

THE PIPELINE

A year in review

2020

H₂GO



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Updates on H2GO, Town of Leland, and Town of Belville Court Case

- **January 24:** Correspondence in the form of a settlement proposal was sent to the Towns of Leland and Belville that would have ended the two-year legal battle.
- **February 19:** H2GO delivered a supplement letter to the settlement proposal to the Town of Leland. The letter enforced the notion that no interlocal agreement was included in the settlement agreement, having been publicly announced 'dead' by interlocal agreement leadership in October of 2019.
- **February 21:** The Town of Leland rejected the settlement proposal in a five-page response letter.
- **February 25:** H2GO and the Town of Belville submitted motions to withdraw their appeals of Judge Charles Henry's April 2019 decision to return to H2GO the assets held by the Town of Belville.
- **May 1:** The Honorable Charles Henry, Senior Resident Superior Court Judge, heard a Joint Motion that had been filed by H2GO and the Town of Belville, asking the court to lift the stay on the permanent injunction filed in July of 2019 that was preventing Belville from returning the assets of H2GO to H2GO and preventing H2GO from proceeding with the construction of the aquifer sourced reverse osmosis ("RO") plant.
- **May 18:** Judge Henry entered an Order granting the Joint Motion and ruling in favor of The Town of Belville and H2GO. This ruling allowed Belville to return the assets of H2GO to H2GO and allowed H2GO to resume construction of the much anticipated RO plant.
- **June 5:** All assets were returned to H2GO from Belville. Requests for bids were advertised for construction of the RO Project.
- **September 1, 2020:** The Local Government Commission's (LGC) approved H2GO's bond financing request.
- **September 15, 2020:** The board voted unanimously to approve three contracts: M.B. Kahn Construction Company Inc. to build the RO plant, Carmichael Construction Company Inc. to install lines and a river diffuser for the concentrate discharge to the Brunswick River, and Carolina Civil Works to construct raw and finished water mains.

H2GO's Jared Glick, Tyler Wittkofsky Earn Utility Management Certification

In November 2019 The Water University and North Carolina Rural Water Association (NCRWA) announced that Brunswick Regional Water and Sewer H2GO's Jared Glick, Water Superintendent, and Tyler Wittkofsky, Public Information Officer, earned the Utility Management Certification (UMC) credential. The UMC is the highest professional credential in the utility industry. Less than 1,200 utility professionals- less than one percent of all utility professionals in the world- have earned the UMC. H2GO now has three employees with the UMC designation.

To be designated as UMC certified, an applicant must have a minimum number of years' experience in the water and wastewater industry 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.

Glick has served in the water and wastewater industry with H2GO since 2011. He has worked his way up to the Water Superintendent position, earning nearly 20 of the highest certifications in wastewater, water distribution, collections, and backflow testing. He was part of the focus of an article in WaterWorld- a national water and wastewater trade publication- that highlighted H2GO's Cooking Oil Recycling Effort program and the initiatives he took to grow the program.

Wittkofsky has been H2GO's Public Information Officer since 2016. In his time at H2GO, he has obtained 15 certifications, including those from FEMA and OSHA, in order to better prepare the utility and their needs. He helped to lead H2GO to their Utility of the Future Today designation in 2017 due to his commitment to community engagement within the organization.

"We are extremely proud of the initiatives our employees are taking to improve themselves and H2GO," said Bob Walker, H2GO's Executive Director. "With Jared and Tyler's commitment to their respective position, as well as to the continuation of their own knowledge, it is no surprise to us that they were able to obtain such prestigious recognition." H2GO recognized Glick and Wittkofsky for their achievement at their regularly scheduled Board of Commissioners Meeting on November 19th. Additionally, NCRWA published their name in an issue of NCRWA's magazine, The Tarheel Pipeline.



Jared Glick (L) and Tyler Wittkofsky (R)

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.

Statement on Brunswick County Topping PFAS Contamination List

H2GO was dismayed to read the Environmental Working Group's (EWG) January 22nd study results "PFAS Contamination of Drinking Water Far More Prevalent Than Previously Reported", in which Brunswick County topped the list in terms of PFAS contamination. While EWG points out that the results "...are not intended to identify specific water systems", it is still of concern to H2GO and a matter they will continue to take seriously.

Currently, H2GO receives treated surface water from Brunswick County Public Utilities, which is then distributed to H2GO customers. Brunswick County diligently tested their water supply for the last two and a half years. Test results have continued to remain below EPA established health advisory levels for PFOA and PFOS and the North Carolina Department of Health and Human Services' instituted provisional health goal for GenX, however the total PFAS sample level of 185.9 ppt is exceedingly troubling to H2GO. In turn, they have decided to ramp up their testing again to give our customers readily available data and additional testing results. This information will be posted to H2GO's website at www.H2GOonline.com.

EWG scientists believe that "...PFAS is likely detectable in all major water supplies in the U.S., almost certainly in all that use surface water." In 2011 H2GO began proactively planning for an alternate water supply, one that was aquifer-based and not reliant on the Cape Fear River. The EWG study touts reverse osmosis as the most effective method for removal, stating that "studies have demonstrated that reverse osmosis treatment is effective for removal of all types of long and shorter-chain PFAS."

Tested when the GenX story first broke in 2017, H2GO found that their deep well, confined aquifers were free of any manmade chemicals, including PFAS. With the recent revelations surrounding the public water supply in Brunswick County and the eight years of studies and preparation surrounding the aquifer sourced reverse osmosis water treatment plant, it is prevalent now more than ever how crucial it is for H2GO to build and secure an alternate water supply.

H2GO Communications

H2GO works hard and diligently to ensure our customers receive important information on outages and other important news in a timely fashion.

We send out automated calls when we have these sort of emergency, as well as posting on social media platforms. We recommend filling out an information update form (<https://www.h2goonline.com/form-information-update>) when you change phone numbers or if you did not get a phone call during an outage in your area to ensure we have the correct phone number and information on file.

We have also started an email list to send customers information on outages and other important events. You can sign up for the email list at: <http://ow.ly/q0DS30mgHGj>

And finally, we utilize Pushed (<https://www.h2goonline.com/pushed>), an app that you can download on your phone and subscribe to H2GO's account. This app allows us to send out push notifications straight to your phone during emergencies.

It is our goal to provide our customers with timely information during emergencies and we work to find ways that benefit everyone.



H2GO Holds Groundbreaking Ceremony for Aquifer-Sourced RO Plant.

On October 7th, 2020, Brunswick Regional Water and Sewer H2GO held a groundbreaking ceremony for their much-anticipated aquifer-sourced Reverse Osmosis (RO) Water Treatment Plant. Recently, H2GO accepted a bond financing proposal from First Bank, received LGC approval, and awarded all necessary contracts to start construction.

Those in attendance included representatives from MB Kahn Construction Company, Carolina Civil Works, Carmichael Construction, The Wooten Company, local leaders, the North Brunswick Chamber of Commerce, H2GO staff, and current and former H2GO board members involved in the advancement of the project.

The ceremony commemorated a new beginning for the aquifer-sourced RO plant. The project started as a way for H2GO to better serve their customers by directly managing water rates and adding a secondary source of water to H2GO's service area. However, with the revelation of GenX and other PFOAs and PFAs in 2017 the project spotlighted the need to eliminate H2GO's dependence on the contaminated Cape Fear River.

“We are excited to begin construction of the aquifer-sourced RO plant,” said Bob Walker, H2GO's Executive Director. “This project has been our focus over the last nine years. As water providers, it is our mission to protect our community and give them the best quality water at the lowest possible rates.”

Construction will begin in November and H2GO expects clean, contaminate free water to be delivered to all customers in about 15 months. With the completion and operation of the new aquifer-sourced water supply and RO plant project, H2GO will deliver clean, contaminate free water with no water rate increase.

Those interested in progress can keep up with it here: https://www.h2goonline.com/RO_Progress



Video of Groundbreaking Ceremony available here: <https://youtu.be/VetdRlO-Cv8>

H2GO's Jared Glick Named NC AWWA-WEA's Water Distribution Operator of the Year.

In October, the North Carolina American Water Works Association and the North Carolina Water Environment Association (NC AWWA-WEA) named Brunswick Regional Water and Sewer H2GO's Water Superintendent Jared Glick their Water Distribution Operator of the Year. This award is given to an individual in the water industry who has contributed to the successful operation and maintenance of their distribution system.

Mr. Glick currently serves as the Water Superintendent for H2GO, where he has been employed for nine years. He currently holds over 20 industry related certifications, including the highly coveted Utility Management Certification. He has served in many different roles with H2GO, including Wastewater Collections Systems Technician, Back Up Collections Systems ORC, and others. When H2GO teamed up with Brunswick Family Assistance and Brunswick Senior Resources to help deliver commodities to those who could not get out due to COVID-19, Jared was one of the first employees to jump at the opportunity to help the community.

"Jared is an exemplary leader within our organization," said Bob Walker, H2GO's Executive Director. "He holds his employees to a high standard, and himself to an even higher standard and it shows in his day-to-day activities."



H2GO's Keith Gore Named NC AWWA-WEA's Wastewater Collections Operator of the Year.

In October, the North Carolina American Water Works Association and the North Carolina Water Environment Association (NC AWWA-WEA) named Brunswick Regional Water and Sewer H2GO's Collection Systems ORC Keith Gore their Wastewater Collections Operator of the Year. This award is given to an individual in the water industry who has contributed to the successful operation and maintenance of their collections system.

Mr. Gore currently serves as the Collection Systems ORC for H2GO, where he has been employed for 15 years. Since becoming H2GO's Collections Systems ORC, he has made many notable improvements to the system in which collections employees operate to become more efficient. He created an open line of communication with his employees to actively answer any questions they may have and make them feel engaged. His promotion of safe handling of equipment has led to more efficient and effective work.

"Keith provides guidance and encouragement to all of our employees," said Bob Walker, H2GO's Executive Director. "His passion for the industry and dedication to improving our system is highlighted everyday with his work."



H2GO Receives NC AWWA-WEA's Disaster Preparedness and George W. Burke, Jr. Safety Awards



Brunswick Regional Water and Sewer H2GO, who recently celebrated 3,000 Days of Safety, has once again received the Disaster Preparedness and George W. Burke, Jr. Safety awards from the North Carolina American Water Works Association and the North Carolina Water Environment Association (NC AWWA-WEA). H2GO received both of these awards in 2017 as well.

The Disaster Preparedness award “is presented to individuals and utilities in acknowledgment of outstanding achievement in advancing disaster preparedness initiatives thereby strengthening our preparedness and increasing our resolve to prepare for, respond to, recover from, and mitigate the effects of natural disasters, man-made disasters, and acts of aggression against our locality, county, state, and

nation.” After Hurricane Florence in 2019, H2GO took additional steps to prepare their utility for the next disaster. H2GO recently purchased a diesel fuel emergency storage tank, learning during Florence that it can become a scarce commodity. Public Information Officer Tyler Wittkofsky and Finance Director Scott Hook hold a collective twelve FEMA certifications.

“Being prepared to handle disasters as they arrive while still keeping our customers well informed is something our board and staff take pride in,” said Bob Walker, H2GO’s Executive Director. “Disasters can strike at any time, in any form, and regularly without any warning. Preparing ahead of time is something we find crucial, as it is our responsibility as a water and wastewater utility to protect and promote the health and welfare of our community.”

The George W. Burke, Jr. Safety Award ‘encourage(s) an active and effective safety program in municipal and industrial wastewater facilities, and to stimulate the collecting and reporting of injury data.’ The award recognizes H2GO’s Belville Wastewater Treatment Plant, which is operated by safety manager and plant operator Brian Griffith. H2GO has a number of different programs and strategies in place that encourage safety among employees, including: accident prevention programs; electrical safety programs; emergency action plans; fire prevention plans; personal protective equipment programs; and hazard communication programs among many others. The safety committee, led by Griffith, has also been a pivotal function to H2GO’s commitment to safety, meeting monthly and discussing new

ideas of how to keep up the organization’s string of safety. H2GO holds regular training and certification courses for their employees, including CPR and AED certifications and fire extinguisher training.



“Without a strong commitment to safety from all levels of management, H2GO would not have been able to develop its strong safety culture,” said Griffith. “Every employee plays an important role in their own safety and the safety of their coworkers. We take great pride in coming to work and going home safe at the end of each day.”

H2GO Receives Government Technology Magazine's Technological Innovation for Citizens Award



Government Technology Magazine and AT&T recognized Brunswick Regional Water and Sewer H2GO as a Special Districts Program Award Winner for 2020. The Special Districts Awards Program is designed to recognize innovation and leadership within special district agencies across the country. H2GO's innovative work installing advanced metering technology in order to provide more efficient meter reading times and on demand leak management helped them stand out in the crowd of nominees.

H2GO was recognized in the Technology Innovation for Citizen's category. This category recognizes special districts that have utilized technology to improve service delivery to citizens. H2GO began installing their new advanced metering technology in the beginning of 2020, before the pandemic began. Through the pandemic, H2GO contractors remained dedicated to installing these meters to ensure the highest quality of service to their customers.

Advanced metering supports H2GO's commitment to "preserve and promote the public health of the citizens in the North Brunswick area" in a number of ways, including: reducing carbon emissions by taking meter reading vehicles off of the road; enhancing our ability to quickly detect and stop leaks; and providing customers with daily information on water use so that they can improve their efforts to conserve.

"Our Board of Commissioners and staff are humbled to have received this recognition and it is our hope to continue to serve the best interest of our customers in the most cutting edge way possible." said Bob Walker, H2GO Executive Director. "Our customers are already experiencing the benefits from the cutting-edge technology. With more frequent meter readings, we're able to help customers save thousands of gallons of water and help identify otherwise unknown leaks."

H2GO was recognized during the 2020 Year In Review & Recognition Summit on December 15, 2020. This event presents a unique opportunity to hear from district leaders nationwide, as they share best practices and showcase innovation, in response to adapting to the uncertainties and disruptions of 2020.

As imagined by AT&T and with Government Technology, the Special Districts Program is the first program designed for special district leaders across the United States. Special districts, such as port authorities, water, transit and park districts, make up the largest portion of government agencies. Through media, custom regional and national events, and an awards program, special districts leaders nationwide are able to connect, share and learn from one another like never before.



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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