

Hurricane Ian Customer Service FAQs

September 29, 2022 11:00 AM

This document will be updated as conditions change. Updates or questions can be sent to kbaasen@glynncounty-ga.gov for addition here.

Phone Numbers

What number do I call for emergencies during Hurricane Ian impacts?

911

What number do I call for non-emergencies?

912-554-7111

Social Media and Websites to Follow for Updates

Glynn County Emergency Management Agency

Website: <https://glynncounty.org/ema>

Facebook: <https://www.facebook.com/GlynnCountyEMA>

CodeRED Signup: <https://glynncounty.org/671>

Glynn County Board of Commissioners

Website: <https://glynncounty.org/>

Facebook: <https://www.facebook.com/glynncountyboc>

Twitter: <https://twitter.com/GlynnCounty>

City of Brunswick

Website: <https://www.brunswickga.org/>

Facebook: <https://www.facebook.com/citybwkga>

Twitter: <https://twitter.com/citybwkga>

BGJWSC

Website: <https://www.bgjwsc.org/>

Facebook: <https://www.facebook.com/BGJWSC>

Emergency Service Alert [Signup](#)

Glynn County Sheriff's Office

Website: <https://www.glynncountysheriff.org/>

Facebook: <https://www.facebook.com/profile.php?id=100064370932143>

Jekyll Island Authority

Website: <https://www.jekyllisland.com/authority/>

Facebook: <https://www.facebook.com/JekyllIsland/>

Emergency Nixle Alert [Signup](#)

Water Utility Management

Website: <https://waterga.com/>

Facebook: <https://www.facebook.com/WaterUtilityMgt>

Utilities - Power

Q – Will Georgia Power or OREMC be turning my service off during the storm?

A – No, neither power company will intentionally disconnect your power during this event.

Q - How do I report a power outage?

A – Please do not contact 911 to report a power outage. However, please contact 911 if you observe a downed power line.

Georgia Power Emergency Contact - 1 (888) 891-0938

OREMC Emergency Contact – 1 (800) 262-5131

Q – How long will the power be out?

A – Restoration of power is dependent upon weather conditions and availability to utility responders. Current outages are known to the power utility and can be tracked on the EMA Outage Viewer:

<http://glynn.maps.arcgis.com/apps/MapSeries/index.html?appid=40cf579420064e6c9e86ca2a7fa88022>

Utilities – Water and Sewer

Q – What do I do if my toilets won't flush?

A – Are you on the BGJWSC water and sewer system?

If so, a crew may be available to address the concern. Let's look on the outage map viewer listed above to determine if there is a known outage in your area.

Contact 912-554-7111 if you need to report an outage.

If not, you may need to determine if a septic hauler can help your situation or if the ground must dry out fully before your drain field and septic tank will work appropriately.

Q – When my power is out, should I stop flushing the toilet?

A – While the BGJWSC does maintain backup generators and bypass pumps for situations like this, it is reasonable to conclude that a widespread power outage will result in one or more pumping stations between your house and the treatment plant being without power. Limit flushing and sink use if your drains begin to slow. You can also view the outage map at Glynn County EMA here: <https://glynncounty.org/ema>

Q – Is my area under boil water advisory?

A – All boil water advisories will be listed on <https://www.bgjwsc.org>

Q – Is the water safe to drink?

A - All boil water advisories will be listed on <https://www.bgjwsc.org>

Q – Who did call if I do not have adequate water pressure?

A - Contact 912-554-7111 if you need to report reduced water pressure.

Q – What should I do if an uprooted tree breaks my water service line?

A – The BGJWSC generally asks that you not turn the valve located inside the meter box unless you have a special tool as pliers and vice grips can easily break the head off. If you do not have a hand valve between the meter box and house and the situation requires immediately disconnecting the service to avoid excessive water loss or damage inside the house, please use care in turning the valve off.

Q – Will the BGJWSC intentionally turn the water or sewer service off?

A – If storm conditions require, elevated storage tanks may be isolated from the distribution system. This will have an impact upon water service pressure. Power outages may require

disconnection of power to sewage pumping stations to allow the electrical service to be restored manually to avoid damage to equipment. At this time, there are no plans to disconnect water or sewer service. Any change to that plan would be announced online here:

<https://www.bgjwsc.org>

Trash Pickup

Q - What is the trash pickup schedule?

A – Starting Thursday, September 29, 2022, pickups will begin at 5:30 AM. They will continue to pick up as weather allows. Service will be suspended on Friday, September 30, 2022. Republic Services will not revise their pickup schedule unless wind conditions deteriorate to sustained tropical storm force strength, over 35 mph.

Q – Will my yard debris be picked up after the storm?

A – City of Brunswick and Glynn County Public Works will begin to clear debris from roads as soon as the storm passes to expedite restoration of services to all residents. Curbside pickup will begin once adequate access has been made available to address EMS, fire, utility and other public service needs.

Recreation and Parks

Q – Is the Blythe Island Regional Park closed.

A - Yes, until further notice, no guests will be allowed in the park.

Animal Control

Q – Did you evacuate the animals?

A – No animals evacuations took place. Glynn County Animal Control staff and volunteers will continue to care for the animals through the duration of the event.

Q – Are the animals safe?

A – Yes, the building is built to sustain the high winds and rain that we are expecting.

Q – Do you need any volunteers to help with the animals?

A – Not at this time.

Debris Removal – Public Works Cleanup

Q - When will the debris be removed from the streets?

A – Public Works from the City and County will dispatch staff, when available.

Q – Who do I call for debris pickup in my area?

A - Contact 912-554-7111 if you need to have debris picked up.

Q – What do I do if a tree hits my house during the storm?

A – If you can still safely remain in your house, please go to an area of the house that does not appear to have sustained structural damage. If you cannot safely remain in your house, please seek shelter at the closest possible location but do not drive through standing water to do so.

Office Closures

Q – What is the status of the municipal government offices in Glynn County?

A – Administrative offices are closed Thursday and set to reopen Monday for the following:

City/County offices, all County courts, BGJWSC, and all Jekyll Island offices/amenities will be closed. The Well will be open on Thursday and Friday depending on flood conditions.

Evacuation

Q – Do we have to evacuate our home or business?

A - No mandatory or voluntary evacuations have been put into effect at this point in time. Those that live in low-lying, flood prone areas should seek shelter in a location that has higher elevation. If your property flooded during Hurricane Irma, you should expect it to flood during this storm.

Sheltering

Q – Have public shelters been made available?

A – The Red Cross shelter is now open at 2900 Albany St, The Old Risley Annex, Citizens in need of safe shelter or who have a compromised living situation are encouraged to seek help at this shelter.

Public Health

Q - Is the hospital open?

A – As of now, the hospital is acting on normal operations. They will be providing continued updates regarding hospital operation during the storm at <https://www.sghs.org/News-Center/Categories/Hurricane-Ian.aspx>

Q – When will emergency services stop responding?

A – All public safety services will continue to operate unless deteriorating conditions result in sustained winds over 45 mph.

Curfew

Q – Will Glynn County be under any type of curfew?

A – No curfew has been announced as of Wednesday afternoon, 9/28/22.

Road Closure(s)

Q – Will the roads be closed?

A – Mansfield Street will be closed between Bay and Reynolds streets, and Newcastle will be closed from Howe to Monck. The barricades will be placed Thursday afternoon. Staging for street closures have also been made along Lanier Blvd, the 1600 Block of Albany St., Macon and Talmadge, Union and Ellis, L Street and Stonewall Street. Barricades will be placed when warranted based on weather and road conditions. Others may be identified as storm conditions dictates.

Q – Is the Sidney Lanier Bridge being closed?

A – The Sidney Lanier Bridge will be closing at 9:00am Thursday morning.

Q – Is the FJ Torres Causeway being closed?

A – No decision to close the Causeway connecting Brunswick and St. Simons. Barricades may be put in place to limit travel if storm surge coupled with high tide greatly reduces traveling safety.

Q – If the bridges are closed, what has to happen before they can be reopened?

A – To address public safety concerns, all bridges that get inundated with storm surge or tidal flood waters will need to be inspected by a Georgia Department of Transportation representative to assess structure. Any damages found that prolong opening will be made available at <https://glynncounty.org/2294/Hurricane-Ian>

General Questions