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516 Village Rd
Leland, NC 28451

Mission Statement

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

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

H2GO



Hydrant Flushing & Waterline Maintenance

You may notice H2GO crews working at fire hydrants and see water running down the street. Regularly flushing water lines through the use of fire hydrants is an important preventive maintenance activity. Although it may appear to waste water, the process is part of a routine maintenance program necessary to maintain the integrity of the water system and allows us to ensure the hydrants are in proper working order. Hydrants that are found to not be in working order are tagged and submitted for repair.

As a result of the line flushing process, residents in the immediate vicinity of the work may experience temporary discoloration of their water. This discoloration consists primarily of harmless silt and air and does not affect the safety of the water. If you experience discoloration in your water after crews have been flushing in your neighborhood, clear the pipes in your home by running all water faucets for a few minutes.

FREQUENTLY ASKED QUESTIONS:

Q: Why does the water system need to be routinely flushed?

A: The district's water distribution system is a complex network of pipes where sediment or deposits may naturally accumulate over time. If not removed, these materials may cause water quality deterioration, taste and odor problems, or discoloration of the water. Water may also stagnate in lesser used parts of the distribution system. This can result in degraded water quality.

Q: What should I do when I see Fire crews flushing hydrants in my area?

A: If you see H2GO crews flushing hydrants, PLEASE DRIVE CAREFULLY.

Q: What should I do after the flushing?

A: If the tap water is used during flushing, it could come out with sediment and discoloration. If you encounter discolored water, shut the water off and wait several minutes. After waiting, check the clarity by running cold water for a few minutes allowing new water to work its way into your pipes. If not, wait a few more minutes and check again. In some cases, you may experience slight discoloration for a few hours. This discoloration only affects the appearance of the water; it does not affect the taste or water quality.

Q: What should I do if my water pressure or volume seems low after flushing?

A: During flushing, you may experience lower pressure than normal. If you are still experiencing low pressure after flushing has been completed, check your faucet and washer screens for trapped debris.

Q: Why does the water look funny after hydrant flushing?

A: When a hydrant is opened, there will always be temporary incidences of discolored water containing fine sediment particles. There is no health hazard associated with discolored water. Allow a few hours for discoloration to dissipate. To verify the water has settled, allow your cold water tap to run a few minutes. If the discoloration persists for more than twenty-four (24) hours, please contact H2GO at (910) 371-9949 during regular office hours or (910) 367-1537 after hours.

Q: Is it OK to drink sediment-laden or discolored water during temporary disturbance events?

A: It is recommended that water users wait until the water has cleared before using it for potable purposes.

Q: What is the silt in the water system after flushing?

A: Water contains minerals and these minerals react with the inside of the pipe to produce the by-product. This chemical reaction between the pipe and water is a normal and natural process. This process can occur on the inside of the pipe and prevent an adequate volume of water flow. The flushing process removes much of this by-product which is why it is done annually.