

Ask before building

Contact the town

Call the Hillsborough Planning and Economic Development Division at 919-732-1270 before signing contracts or purchasing supplies for:

- Adding a deck or room or enclosing an open space.
- Making yard improvements such as outbuildings, fences and patios.
- Adding accessory dwelling units.
- Running a business from your home.



Contact the county

Call the Orange County Building Inspections Division at 919-245-2575 before signing contracts or purchasing supplies for:

- Renovating your home.
- Changing or improving electrical, heating, air conditioning or plumbing systems in your home.
- Adding any systems to an outbuilding.

Call 911 for help

The Hillsborough Police Department provides police services within town limits. The Orange County Sheriff's Office provides services in unincorporated Orange County. Call 911 to access help from either agency.



Contact us

To reach town departments, employees or the board, use the Contact Us page at www.hillsboroughnc.gov.



Welcome,
new residents!

*We hope this information
helps you settle in and feel
at home in our small town.*



Solid waste collection



Public Works provides residential curbside garbage collection services within town limits. Multi-family dwellings receive commercial services. Call 919-296-9600 to start residential service. See the curbside collections calendar for routes and services.

Orange County provides recycling collection services. To set up new recycling service, email recycling@orangecountync.gov or call 919-968-2788.



Cart placement

For collection and safety, carts should be:

- Placed at the curb between 4 p.m. the day before collection and 7 a.m. on collection day.
- Placed within 3 feet of the curb, with the lid opening to the street.
- Located at least 4 feet from parked cars, trees or other obstructions.
- Removed from the street by 6 a.m. the day after collection.

Yard waste

Yard waste is collected weekly. For pickup, leaves should be placed in compostable bags except during loose leaf collection season, which occurs November through January.

Bulk items

Bulk items collection is offered monthly on the second full week of the month, with the week starting on Sunday. See the Garbage Collection page for items that can be collected.

Stay informed

Follow town's social media

Follow @HillsboroughGov on Facebook and Twitter and Town of Hillsborough on Nextdoor.

Subscribe to town emails

Subscribe to town emails on the town's homepage. A weekly digest of town news releases and key reminders is emailed on Fridays. Time-sensitive emails are sent as needed. Also, sign up for emergency notifications from the town and county from the town's homepage.



Volunteer

Apply to serve on a town appointed board online at www.hillsboroughnc.gov. See the Government or I Want To menus. To volunteer to help improve the town's public spaces, call 919-296-9600.

Take a course

The town offers a civic engagement course to help community members learn more about town government and their ability to influence and participate in town decisions. See the New Residents webpage for a link to details.

Bookmark hillsboroughnc.gov

You can conduct business and find a lot of information on the Town of Hillsborough website.



Water and sewer service reminders

Set up accounts in advance

The Town of Hillsborough provides water and sewer services within town limits and to some properties outside town limits. To set up services, see the Water and Sewer Billing and Collections page on the town website or call 919-296-9450 and choose Option 2.



Service should be requested at least three business days in advance.

See rates FAQs

To understand the minimum monthly charge and the rates, see the Water and Sewer Rates FAQs, accessible from the I Want To ... menu at the top of the town's homepage.

Sign up for e-bills, pay online

Water and sewer customers are encouraged to sign up for e-bills and pay online through the online platform. Visit the Water and Sewer Billing and Collections page on the town website for more information.

Know the policy on leaks

Customers may request adjustments to bills if they show that a break in a water line has resulted in extraordinary charges for a given billing period. In such cases, the customer will be charged an amount based on an average of the previous six months.



Customers are allowed one leak adjustment per calendar year. See the Water and Sewer Billing and Collections page for information and a request form.

Install backflow preventer

Those with pools or separate irrigation systems must have a backflow preventer. Call 919-296-9653 to talk with the utilities infrastructure protection supervisor.

Know your responsibilities

Homeowners are responsible for the water line between the meter and the home and for the sewer line between the cleanout pipe and the home.



Water meter

Broken cleanout pipes should be fixed quickly to prevent stormwater from infiltrating the sewer system. The protective ring must be kept in place.



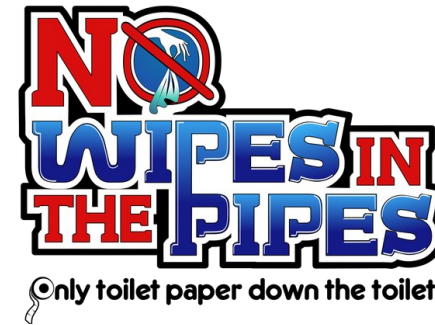
Cleanout pipe

Report tampering

If you see anyone taking water from a water hydrant without an orange meter attached, please take a photograph and call the Water Treatment Plant at 919-732-3621 any time. There is no need to intervene directly. Noting the time, date, location, name on the truck, truck number and license plate is also helpful.

Photos and information can be submitted to Utilities Director Marie Strandwitz at marie.strandwitz@hillsboroughnc.gov.

Individuals or businesses who pay the Town of Hillsborough for water from a hydrant use an orange meter box.



Flush the 3 P's only

That's pee, poo and (toilet) paper. Anything else can lead to overflows in your home and in the environment.

See our "No Wipes in the Pipes" video and check out other videos in the Water and Sewer Services playlist on the Town of Hillsborough YouTube channel.

Trash fats, oils and grease

Fats, oils and grease poured down the drain will collect and stick to plumbing and sewer lines. Over time, lines can become blocked, causing sewer backups or overflows. Help prevent this by:

- Discarding used fats, oils and grease with other garbage.
- Minimizing use of garbage disposals.
- Scraping plates into trash cans.
- Using paper towels to wipe leftover oils and fats from pots and pans.



The town provides fat trappers to water and sewer customers to help keep grease and oils out of the sewer system. Call 919-296-9653 or pick one up at the Town Hall Annex, 105 E. Corbin St., where water bills are paid.

Report water emergencies

Report water line breaks, sewer spills and other water-related emergencies immediately by calling 919-732-3621 at any time.

Call 811 before digging

Make sure you know where utility lines are before digging, and be sure to leave access around fire hydrants and other utility devices. Private service lines require marking from private companies.



Keep easements clear

Water and sewer easements grant the Utilities Department the right to access, maintain, repair or replace a town asset, such as a water or sewer main. Fences over easements require an encroachment agreement and other permissions. Call 919-296-9630 before installing a fence.



The town will not replace any plants, fences, sheds, fountains, patios, decks or other structures that impede access to the easement and maintenance of the infrastructure.

Irrigate responsibly

Spray irrigation can occur between 8 p.m. and 9 a.m. and is limited to three applications per week, totaling no more than 1 inch. Systems must have moisture sensors. Be sure to check systems annually for leaks. See the Utilities webpage for more information.

