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Inflow & Infiltration

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.



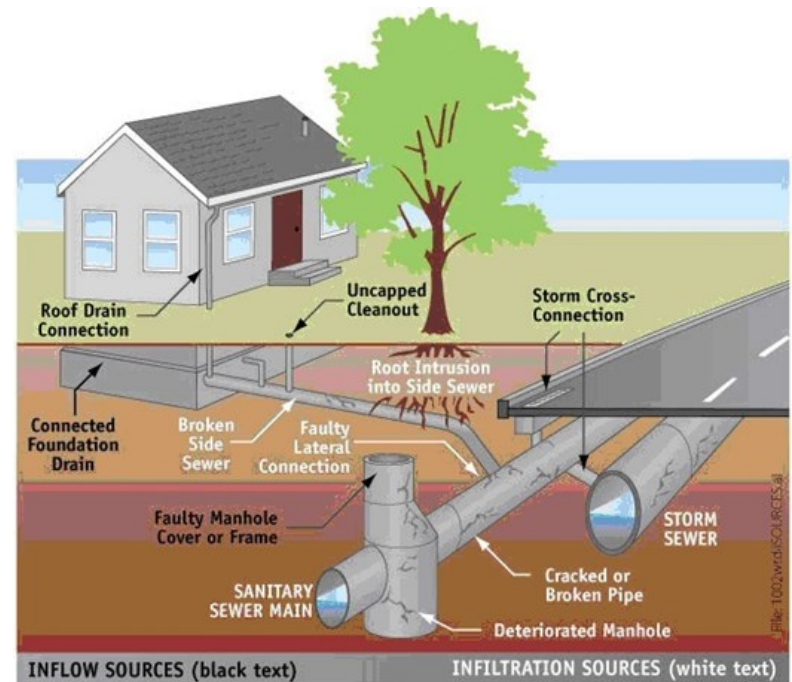
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516 Village Rd
Leland, NC 28451



When storm and/or ground water enters the sanitary sewer 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.

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.

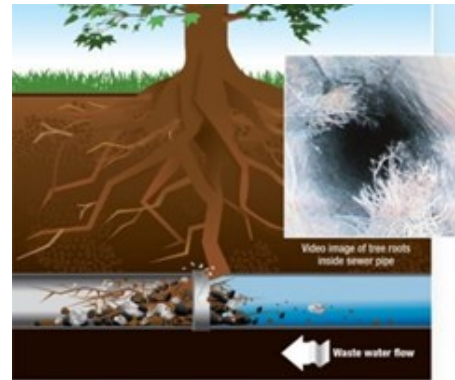


What can you do?

- Look for and check your sewer cleanout. Make sure the cap to the cleanout pipe is not missing and has not been damaged;



- 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;

- 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.