extra \$1, \$5 or \$10 to the Round Up donation pass through.
- If you would like to join Operation Round Up, please visit our website www.h2goonline.com/operation-round-up

Operation Round Up Community Partner:



Brunswick Family Assistance

Brunswick Family Assistance is a transformative, forward-looking and collaborative organization that helps low income people in Brunswick County to live a high quality of life. We envision a community where all people have access to an adequate and nutritious supply of food and sufficient resources to sustain themselves. BFA shall continue to be a leader in partnering with other organizations to help solve community problems.

Mission Statement: Brunswick Family Assistance is dedicated to improving the lives of families and individuals in crisis in Brunswick County, who are willing to help themselves, by providing emergency assistance and educational and skills development programs.

By contributing to Operation Round Up, you will be helping your neighbors pay their water bills when they can't afford to. In 2017 alone, Brunswick Family Assistance helped low income H2GO customers pay nearly \$1,100 towards their water bills. They expect that number to continue growing.

To learn more about Brunswick Family Assistance, you can visit their website at www.BrunswickFamily.org



About H2GO

Brunswick Regional Water and Sewer H2GO is a government utility established in 1976 that provides water and sewer services (wastewater) to northern area of Brunswick County, including Navassa, Leland, and Belville. H2GO currently provides water to approximately 10,000 customers.



The Pipeline

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.



**Brunswick Regional
Water and Sewer
H2GO**

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