



102 Town Hall Drive | Leland, North Carolina 28451  
Phone (910) 371-0148 | Fax (910) 371-1073

---

April 19, 2021

Town of Leland Utility Customer:

The Town of Leland and Brunswick Regional Water and Sewer H2GO have entered into an Interlocal Agreement for the Operation and Joint Ownership of Water Distribution and Wastewater Collection Systems, which outlines the consolidation of water and wastewater systems and utility funds to gain efficiencies in operations, enhance financial sustainability, reduce redundancies and overlaps, and improve customer service.

As of May 18, 2021, all utility services and operations will be billed by and made payable to Brunswick Regional Water and Sewer H2GO. It is our intent that this transition will be seamless for your accounts.

Attached you will find a list of common questions and answers that we hope will aid with the transition.

After May 18, please contact H2GO for any questions.

Phone Number: (910) 371-9949

We are looking forward to the benefits Town residents can gain by consolidating these two systems and appreciate your cooperation through the process.

Brenda Bozeman  
Mayor

Bob Campbell  
Councilmember

Pat Batleman  
Mayor Pro-Tem

Bob Corrison  
Councilmember

Veronica Carter  
Councilmember

David A. Hollis  
Town Manager



102 Town Hall Drive | Leland, North Carolina 28451  
Phone (910) 371-0148 | Fax (910) 371-1073

---

**Do I need to set up a new service with H2GO?**

- No, your account will transfer over to H2GO with your balance as of May 19, 2021; however, you will receive a new account number.

**Will I need to change my auto draft payment information?**

- Yes, you can sign up for H2GO auto draft on their website: [www.h2goonline.com](http://www.h2goonline.com). You will need your new account number that will be on your May bill from H2GO in order to sign up for auto draft.

**Will I have to pay a new security deposit?**

- H2GO will not require a security deposit.

**When does this take effect and to whom do I send my payment?**

- Please remit your payment for the April 19 invoice to the Town of Leland by May 17. From that point on, you will be billed by and make payments directly to H2GO.

**Will my rates/monthly bill be different?**

- H2GO's rates and fees can be found on their website at: [www.h2goonline.com](http://www.h2goonline.com).

**Will my backflow inspection information transfer?**

- Yes, the Town will provide backflow inspection information to H2GO along with the account balance as of May 18, 2021.

**I am selling my home or moving out of a rental property and need to disconnect my service. Who do I need to contact?**

- As of May 18, all inquiries for account changes should be directed to H2GO at (910) 371-9949.

**If I think something is wrong with my bill or meter, who should I contact?**

- As of May 18, all inquiries for billing questions, service repairs, or meter issues should be directed to H2GO at (910) 371-9949.

Brenda Bozeman  
Mayor

Bob Campbell  
Councilmember

Pat Batleman  
Mayor Pro-Tem

Bob Corriston  
Councilmember

Veronica Carter  
Councilmember

David A. Hollis  
Town Manager