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Water and Sewer H2GO







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Brunswick Regional Water and Sewer H2GO

#### **Mission Statement**

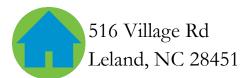
H2GO is committed to assuring a quality of life for our valued customers by providing the highest levels of water and sanitary sewer services, from Source to Stream, in a safe and efficient manner.

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.











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### **What to Do BEFORE Inclement Weather**

In the wake of threatening inclement weather:

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

## **What to Do DURING Inclement Weather**

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

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

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

### **What to Do AFTER Inclement Weather**

After inclement weather has passed:

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

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