



# **New Customer Welcome Packet**

516 Village Rd, NE

Leland, NC 28451

910-371-9949

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.<sup>[P]</sup><sub>[SEP]</sub> 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.<sup>[P]</sup><sub>[SEP]</sub>

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,

A handwritten signature in black ink that reads "Bob Walker". The signature is written in a cursive, flowing style.

Bob Walker, Executive Director

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# BILLING INFORMATION FOR NEW RESIDENTIAL CUSTOMERS

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

Bills are sent out monthly and always due by the 10<sup>th</sup> of the following month. Any balance not paid by the 10<sup>th</sup> 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<sup>st</sup> 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:

<b>Residential Water Base Fee:</b>	<b><u>\$12.00</u></b>
<b>Water usage per 1000 gal. up to the first 3,000 gal.</b>	<b>\$3.50</b>
<b>Water usage per 1000 gal. from 3001+ gal.</b>	<b>\$4.00</b>
<b>Residential Irrigation Base Fee:</b>	<b><u>\$12.00</u></b>
<b>Irrigation usage per 1000 gal.</b>	<b>\$4.90</b>
<b>Sewer Base Fee:</b>	<b><u>\$15.00</u></b>
<b>Sewer usage per 1000 gal.</b>	<b>\$5.55</b>

Any questions please contact our office at [\(910\) 371-9949](tel:9103719949), Mon-Fri., 9am till 5pm or visit our website at [www.h2goonline.com](http://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

**H2GO** BRUNSWICK REGIONAL WATER & SEWER  
 P.O. BOX 2230, LELAND, NC 28451  
 Telephone: 910-371-9949  
 WEBSITE: H2GOONLINE.COM

OFFICE HOURS: 9:00 A.M. - 5:00 P.M.  
 MONDAY - FRIDAY, EXCEPT HOLIDAYS  
 24 HOUR DRIVE UP KIOSK AVAILABLE  
 OFFICE LOCATION - 516 VILLAGE RD NE

000004



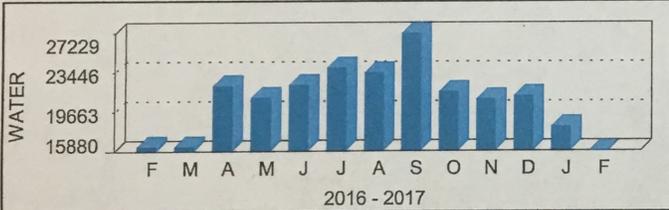
Mailing Address is located here

ACCOUNT NUMBER:  
 SERVICE LOCATION:  
 BILL DATE: 2/15/2017  
 READ DATE: 1/9/2017 TO: 2/6/2017

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

Your water, sewer, and/or irrigation reading from the last month, and this month located here. How much water you used and the number of days in the read cycle will be located here.

Service	Previous Reading	Current Reading	Usage	No. of Days	Billing Description	Amount
Water	1475840	1491720	15880	28	Previous Balance	
Sewer	1475840	1491720	15880	28	Payments AS OF 01/31/17	
<b>SPECIAL MESSAGES</b>					Water/Base Fee	
<b>2015 ANNUAL CCR REPORT IS AVAILABLE AT</b> <a href="http://www.h2goonline.com/Images/h2goonline/site/2015_CCR.pdf">http://www.h2goonline.com/Images/h2goonline/site/2015_CCR.pdf</a>  Special forms are online at h2goonline.com, Credit card payments by phone will incur a \$5.00 convenience charge.  <b>Make Checks Payable to H2GO</b>					Water/Usage	
					Sewer Charge/Base Fee	
					Sewer Charge/Sewer Us	
					Total Current Charges	
Special messages such as rate reductions and new programs will appear here.					This will be a breakdown of what you owe as well as your previous bill and the last payment recieved. You will see how much water, sewer, and/or irrigation charges.  <b>CURRENT BILL DUE DATE: 3/10/2017</b> AMOUNT DUE AFTER DUE DATE	Your total amount due and due date will be here.



Your past 12 month usage will appear here.

Bills are due when rendered and past due after the 10<sup>th</sup> of each month. Past due balances will be charged a 10% late penalty on the 11<sup>th</sup> of each month. Past due balances still not paid by the end of the month are subject to immediate cut off. Brunswick Regional Water & Sewer is not responsible for failure of U. S. Postal Service to deliver bills. Account information and payment options are available at our website: [H2GOONLINE.COM](http://H2GOONLINE.COM)

Disconnected services will be charged \$35.00 for water and \$100.00 for sewer during regular office hours only. The reconnect fee and full payment of water and/or sewer bills must be paid prior to reconnection.

7538  
7456

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

FOR SERVICE AT:

The service address will appear here.

Account Number	Due Date	Amount Due After Due Date	Amount Due By Due Date
	3/10/2017		

Your account number will appear here. (Please include this on check)

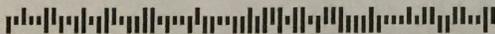
The date your payment is due is located here.

This is the amount due AFTER the due date. Please make a note of the due date.

This is the amount due if paid BY the due date. Please note the due date.



Your mailing address is located here



BRUNSWICK REGIONAL WATER & SEWER  
 PO BOX 2230  
 LELAND NC 28451-2230

0000000000001390000212240000233460

# 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](http://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 4<sup>th</sup> 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](tel:910-371-9949)

# COMMONLY REVIEWED RULES AND REGULATIONS

(For a full set of rules and regulations visit [www.h2goonline.com](http://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 10<sup>th</sup> 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 11<sup>th</sup> 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 10<sup>th</sup> 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 loose 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](http://www.deh.enr.state.nc.us)

[www.epa.gov](http://www.epa.gov)

[http://www.deh.enr.state.nc.us/pws/rules/September04v\\_whole\\_rules.pdf](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](http://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](tel:910-646-1188)  
[910-523-7198](tel:910-523-7198)

**STEVEN'S LAWN, IRRIGATION  
MAINTENANCE & BACKFLOW**

PHILIP TEX STEVENS  
HOME: [910-371-6400](tel:910-371-6400)  
CELL: [910-616-5940](tel:910-616-5940)

**AAA WATER SERVICES**

MARTY FRITZ  
PHONE: [910-319-0037](tel:910-319-0037)

**A.M. HOWARD**

PHONE: [910-520-1984](tel:910-520-1984)

**RICHARD THOMAS**

PHONE: [910-547-3300](tel:910-547-3300)

**ALAN BYRD**

**DANIEL BYRD**

PHONE: [910-799-5654](tel:910-799-5654)

**WILLIAM "BUDDY" CREECH**

PHONE: [910-259-0097](tel:910-259-0097)  
[910-520-0140](tel:910-520-0140)

**BFPE INTERNATIONAL**

PHONE: [910-762-5418](tel:910-762-5418)

**WRIGHTSVILLE BEACH  
PLUMBING CO, INC**

PHONE: [910-256-2873](tel:910-256-2873)

**WESTBROOK & JARMAN  
PLUMBING**

AVERY JARMAN  
PHONE: [252-560-9866](tel:252-560-9866)  
[252-568-4804](tel:252-568-4804)

**ADVANCED IRRIGATION**

THOMAS HELGESEN  
PHONE: [910-681-0202](tel:910-681-0202)

**BACKFLOW BOB'S \$25 TESTS**

JOE CLIFFORD  
PHONE: [910-233-2045](tel:910-233-2045)

**RJP PLUMBING CO**

PHONE: [910-350-6768](tel:910-350-6768)

**COASTLINE PLUMBING**

TIM BAKER  
PHONE: [910-392-5567](tel:910-392-5567)

**BACKFLOW SAFETY**

JOHN HARGETT  
PHONE: [910-262-6150](tel:910-262-6150)

**FIRE TECHNOLOGIES, INC**

CHRISTOPHER EDWARDS  
PHONE: [910-675-0099](tel:910-675-0099)

**#1 BACKFLOW TESTING**

FRANK D'ANDREA  
PHONE: [910-264-1357](tel:910-264-1357)

**OCEAN WAVE SERVICES**

LEON McMILLAN  
PHONE: [910-431-1838](tel:910-431-1838)

**ALLEGIANCE FIRE  
PROTECTION\$40 TESTS**

CHRISTOPHER JONES  
PHONE: [910-232-1043](tel:910-232-1043)

**GEORGE YANKAY**

PHONE: [910-540-0684](tel:910-540-0684)

**A1 BACKFLOW SERVICES**

FRANKIE RIVENBARK  
PHONE: [910-619-3279](tel:910-619-3279)

**PYE BARKER FIRE & SAFETY**

BENJY FLOYD  
PHONE: [910-604-0459](tel:910-604-0459)

**CORE AND MAIN**

DONNIE BOSWELL  
ALY HAMMOND  
PHONE: [910-791-4148](tel:910-791-4148)

**SUNLAND FIRE PROTECTION**

PHONE: [910-794-9101](tel:910-794-9101)

**CORNERSTONE PLUMBING**

WILLIAM GIBBS  
PHONE: [910-612-0758](tel:910-612-0758)  
[910-619-8562](tel:910-619-8562)

**JS MINTZ PLUMBING SERVICE**

PHONE: [910-762-6518](tel:910-762-6518)

**ALL COUNTY  
BACKFLOW TESTING**

GARY MUIR  
PHONE: [910-899-0100](tel:910-899-0100)

**GURGANIOUS PLUMBING  
CONTRACTORS**

LARRY GURGANIOUS  
PHONE: [910-686-7272](tel:910-686-7272)

**JB LAWN SPRINKLERS**

PHONE: [910-794-8042](tel:910-794-8042)

**JMH BACKFLOW SERVICE**

JAMES M. HAIGHT  
PHONE: [910-632-4192](tel:910-632-4192)

**BACKFLOWGO**

JAMES KEATING  
PHONE: [301-606-2892](tel:301-606-2892)  
THOMAS ROLAND  
PHONE: [301-814-2932](tel:301-814-2932)

**SPEEDY PLUMBING**

KEVIN GALLAGHER  
PHONE: [910-616-8941](tel:910-616-8941)

**\$50 BACKFLOW TESTING**

MICHAEL TURNER  
PHONE: [910-218-1454](tel:910-218-1454)

**SOUTHEASTERN LANDSCAPE  
AND DESIGN**

JASON HANSON  
PHONE: [910-833-4704](tel:910-833-4704)

**CODY KNOX**

PHONE: [910-274-4354](tel:910-274-4354)

**ALL PRO IRRIGATION**

JEREMY RAEBURN  
PHONE: [910-769-7885](tel:910-769-7885)

**BRANDON HOBBS**

PHONE: [910-520-9900](tel:910-520-9900)

**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.**

# Fire Hydrant Ordinance

**Section 2:** Obstructions to Fire Hydrants and Other Fire Protection Equipment Prohibited. Posts, fences, vehicles, plants, trees, growth, trash, landscaping materials, rock materials, storage and other materials, structures or objects shall not be placed or kept near fire hydrants, fire department inlet connections or fire protection system control valves (collectively referred to as “fire hydrants” or “fire protection equipment”) in a manner that would prevent fire hydrants or other fire protection equipment from being immediately discernible or readily accessible. H2GO employees and the fire department shall not be deterred nor hindered from gaining immediate and safe access to any such fire hydrants or other fire protection equipment.

**Section 3:** Buffer Area around Fire Hydrants and Other Fire Protection Equipment. A three (3) foot clear space shall be maintained around the circumference of fire hydrants and other fire protection equipment except as otherwise required or approved by the Board of Commissioners upon the recommendation of the Executive Director. No grass, plants or other objects within this three (3) foot radius shall exceed six (6) inches in height. No loose rocks or any other objects which may pose a tripping hazard shall be permitted within the foregoing radius. In conjunction with the three (3) foot radius, all fire hydrants and other fire protection equipment must have an unimpeded view range of at least two (2) feet to each side along the roadway.

**Section 4:** Violations and Penalties. Any person violating any provision of this Ordinance shall, upon conviction thereof, be sentenced to pay a fine of not more than ONE THOUSAND (\$1,000.00) DOLLARS, plus costs, and, in default of payment of said fine and costs, to a term of imprisonment not to exceed thirty (30) days. Each violation of any provision of this Ordinance shall constitute a separate offense. In addition, in any civil enforcement action brought by H2GO to collect unpaid fines or penalties imposed pursuant to this Ordinance, H2GO shall also be entitled to collect all costs, expenses, and attorney fees associated with such action.

**Section 5:** Right to Enter and Remove Obstructions; Liens. In addition to any other penalties and remedies provided herein or otherwise available under law, upon the failure of the owner or person in charge of or in possession of the property to remove any offending obstruction in violation of this Ordinance after receiving a notice of violation, any duly authorized employee or contractor of H2GO, or other entity having jurisdiction or control over the fire hydrant or the premises upon which the fire hydrant is located may, without further notice to the owner or persons in charge or possession of such property, enter upon the premise and cause the removal of all offending obstructions to the fire hydrant or other fire protection equipment. The costs of such action to remove offending obstruction shall be charged against the owner(s) or other person(s) in charge of said premises and shall also be charged against the real estate upon which the fire hydrant and the offending obstructions are located and shall be in lien upon such real estate.

**Section 6:** H2GO Reservation of Right to Enter Upon Lands to Maintain Fire Hydrants. Nothing in this Ordinance shall be interpreted as limiting in any manner the right of H2GO, or any other entity having jurisdiction or control over any fire hydrant to entering upon any right-of-way, easement or other premises upon which any fire hydrant or other fire protection equipment is located to cause the removal of any and all obstructions or other objects or structures whose presence is inconsistent with the right to gain unfettered access to and to maintain such fire hydrant or other fire protection equipment and/or appurtenant rights-of-way, easements or other premises upon which such fire protection equipment is located. Nor shall any person be entitled to the return of, or to any compensation for, any offending obstructions removed or for any damages caused to any such obstructions or to the premises by or as a result of the entry and removal of such obstructions.

# Operation Round Up



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:

H2GO Main Office	516 Village Road
North Brunswick Shopping Center	113 Village Road
Waterford Commercial Center	2013 Olde Regent Way

Accepted	Not Accepted	
<i>The following are accepted at our collection sites</i>	<i>Please dispose of these items with your bagged garbage.</i>	<i>Please properly dispose of these items at an appropriate drop site.</i>
Canola Oil	Butter	Motor Oil
Coconut Oil	Gravies	
Corn Oil	Lard	
Grape Seed Oil	Margarine	
Olive Oil	Salad Dressings	
Palm Oil	Sauces	
Peanut Oil	Shortening	
Soybean Oil		
Safflower Oil		
Seasame Oil		
Sunflower Oil		
Vegetable Oil		
Animal Grease		
Meat Grease		

# 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.

SUN	MON	TUE	WED	THU	FRI	SAT
	Locate called in	Day 1	Day 2	Day 3	Good to excavate	
		Locate called in	Day 1	Day 2	Day 3	Good to excavate
			Locate called in	Day 1	Day 2	Weekends & holidays are excluded
Weekends & holidays are excluded				Day 3	Good to excavate	

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](#).

# How are customers notified of outages and other important information?

## 1. All-Call Phone System

*This messaging system is typically used for planned outages. If you change phone numbers, please fill out an information update form.*

## 2. Contact with Local Media

*WWAY and WECT typically have notices posted within minutes of being notified.*

## 3. NextDoor

## 4. Mail Chimp Email Service

*You can visit our website to signup, signup on our Facebook page, and there is a link on our residential application form when you sign up for service.*

## 5. Facebook

## 6. Website

*We have a notification bar that appears at the top of our website for every page you visit that alerts of boil advisories.*

# 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 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.

# Detecting 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.

# 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.

## My sewer is backed up, now

- 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.

## 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.

## 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

## 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

## 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

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

# 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 or busted pipes. In this situation, you will need to call a plumber to check this for you.*

# 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.

## [NC DENR](#)

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.

# Stay Connected With H2GO!



@BRWSH2GO



@H2GO\_BRWS



Brunswick Regional  
Water and Sewer H2GO



www.H2GOonline.com  
News -> Mailing List



BRWS H2GO



Brunswick Regional  
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**Customer Contact Form:** <https://www.h2goonline.com/contact-form>

**H2GO Newsletter:** <http://www.h2goonline.com/newsletter>

**H2GO Blog:** [www.h2goonline.com/blog-archives/](http://www.h2goonline.com/blog-archives/)

**FAQ:** <http://www.h2goonline.com/faq>

