

Tropical Storm Nicole Customer Service FAQs

November 8, 2022

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 Tropical Storm/Hurricane 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/glynncountyvoc>

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>

Animal Control

Q – Did you evacuate the animals?

A – No animal 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?

Glynn County offices will be open for normal business hours Thursday, November 10, 2022.

Glynn County offices will be closed Friday, November 11, 2022 in observance of Veterans Day.

Brunswick City offices will be open for normal business hours Thursday, November 10, 2022.

Brunswick City offices will be closed Friday, November 11, 2022 in observance of Veterans Day.

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.

Public Health

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.

Shelter:

Coordinated and on Standby with activation to be determined during event

Closures:

Schools will be closed Thursday, November 10, 2022

Glynn County Libraries will be closed Thursday.

Coastal Georgia Health Dept (Glynn) will be closed Thursday.

College of Coastal Georgia will move to online learning.

SSI Pier is closed.

Overlook Park in Brunswick is closed.

Fishing Pier at Liberty Ship Park is closed.