New Customer Welcome Packet

516 Village Rd, NE
Leland, NC 28451
910-371-9949

Revised 7/2/2018
Dear resident,

We would like to welcome you to the H2GO family! We are always happy to have new residents join us and come to our wonderful home in Northern Brunswick County.

H2GO is a self-governing governmental, public entity established by the State of North Carolina for the purpose of preserving and promoting the public health and welfare. H2GO has an elected, five member Board of Commissioners. Our regional service area is generally northeast Brunswick County and includes Leland, Belville, parts of Navassa, and customers located outside the limits of these incorporated Towns. All of our funds go into the improvement of the utility company and its infrastructures. This differs from regular governmental entities who can put the revenue into their general fund after all necessary expenses are covered.

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.

You will be receiving some of the most competitively priced water and sewer service in North Carolina. But we also want to help you save more money through water conservation so we offer a number of suggestions on our website and in this packet. We’re glad that you selected Northern Brunswick County as your home, and we appreciate you as a customer. Our entire team of water professionals looks forward to serving you for many years to come.

As you begin to settle into your new home, we wish to invite you to stop by our office so we can meet you!

Yours truly,

Bob Walker, Executive Director
# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Important Contact Information</td>
<td>02</td>
</tr>
<tr>
<td>Billing Information for New Residential Customers</td>
<td>03</td>
</tr>
<tr>
<td>How to Read Your Bill</td>
<td>04</td>
</tr>
<tr>
<td>Bill Payment Options</td>
<td>05</td>
</tr>
<tr>
<td>Notes on Paying Online</td>
<td>06</td>
</tr>
<tr>
<td>Commonly Reviewed Rules and Regulations</td>
<td>07</td>
</tr>
<tr>
<td>Notes on Deposits</td>
<td>09</td>
</tr>
<tr>
<td>RPZ Backflow Prevention Device</td>
<td>10</td>
</tr>
<tr>
<td>Certified Backflow Testers</td>
<td>12</td>
</tr>
<tr>
<td>Adopt-A-Hydrant Program</td>
<td>13</td>
</tr>
<tr>
<td>Operation Round Up</td>
<td>14</td>
</tr>
<tr>
<td>C.O.R.E (Cooking Oil Recycling Effort)</td>
<td>15</td>
</tr>
<tr>
<td>NC811: Call Before You Dig</td>
<td>16</td>
</tr>
<tr>
<td>Detecting a Home Leak</td>
<td>17</td>
</tr>
<tr>
<td>Tips and Tricks to Prevent Pipe Freezing</td>
<td>18</td>
</tr>
<tr>
<td>What to Do During a Boil Advisory</td>
<td>19</td>
</tr>
<tr>
<td>Winterizing Your Irrigation System</td>
<td>21</td>
</tr>
<tr>
<td>Useful Resources</td>
<td>22</td>
</tr>
<tr>
<td>Stay Connected With H2GO</td>
<td>23</td>
</tr>
</tbody>
</table>
IMPORTANT CONTACT INFORMATION

Mailing Address
PO BOX 2230
Leland, NC 28451

Physical Address
516 Village Road
Leland, NC 28451

Office Phone Numbers
Main: 910-371-9949
Fax: 910-371-6441

Office Hours
Monday - Friday
9:00am to 5:00pm

After Hours Emergency Numbers
Water: 910-367-1537
Sewer: 910-367-2084

Website
www.H2GOonline.com

Office Staff
Director: Bob Walker Ext.106 bwalker@h2goonline.com
Assistant Director: Russ Lane Ext. 111 rlane@h2goonline.com
Finance Officer: Scott Hook Ext. 109 shook@h2goonline.com
Public Information Officer: Tyler Wittkofsky Ext. 108 twittkofsky@h2goonline.com
Clerk to Board: Teresa Long Ext. 107 tlong@h2goonline.com
Customer Service Manager: Brenda Thurman Ext. 105 bthurman@h2goonline.com

Board of Commissioners
Chairman: Jeff Gerken igerken@H2GOonline.com
Vice Chairman: Trudy Trombley ttrombley@H2GOonline.com
Secretary: Bill Beer bbeer@H2GOonline.com
Commissioner: Ron Jenkins rjenkins53@yahoo.com
Commissioner: Rodney McCoy rmccoy1951@gmail.com
BILLING INFORMATION FOR NEW RESIDENTIAL CUSTOMERS

(For a full set of our Rate and Fee Schedule visit www.h2goonline.com or stop by the office to request a copy)

Bills are sent out monthly and always due by the 10\textsuperscript{th} of the following month. Any balance not paid by the 10\textsuperscript{th} will receive a 10\% late penalty. Any past due amount not paid by the end of the month will be subject to turn off on the 1\textsuperscript{st} of the following month. At that time, total bill will become due. This includes past due, present due and a reconnect fee. *Water reconnect fee during business hours is $35.00. Sewer reconnect fee during business hours is $100.00*  We have a payment kiosk at the drive thru window and a payment drop box for your convenience. The following are the fees that will apply to your new account:

- **Residential Water Base Fee:** $12.00
  - Water usage per 1000 gal. up to the first 3,000 gal. $3.50
  - Water usage per 1000 gal. from 3001+ gal. $4.00

- **Residential Irrigation Base Fee:** $14.00
  - Irrigation usage per 1000 gal. $4.90

- **Sewer Base Fee:** $12.00
  - Sewer usage per 1000 gal. $5.41

*We do billing for the Town of Leland, if you have sewer through the Town of Leland the rates are as follow:*

- **Sewer Base Fee:** $15.00
  - Sewer usage per 1000 gal. up to 3,000 gal. $3.35
  - Sewer usage per 1000 gal. from 3,001 to 6,000 gal. $3.61
  - Sewer usage per 1000 gal from 6,001 to 10,000 gal. $4.64
  - Sewer usage per 1000 gal over 10,000 gal. $4.79

Any questions please contact our office at (910) 371-9949, Mon-Fri., 9am till 5pm or visit our website at www.h2goonline.com.

*We cannot be responsible for the U.S. Postal Service non-delivery of bills or payments.*

Please make sure to put your account number on your checks along with the bill stub and mail to above address.
Billing Breakdown

Your account number, service location date your bill went out and the dates the bill reflects located here.

Your past 12 month usage will appear here.

The service address will appear here.

Mailing Address is located here

Special messages such as rate reductions and new programs will appear here.

Your total amount due and due date will be here.

When paying by mail, please detach and return lower portion with your payment. Make checks payable to H2GO.
BILL PAYMENT OPTIONS

Mail

When your bill is received you can mail a check with your bill stub in the return envelope. Please make sure your water or sewer account number is written on your check.

Phone

We accept payment by phone using a Visa, Discover, or Master Card. There is a $5.00 convenience fee for this option.

Online Banking

This option is done through an online checking account. See your local bank about your online banking options.

Online Website (pay online for free)

Go to our website, www.h2goonline.com Look for the Pay Bill link. Online bill pay allows you to make a payment using your credit/debit card or your checking account.

Automatic Bank Draft

Our front office has forms to fill out to set your payment on an automatic draft, or you can visit our website; the forms are listed under customer service and then customer service documents. Your banking account will be drafted on the 4th of each month.

In Office

You can drop off your payment anytime. Our office hours are Monday – Friday 9am to 5pm. We also have a drive thru kiosk and a Night Drop Box for your convenience.
NOTES ON PAYING ONLINE

• If it is your first time logging onto the website, you must first register. To register click “Register Now”.
  **You will need to know your account number and the last name on the account.**

• By registering you can view your account information and your account history. You can set up and edit your online profile including going paperless.

• Registration is not required to make a payment, just click the pay bill button and then click “pay now.”

• There are several payment options available:
  * You can make online payments with card or checking account.
  * You can save your card and/or checking account information to make automatic payments.

• If you have questions about paying online, feel free to call the office at 910-371-9949
COMMONLY REVIEWED RULES AND REGULATIONS

(For a full set of rules and regulations visit www.h2goonline.com or stop by our office to request a copy)

Section 5.1 Bills

Commencing upon a Customer connecting to the Utility System, H2GO will mail each customer a bill each month covering charges during the previous period. Bills shall be calculated based on the charges in accordance with H2GO’s Rates and Fee Schedule. All bills shall be sent to the billing address shown on the Application for Service unless a Customer notifies H2GO in writing of some other address to which bills are to be mailed. Failure to receive bills will not be considered justification for nonpayment of amounts due or permit an extension of the date when the account would be considered delinquent. H2GO may at any time correct any bills for service, which may be in error or in accordance with its Leak Adjustment Policy. Utility Services shall be billed in the regular billing period. Opening and closing Bills may be pro-rated.

Section 5.3 Payments

By applying for service, a Customer agrees to pay the rates, fees and charges of H2GO in accordance with these Rules and Regulations. Bills are due when rendered. A bill for any billing period shall be considered delinquent if not paid by the Customer on or before the 10th day of the month immediately following the end of the billing period for which the bill is rendered. If the payment is not received in the office before the 11th day of the month, a 10% late fee will be applied. Any bills not paid by the last day of each month will result in suspension of service. At any time after a Customer has presented a bad check/draft for the payment of any bill, H2GO requires that payment be made only in cash, by money order, or by certified check. If customer has two (2) returned checks in a six (6) month period, H2GO may suspend check writing privileges for a period of six (6) months.
Section 5.6 Adjustments for Leaks

Adjustments for leaks are for the **sewer only**. Any Customer desiring an adjustment for a leak from a line break shall notify H2GO of the existence of the leak and provide evidence of its repair. Upon determining that the leak existed, and the duration of the period of the leak, H2GO will, to the extent during the period the Customer’s usage exceeds the average monthly usage of the Customer for the past 12 months (or such shorter period of actual use). Once the amount is determined, deduct the excess amount from the average on the sewer bill only for up to a maximum of two consecutive months. **Irrigation systems and Faulty toilets do not qualify for leak adjustments.** H2GO reserves the rights to require the customer to have a licensed plumber verify the existence of a leak and to deny any adjustment without the approval of H2GO’s board of directors. Only two adjustments per year are allowed.

Section 5.7 Pool Adjustments

For pool adjustments there will be a minimum of 6000 gallons usage and this shall be limited to one time per calendar year deducted from sewer only.

Section 6.6 Restoration of Service

a) When water service has been suspended for nonpayment of water bills, water service will be restored upon payment in full of all delinquent bills, any current bill which is due but not delinquent, and the payment of a Reconnection Charge in accordance with H2GO’s Rates and Fee Schedule. Reconnections will be made only between the hours of 9:00 a.m. and 5:00 p.m.

b) When water service has been terminated (as opposed to suspended) for failure to pay a water bill, in addition to the requirements of subparagraph (a) of this section, the Consumer shall execute a new application for service and pay a new Security Deposit (which H2GO may elect to double pursuant to the provisions of Article IV hereof).
NOTES ON DEPOSITS

- Deposits are to be paid for each service provided with no regards to credit.
- When the account is terminated, whether voluntarily or involuntarily, the deposit will be applied to the final bill and the remainder if any will be returned to the last known address.

- Customer deposits will be processed for refund on or after the 10th calendar day of each month (or the next available business date) based on the following criteria.
  a. Customer must have 24 consecutive months of exceptional payment history immediately preceding the annual processing date;
  b. An exceptional payment history shall be defined as having one or less late penalties; no shut-off notices; and no NSF returned payments;
  c. Customer must have a zero account balance on the annual processing date.
**RPZ: BACKFLOW PREVENTION DEVICE**

**What is a Reduced Pressure Zone (RPZ)?**
A RPZ backflow preventer is a device located in your irrigation line (in a box above ground) downstream of the meter before any branching or before point of use.

**Why do I have to have a RPZ?**
The RPZ protects from both a back siphonage and back pressure events. Its purpose is to keep any contamination from entering into H2GO water system from your irrigation system, should the water system suddenly lose pressure. Loss of pressure has happened in the past resulting in a condition where contaminated water entered the water system.

**How long has it been required to have a RPZ?**
Public Law 93-523 which established the Safe Drinking Water Act was approved and passed in 1974. This Law states that the water purveyor is responsible for the integrity of the water supplied from the distribution system. Furthermore, according to State legislation we as the water purveyor are held solely responsible for the quality of the public potable water, because of this H2GO has followed State requirements in establishing a Cross-Connection Control Ordinance. This was placed in effect by May 2004. (Note: There are and will not be ANY GRANDFATHERED in exceptions)

**Why are you enforcing the issue?**
H2GO is continuing to work hard to comply with State Rules and Regulations in all that we do. We have worked hard to provide each customer with the best quality water possible at the best price.

**Where can I get more information on Back Flow Prevention and Cross Connection Control?**
You can visit:
www.deh.enr.state.nc.us
www.epa.gov
http://www.deh.enr.state.nc.us/pws/rules/September04v_whole_rules.pdf
http://www.epa.gov/safewater/pdfs/crossconnection/crossconnection.pdf
Also, H2GO’s full set of rules and regulations is posted on our website, www.h2goonline.com, click customer service and then Rates & Fees/Rules & Regs.

**Which RPZs are acceptable to H2GO?**
Any RPZ that is certified by the University of Southern California is acceptable. Some common ones installed throughout H2GO are Wilkins 975XL, Watts 009, and Wilkins 375.

**Who can install the RPZ?**
Your local licensed plumber should be capable of installing the RPZ. We suggest shopping around for the cost of having this done varies from plumber to plumber. Also, be sure your plumber is aware of H2GO Rules and Regulations for installing the RPZ. They can contact our office should they need a copy of our Specifications.

**What will happen if I don’t get a RPZ installed?**
Failure to have a RPZ installed could result in having your irrigation meter locked and/or removed. Also, you could be faced with a fine of $1,000 plus any state fines imposed should a contamination occur.
Is anything required after the RPZ is installed?
YES, once the RPZ is installed, it needs to be tested initially and then once a year thereafter.

Who can test the RPZ?
Anyone who is certified by the State of North Carolina to test approved backflow assemblies can test your RPZ. We have a list of testers on file; you can request a copy from the office anytime. If you choose a tester not on our list, that tester will need to send in a copy of their certification and their calibration certificate before we can accept your test result.

Do I need to send in the test result or does the tester?
Most of our testers send us a copy of the test result; however there are a few who don’t. Please check with your tester to see if they will send it in or if you need to do it. They should give you a copy for your record as well as keep a copy for their record.

Where does the test result need to be sent?
The test can be faxed, mailed, or delivered to the office. Send it ATT: CROSS CONNECTION CONTROL, PO BOX 2230 LELAND, NC 28451, FAX 910-371-6441.

I got a letter reminding me to have my RPZ tested, how long do I have to get it done?
Please have a test scheduled within two weeks of receiving the notice. If you need additional time, please contact the office for an extension.

What will happen if I don’t get my RPZ tested?
Failure to have your RPZ tested will result in having your irrigation meter locked and/or removed. Also, you could be faced with a $100 fine. Not having a backflow device at all is considered a cross-connection, which is a $1,000 fine plus any State fines if any occur.

What will happen if my Irrigation service is locked?
Once we lock your irrigation service, you will be charged a $35 reconnect fee and a $50 service call. Also, you will need to provide us with who will test your RPZ and the tester will need to contact us to let us know when they will do the test. Once the fees are paid, and we know that your RPZ is scheduled to be tested, we will unlock your irrigation meter.

What are the alternatives from getting a RPZ?
If you choose not to use your irrigation system, you have the right to disconnect. You would have to cut and cap off the line on your side of the meter. Once this is done, you will need to contact our office and schedule for an inspection. When we verify that your line is cut and capped properly, we will remove the meter. Please note before you decide to disconnect your irrigation system, any water used through your house meter effects your sewer bill, the sewer bill is contingent upon water consumption. Know that if you choose to reconnect at a later date there will be added cost for re-installing a meter and that no irrigation system shall be connected to a meter designated for potable use.
Certified Backflow Testers

WEST'S BACKFLOW PREVENTION
OFFICE: 910-646-1188
                910-523-7198

STEVEN'S LAWN, IRRIGATION MAINTENANCE & BACKFLOW
PHILIP TEX STEVENS
HOME: 910-371-6400
CELL: 910-616-5940

AAA WATER SERVICES
MARTY FRITZ
PHONE: 910-319-0037

A.M. HOWARD
PHONE: 910-520-1984

RICHARD THOMAS
PHONE: 910-547-3300

ALAN BYRD
DANIEL BYRD
PHONE: 910-799-5654

WILLIAM “BUDDY” CREECH
PHONE: 910-259-0097
                910-520-0140

BFPE INTERNATIONAL
PHONE: 910-762-5418

WRIGHTSVILLE BEACH PLUMBING CO, INC
PHONE: 910-256-2873

WESTBROOK & JARMAN PLUMBING
avery jarmam
PHONE: 252-560-9866
                252-568-4804

ADVANCED IRRIGATION
THOMAS HELGESEN
PHONE: 910-681-0202

BACKFLOW BOB'S $25 TESTS
JOE CLIFFORD
PHONE: 910-234-2045

RJP PLUMBING CO
PHONE: 910-350-6768

COASTLINE PLUMBING
TIM BAKER
PHONE: 910-392-3567

BACKFLOW SAFETY
JOHN HARGETT
PHONE: 910-262-6150

FIRE TECHNOLOGIES, INC
CHRISTOPHER EDWARDS
PHONE: 910-675-0099

#1 BACKFLOW TESTING
FRANK D'ANDREA
PHONE: 910-264-1357

OCEAN WAVE SERVICES
LEON Mc MILLAN
PHONE: 910-431-1838

ALLEGIANCE FIRE PROTECTION$35 TESTS
CHRISTOPHER JONES
PHONE: 910-232-1043

GEORGE YANKAY
PHONE: 910-540-0684

A1 BACKFLOW SERVICES
FRANKIE RIVENBARK
PHONE: 910-619-3279

PYE BARKER FIRE & SAFETY
BENJY FLOYD
PHONE: 910-794-7005

CORE AND MAIN
DONNIE BOSWELL
ALY HAMMOND
PHONE: 910-791-4148

SUNLAND FIRE PROTECTION
PHONE: 910-794-9101

CORNERSTONE PLUMBING
WILLIAM GIBBS
PHONE: 910-612-0758
                910-619-8562

JS MINTZ PLUMBING SERVICE
PHONE: 910-762-6518

ALL COUNTY BACKFLOW TESTING
GARY MUIR
PHONE: 910-899-0100

GURGANIOUS PLUMBING CONTRACTORS
LARRY GURGANIOUS
PHONE: 910-686-7272

JB LAWN SPRINKLERS
PHONE: 910-794-8042

JMH BACKFLOW SERVICE
JAMES M. HAIGHT
PHONE: 910-632-4192

BACKFLOWGO
JAMES KEATING
PHONE: 301-606-2892
THOMAS ROLAND
PHONE: 301-814-2932

SPEEDY PLUMBING
KEVIN GALLAGHER
PHONE: 910-616-8941

$50 BACKFLOW TESTING
MICHAEL TURNER
PHONE: 910-218-1454

SOUTHEASTERN LANDSCAPE AND DESIGN
JASON HANSON
PHONE: 910-833-4704

Cody Knox
PHONE: 910-274-4354

YOU CAN OPT FOR A TESTER OTHER THAN THE ONES LISTED HERE, HOWEVER WE WILL HAVE TO GET A COPY OF THEIR CERTIFICATION CERTIFICATE AND A COPY OF THEIR CALIBRATION CERTIFICATE.
Did you know that hidden hydrants are a safety concern? Is your dog the only one who knows where the neighborhood fire hydrant is? Hopefully not! Fire crews need to quickly find the nearest hydrant if there is a fire. Hidden hydrants cause needless delays.

Brunswick Regional Water & Sewer H2GO and the Leland Fire & Rescue Department is asking for your partnership in our Adopt-A-Hydrant program by adopting a fire hydrant close to your home or business and keeping it free of vegetation, shrubbery, and other obstructions.

Check to see if you have a hydrant in your front yard or somewhere on your property line. Then check to see that it is clear of vegetation and structures which may obstruct the hydrant.

In the event of a fire it is imperative that the Fire Department gain access to a water supply via a fire hydrant as quickly as possible so that fires can be extinguished to prevent/minimize loss of property and/or life.

You can help H2GO and the Fire Department in this quest by adopting a hydrant and making sure that it is easily accessible throughout the year. Maintain a path approximately three feet around the hydrant as well as a clear path from the street or roadway up to the fire hydrant so that the hydrant is visible and accessible. Crews need the area 3 feet around the hydrant to be clear. This is so they can perform maintenance, and have access to easily hook up to the hydrant in the event of a fire.

It is important to make sure that your adopted hydrant is free of all obstructions including weeds, shrubbery, flowerbeds, posts, fences, and trash.

Finding a hydrant easily can make a huge difference in response time for the Fire Department. That is why the fire code requires 150 foot visibility from the street. Take a few minutes to stand 150 feet back from the hydrant and check to see that it is visible in both directions. Not visible? Take time to clear that vegetation - help make your neighborhood a little safer.

Please consider removal of hydrant obstructions for your neighbors who may have medical conditions, disabilities, or those who are elderly that may be unable to do so themselves. This act of kindness will benefit the entire neighborhood.

Your participation in this program and maintenance of the area around your adopted hydrant saves time in the Fire Department’s incident response - and time is very valuable. The house you help to save may be your own.

If you notice that a fire hydrant is damaged, missing caps, leaking water, or if it is blocked or obstructed in any way, please notify H2GO. Not sure how much vegetation to remove? Give H2GO a call at 910-371-9949. We are here to help. If you have any questions or comments, please contact us.

Thank you for your cooperation and participation in our Adopt-A-Hydrant program.

Sincerely,
Bob Walker
Executive Director
When you join Operation Round Up, your contributions help provide food, groceries, and educational opportunities that will benefit people in need throughout our service area and Brunswick County. As a voluntary contributor to Operation Round Up, you choose to have your monthly water/sewer bill rounded up to the next highest dollar amount. The difference between your actual bill and the next highest dollar is the amount of your donation.

For example
If your monthly water/sewer bill is: $46.55
Your bill will be round up to: $47.00
Your Operation Round Up donation: 45 cents

Neighbors helping neighbors. That spirit of cooperation and dedication to raising everyone's quality of life is the inspiration behind our community improvement program - Operation Round Up. Your monthly contribution could be as little as a penny, or as much as 99 cents - but that small amount makes a huge difference in the lives that it touches. Now is your opportunity to make a meaningful difference with your tax deductible contribution!

Program Overview:
• Each customer's monthly Round Up contribution can be as little as a penny or as much as 99 cents. On average a customer's contribution is $6.00 per year.
• Your Round Up donation will be indicated on your monthly water/sewer bill.
• All donations are tax deductible.
• Opt out at any time. It's your choice.
• All proceeds will go directly to our Community Partners. 100% of the contributions will go to assist those in need, with no administrative fees attached to this program.
• Select Round Up PLUS and add an extra $1, $5 or $10 to the Round Up donation pass through.
• If you would like to join Operation Round Up, please visit our website [www.h2goonline.com/operation-round-up](http://www.h2goonline.com/operation-round-up)

Operation Round Up Community Partner:

Brunswick Family Assistance
Brunswick Family Assistance is a transformative, forward-looking and collaborative organization that helps low income people in Brunswick County to live a high quality of life. We envision a community where all people have access to an adequate and nutritious supply of food and sufficient resources to sustain themselves. BFA shall continue to be a leader in partnering with other organizations to help solve community problems.

Mission Statement: Brunswick Family Assistance is dedicated to improving the lives of families and individuals in crisis in Brunswick County, who are willing to help themselves, by providing emergency assistance and educational and skills development programs.

By contributing to Operation Round Up, you will be helping your neighbors pay their water bills when they can't afford to. In 2017 alone, Brunswick Family Assistance helped low income H2GO customers pay nearly $1,100 towards their water bills. They expect that number to continue growing.

To learn more about Brunswick Family Assistance, you can visit their website at [www.BrunswickFamily.org](http://www.BrunswickFamily.org)
C.O.R.E (Cooking Oil Recycling Effort)

Fats, Oils, and Grease create major problems in our community sewer systems. **Save our sewers!** Used cooking oil and grease should always be disposed of properly. Never pour any type of oil down a drain or toilet! Even if the oil is poured slowly into a drain followed with hot water, this will eventually cause problems with your home’s plumbing and the sewer system as a whole. **Join the C.O.R.E.** Any used cooking oil or grease including vegetable oil, fish oil, bacon grease, chicken fat, and pork fat can be recycled. And, all recycled cooking oil will be used to **create Biofuel.** Cooking oil recycling reduces sanitary sewer problems and is good for the environment.

**C.O.R.E Recycling Sites:**

<table>
<thead>
<tr>
<th>Recycling Site</th>
<th>Address</th>
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<tbody>
<tr>
<td>H2GO Main Office</td>
<td>516 Village Road</td>
</tr>
<tr>
<td>North Brunswick Shopping Center</td>
<td>113 Village Road</td>
</tr>
<tr>
<td>Waterford Commercial Center</td>
<td>2013 Olde Regent Way</td>
</tr>
<tr>
<td>Backyard Feeds</td>
<td>1173 Lanvale Road</td>
</tr>
</tbody>
</table>
NC811: Call Before You Dig

H2GO is proud to be one of NC811’s many Safe Digging Partners. Today, more and more of the utility companies that supply your home with power, heat, water, telephone, sewer, gas and cable television service are delivering those services underground. It is also possible that these buried service lines are close to the surface, making digging a dangerous endeavor. Fortunately, you can find out where utility owned lines are buried on your property by dialing 811. When you make that call, we will notify our member utility companies of your excavation needs and they will locate their buried utility lines, free of charge.

During your call to 811, you will be asked a series of questions designed to help pinpoint the location of your project.

Please Have the Following Ready When You Call 811:

- Phone number
- Address (including the county)
- Is it inside or outside city limits?
- Is it in a subdivision?
- A cross-street name (nearest intersecting street & is it within a 1/4 mile)
- Where exactly is the area you wish to have located? (are you marking the area with white paint or flags)
- Work date, time, how long will the work take, what type of work is it and who is it for

At the conclusion of your call, you will be given a ticket number and a verbal list of utility companies that are notified by North Carolina 811. This does not mean each member listed owns buried utilities on your property. You will want to write down the names of the utility companies for easy reference. Every utility company is not a member with North Carolina 811.

Wait the Required Time

North Carolina law requires a three working day notice be given to the utility owners before your digging begins. Member facilities have three full working days, beginning the first working day after the notice is given, to mark the locate area requested for their underground utilities or notify the excavator of no conflict in that area.

Once all underground facilities have been marked, you may begin your excavation activities. It may be quite surprising, but damage to buried utility lines can occur when doing typical home improvement projects such as putting up a fence, mailbox post, building a deck, planting trees or shrubbery. If you are beginning a home improvement project that requires digging or adjusting the grade of your property, please contact North Carolina 811.

Members are not responsible for marking private lines. Water, sewer and storm drain lines are marked within the right of way or to the meter, and not on private property. Lines from the right of way or meter to the residence or business are private lines and you will need to contact a private line locator to have these lines located. You must contact any non-member facility owners not listed on your location request directly to request their facilities to be located and marked.

To learn more about NC811, visit their website.
Detected a Home Leak

Leaking faucets, toilets and irrigation systems are common causes of increased water and irrigation bills. A running toilet alone can use around 1,000 gallons of water a day! These easily correctible water leaks can lead to a 10 percent savings on water bills.

**What should I do if I think I have a leak?**

If you think you have found a leak, be sure to turn off the shut-off valve and let it sit for 30 minutes. After the 30 minutes is up, check and see if the number on your meter has gone up. If it has, this means there is a leak.

**What are indicators of a leak on my property?**

If your lawn begins to develop soggy spots, this more than likely indicates a leak in your irrigation system or a service line.

**What are indicators of a leak in my home?**

Follow your senses: Listen for continuous flowing of water, smell for strange odors and look out for puddles of water.

**How can I prevent leaky toilets?**

Bathrooms that receive the least usage (i.e. guest bathrooms) are more likely to have issues go unnoticed. Check the flapper valve, overflow pipe and float for leak. A quick tip for detecting a leaky toilet is to add food coloring to the tank and see if it leaks into the bowl.

**How can I prevent other household leakage?**

- Ensure that all your faucets are shut tight after usage.
- Keep up with regular maintenance, including changing washers in faucets.
Tips and Tricks to Prevent Pipe Freezing

**Insulate Pipes**: Insulate hot and cold water pipes in the crawlspace below your household as well as in the basement, attic, and exterior walls (if accessible) with Snap-On foam insulation. Ensure foam insulation fits tightly devoid of openings.

**Heat Pipes**: Consider covering pipes with UL approved heat tape that has a built-in thermostat to avoid overheating.

**Sprinkler System**: *Turn off* your sprinkler system, and *drain* all of the water out.

**Drip Faucets**: *Drip* both hot and cold water at faucets in the kitchen and bathroom. This not only keeps water flowing through the pipes, but releases built-up water pressure in the pipes if they should freeze.

**Laundry Room**: If there isn’t a faucet in the laundry room to drip, set your washing machine on warm, and start the fill cycle *occasionally* for a few minutes to course water through the pipes.

**Icemaker**: Set your icemaker to make ice (*if the icemaker water line runs under house*).

**Cabinets**: Open cabinet doors below sinks in the kitchen and bath *if the cabinets are found on exterior walls*, to let inside heat to pipes.

**Garage**: Keep garage door *closed* during extreme cold weather.

**Foundation**: For houses that have a crawlspace, make sure the foundation is completely enclosed, and fill any gaps in foundation walls with caulking or expanding foam. *Close or cover the foundation vents under house*.

**Garden Hose**: *Disconnect* and *drain* garden hoses.

**Exterior Faucets**: Either *cover faucets with insulated foam covers, cut off water to exterior faucets and open faucets to drain pipes, or install exterior faucets that cut water supply off inside foundation walls.*

*After the cold weather is gone and you experience a lack of running water, you may have frozen of busted pipes. In this situation, you will need to call a plumber to check this for you.*
What to Do During a Boil Advisory

**Boiling Water:**

- Fill a pot with water.
- Heat the water until bubbles come to the top.
- Once the water reaches boiling temperature, allow it to continue boiling for one (1) minute.
- Lower the heat and let the water cool down to a suitable temperature.
- You can store the water covered in a clean container.

**Disinfecting Water (if you are unable to boil water):**

- Use unscented bleach (bleach that does not have an added scent).
- Add 1/8 teaspoon (8 drops) of unscented household liquid bleach to 1 gallon of water.
  - Add 1/4 teaspoon (16 drops) if water is cloudy.
- Mix well and wait 30 minutes or more before drinking.
- Store disinfected water in clean container with a cover.
What to Do During a Boil Advisory (cont.)

What Should I Use Boiled Water For?

- Water Filters
  - Most water filters *do not* remove bacteria or viruses.
- Preparing and Cooking Food
- Feeding Babies and Using Formula
  - Use ready-to-use baby formula, if possible.
  - Be sure to wash and sterilize bottles and nipples before and after use.
- Ice
  - *Do not* use ice from ice trays, dispensers, or makers.
- Brushing Teeth
- Washing Dishes
  - Generally, household dishwashers are safe to use if water reaches a final rinse temperature of at least 150 degrees.
- Pets
  - Pets are susceptible to the same diseases a humans, be sure to give them boiled water.
Winterizing Your Irrigation System

As the weather starts to get cold outside, water can freeze and expand. This expansion can be detrimental to your irrigation system if it expands and cracks your pipes. A leak in your irrigation system can lead to increased rates! H2GO always has our customers best interest in mind, so we would like to offer some tips and tricks on preventing this from happening.

The best method to prevent this from happening is:

- Turn off the water to the irrigation system at main valve.
- Turn on each of the valves to release pressure in the pipes.
- Drain all of the water out of any irrigation components that might freeze.
Useful Resources

**APWA NC Chapter**
The APWA NC Chapter is all about educational and networking opportunities for its members. The Chapter has seven divisions that provide training specific to an individual’s particular interests and needs. They also provide the opportunity to meet your peers from other municipalities in a particular discipline.

**Brunswick County**
Brunswick County, North Carolina information, events, departments, and announcements.

**EPA Watersense**
WaterSense, a partnership program by the U.S. Environmental Protection Agency, seeks to protect the future of our nation's water supply by offering people a simple way to use less water with water-efficient products, new homes, and services.

**NC811**
North Carolina 811 provides you a fast and easy communications link with your H2GO. You give them information about your excavation, and they transmit the information to H2GO so we can send out locators to mark your underground lines for FREE.

**NC AWWA-WEA**
The NC AWWA-WEA is dedicated to providing water and wastewater education, training, and service in an effort to protect public health and the environment.

**NCDENR**
The N.C. Department of Environment and Natural Resources (DENR) is the lead stewardship agency for the preservation and protection of North Carolina's outstanding natural resources.

**NCRWA**
A non-profit organization dedicated to helping members attain the highest standard in drinking water and wastewater service.

**North Brunswick Chamber of Commerce**
The North Brunswick Chamber of Commerce serves the business community in northern Brunswick County, including Leland, Belville, Navassa, Northwest, Sandy Creek, Winnabow, Maco, Phoenix and Town Creek.

**Town of Belville**
Belville is located five miles from the Cape Fear River and the historic port of Wilmington and borders the Brunswick River in Southeastern North Carolina.

**Town of Leland**
The Town of Leland is located on the scenic Brunswick River, just five minutes west of the historic river city of Wilmington, North Carolina. Leland, which has emerged as one of the fastest growing municipalities in the Cape Fear region, is home to beautiful championship golf courses, over fifty places of worship, and a vibrant business community. As the Town of Leland grows, we are committed to maintaining our down-home, small-town atmosphere. Leland...Gateway to Brunswick County... A great place to put down roots.

**Town of Navassa**
Navassa, North Carolina is a small town at the confluence of the Brunswick and Northwest Cape Fear Rivers in Brunswick County, North Carolina. Navassa is only 5 miles west of the historic City of Wilmington, and is located in one of the fastest growing regions in the United States. In fact, Navassa is becoming one of the fastest growing communities in Brunswick County and is in the center of the county’s rapid expansion.
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