

# Wastewater and Coronavirus

This is an urgent request for the public's cooperation in the following matter. It is critical that during these challenging times, our sanitary sewer system remains operational! If you agree, please consider the following.

As store shelves become empty for everyday items such as toilet paper, "flushable" wipes, disinfection wipes, paper towels, and other cleaning supplies, New Hanover Township Authority wishes to remind you that wipes, **even the ones that say "flushable"**, and paper towels do not break down like toilet paper does in water.

Flushing of wipes and paper towels has become a **significant concern** in recent times due to the shortage of toilet paper and the potential need to utilize alternate means combined with increased cleaning/disinfection recommendations by the CDC for prevention of COVID-19 and other viral respiratory illnesses in households and community settings. When you are cleaning, please dispose all solid cleaning material (rags, wipes, paper towels, towels, etc...) in your trash can.

**Therefore, wipes, paper towels, rags and other cleaning refuse SHOULD NOT be flushed, all of these items MUST be thrown away with the trash!**



Empty paper goods aisle.

**Flushing of wipes and paper towels can cause raw wastewater backups in people's homes which is an expensive repair for the homeowner. Another problem with flushing wipes and paper towels is that these practices cause raw wastewater backups within the sewer main collection system. The backups can overflow into the environment leading to health and environmental concerns. Please also note, typically these repairs are**

**expensive repairs for the Authority. In the end, it is ultimately the rate payers that absorb these costs!**

Please help us protect your ability to flush your toilet and **DO NOT FLUSH ANYTHING BUT TOILET PAPER AND/OR HUMAN WASTE**. All other miscellaneous items should be properly disposed of in the trash.

New Hanover Township Authority thanks you for your help in advance as we collectively work together in these extraordinary times. New Hanover Township Authority's goal is to ensure everyone has safe, uninterrupted and adequate wastewater service, while protecting the health of the public and our environment.