

MEDIA RELEASE

FOR RELEASE: IMMEDIATE

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REPORTING WATER OUTAGES AND MAIN BREAKS

The Onslow Water and Sewer Authority has prepared large water reserves in advance of the anticipated arrival of Hurricane Dorian. ONWASA has over 16 million gallons of stored water and will continue to produce water using either commercial power or generator backups through the storm event.

ONWASA customers are advised that other than at Topsail Island, or in the event of a water main rupture, the utility will not intentionally turn off water services at any location. ONWASA heavy equipment, service vehicles, additional stock of pipe, pumps and motors, and ONWASA crews are pre-positioned around the service area in Sneads Ferry, Jacksonville, and Swansboro. Response to the Richlands area will take place from the main operations center in Jacksonville.

If customers experience a water outage, customers are asked to contact ONWASA at 910-455-0722 or through our website at [www.onwasa.com](http://www.onwasa.com) or the ONWASA Facebook Page. ONWASA's System Control Center and Main Operations Office in Jacksonville will be staffed 24/7 through the storm event. In addition, ONWASA Damage Assessment Teams will be deployed following the storm to check critical infrastructure. All ONWASA personnel will be in clearly marked utility vehicles and will be uniformed and/or have utility-issued picture identification.

If residents notice a water main break on one of ONWASA's 1,300 miles of water mains the utility asks that you please immediately contact ONWASA so that emergency utility crews may be dispatched as soon as it is safe to respond.

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