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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.



Water Shortage Response Plan

During certain water shortage emergencies, such as extensive droughts or over usage– Brunswick Regional Water and Sewer H2GO will enact water shortage response provisions.

When the following provisions are enacted, consumers of the district are expected to adhere to the guidelines. These guidelines serve to best suit the district's needs in times of emergencies.



Stage 1—Water Conservation Alert

Voluntary water conservation practices:

- Inspect and repair all faulty and defective parts of faucets and toilets.
- Use shower for bathing rather than bathtub and limit shower to no more than five (5) minutes.
- Do not leave faucets running while shaving, brushing teeth, rising or preparing food.
- Limit the use of clothes washers and dishwashers and when used, operate fully loaded. Operate dishwashers after the peak demand hours of 6:00 p.m. to 10:00 p.m.
- Limit lawn watering to that necessary for plant survival. Water lawns before the peak demand hours of 6:00 a.m. to 10:00 a.m.
- Water shrubbery the minimum required. Water shrubbery before the peak demand hours of 6:00 a.m. to 10:00 a.m.
- Limit vehicle washing to a minimum.
- Do not wash down outside areas such as sidewalks, driveways, patios, etc.
- Install water saving showerheads and other water conservation devices.
- Use disposable and biodegradable dishes where possible.
- Install water saving devices in toilets such as early closing flappers.
- Limit hours of water cooled air conditioners.
- Do not fill swimming or wading pools.

Stage 2—Water Shortage Warning

Prohibited Water Activities:

- Watering lawns, grass, shrubbery, trees, flower and vegetable gardens except by hand held hoses, container, or drip irrigation system.
- Filling swimming or wading pools either newly constructed or previously drained.
- Using water-cooled air conditioners or other equipment, in which cooling water is not recycled, unless there are health or safety concerns.
- Washing any type of mobile equipment including cars, trucks, trailers, boats or airplanes. Any persons involved in a business of washing motor vehicles may continue to operate.
- Washing outside surfaces or exterior buildings.
- Using water for any ornamental fountain, pool, pond, etc., unless recycled.
- Serving drinking water in food establishments such as restaurants or cafeterias, unless requested to do so by a customer.
- Using water from a public or private fire hydrant for any reason other than to suppress a fire or other public emergency or as authorized by director or his authorized representative.
- Using water to control or compact dust.
- Intentionally wasting water.

Stage 3—Water Shortage Danger

Additional Prohibited Water Activities:

- Watering lawns, grass, shrubbery, trees, and flowers.
- Washing motor vehicles at commercial car wash establishments.
- Watering any vegetable garden except by hand held hose, container, or drip irrigation.

In the event that the prohibition of the activities listed above is not sufficient to maintain an adequate supply of water for fire protection, all use of water for purposes other than maintenance of public health and safety shall be prohibited. Residential water use shall be limited to the amount necessary to sustain life through drinking, food preparation and personal hygiene.

Enforcement & Penalties

The provisions of the water shortage response plan will be enforced by Brunswick Regional Water and Sewer H2GO staff. Violators may be reported to the main office.

Level	First Offense	Second Offense	Third Offense
1	N/A	N/A	N/A
2	Warning	\$250	Service cutoff
3	\$250	Service cutoff	Service cutoff