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910-371-9949



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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.



## Sewer Backup & Prevention



## About sewer overflows...

- Most sewer backups & overflows are completely preventable.
- Sewer overflows & backups are commonly caused by fats, oils, & greases being poured down drains.
- Because fats, oils, & greases are lighter than water, they tend to stick to the tops and sides of pipes, causing buildup and blockages.
- When a blockage occurs, it can cause the sewer to backup or overflow, resulting in property damage and environmental hazards.

## My sewer is backed up, now what?

- Call H2GO (910-371-9949) for crews to come out and determine if there is a blockage and if it is on your side or our side of the meter.
  - ◊ If the problem is on your side, you will need to call a plumber to come out and assess the problem.
  - ◊ H2GO has a special Vac Truck used to dislodge grease and other debris from sewer lines and will come out to alleviate the issue.
- Businesses that fail to have grease traps maintained and cleaned could be fined for grease negligence.

## Helpful tips...

- Practice Dry Clean Up by scraping and/or dry wiping any greases or food scraps from dishes before rinsing or washing.
- Know the importance of drain screens: they trap debris in sinks when washing and need to be cleaned frequently.
- Businesses should train and educate kitchen staff on the proper cleaning and maintenance of all fryers, hoods, and grease traps.

## Do:

- ☑ Put fitted baskets or strainers in all drains to catch debris;
- ☑ Collect fats, oils, & greases in containers to dispose of properly;
- ☑ Collect food scraps in containers or garbage bags and dispose with solid waster.

## Don't:

- ☒ Pour fats, oils, or greases down the drain.
- ☒ Flush paper products, such as paper towels, wet wipes, diapers, or feminine products. Only toilet paper should be flushed.
- ☒ Use sewer as means to dispose of food scraps.
- ☒ Use garbage disposal to shred solid materials into small pieces.

## Proper disposal...

- **COOL IT**  
CAUTION: IT IS HOT! Always COOL DOWN your cooking oil and grease in the fryer or pan before collecting it in one of our collection jugs.
- **STORE IT**  
After letting the oil cool, it should be poured into a clean plastic container with a properly fitting lid. The container can be a FREE C.O.R.E container (available at one of our many collection sites), the oil's original container or any other clean plastic container that is convenient.
- **RECYCLE IT**  
When your container is full, take it to one of our many collection sites! All Brunswick County residents are encouraged to participate and help save our sewers! This is a community effort!

**To report a sewer backup or leak,  
contact H2GO at (910) 371-9949**