

# DID YOU KNOW?



The town has resumed in-house billing.

All customers now have new account numbers, and payments require your new number.

## TAKE THE FOLLOWING ACTIONS TO:

- **Make recurring credit and debit card payments:**  
You must enroll for recurring payments through the new customer portal. To confirm your registration, you will need your new account number and the amount last paid for water or for sewer charges.
  - See your bill for your new account number.
  - Contact the town for the amount last paid for water or sewer charges if you do not have your prior month's bill. Email is preferable: [customerservice@hillsboroughnc.gov](mailto:customerservice@hillsboroughnc.gov) or 919-296-9450
- **Use bank originated bill pay:**  
You must log in to your bank's online bill pay service and create a new payment template. **Implementing electronic payments from your bank can take up to 90 days, but your bank will issue a paper check for payment during this time.**
  - Make the payment address for water and sewer bills be: PO Box 429, Hillsborough, NC 27278
  - Add your water and sewer account number for your customer number.
- **Pay by bank draft:**  
You must complete and return an automated debit service form with a voided check or bank letter listing the account holder's name and bank account and routing numbers. **You also must pay by other methods until your bill states, "Do not pay. Paid by draft."**
  - Obtain the form from your bill.
  - Return items one of the following ways:
    - By mail to PO Box 429, Hillsborough, NC 27278
    - In person or the drop box at the Town Hall Annex, 105 E. Corbin St.
- **Pay by telephone:**  
You must call the 24-hour interactive voice response line at 833-262-5902 to make credit or debit card payments by phone.

All customers are encouraged to register in the online portal:

[www.municipalonlinepayments.com/hillsboroughnc](http://www.municipalonlinepayments.com/hillsboroughnc)