Reporting Problems in an Emergency

See Ready Hillsborough on the town's website for additional emergency information and resources.

Emergencies
- Orange County Emergency Services responds to emergencies in Hillsborough. See the Emergency Services page at orangecountync.gov/640/Emergency-Services or call 919-245-6100. The 24-hour non-emergency number is 919-732-5063.
- If a situation poses a threat to someone's safety, call 911.

Water-related emergencies
- Report water line breaks, sewer spills, and other water-related emergencies immediately by calling the Hillsborough Water Treatment Plant at 919-732-3621. Call a plumber for pipes that break inside or under your house.

Downed trees and debris
- For downed trees and other debris in a roadway, call 911 once in a safe location.
- For downed trees on private property, contact the primary insurer of the property, and then contact a private debris removal company.
- Report non-emergency storm damage to Orange County at crisistrack.com/public/orangeNC/citizenRequest.html.

Flooding
- Report flooding by calling 911.

Outages
Communications outages:
- Brightspeed — Call 833-692-7773 or see the Brightspeed website at brightspeed.com/help/contact.
- Frontier — Call 800-921-8106 or see the Frontier website at frontier.com/helpcenter/categories/internet/troubleshooting/service-status.
- Spectrum — Call 833-267-6094 or see the Spectrum website at spectrum.net/support/tv/troubleshooting-your-spectrum-services-after-outage

Energy outages:

- Dominion Energy — Call 877-776-2427. Dominion Energy has a Report Gas Emergency webpage at dominionenergy.com/north-carolina-gas but does not take reports online.
- Duke Energy — Call 800-POWER-ON (English) or 866-4-APAGON (Spanish) or see the Duke Energy outages website at duke-energy.com/outages. Register to receive text notifications for power outages in the area by texting REG to 57801. To report an outage, text OUT. For outage updates, text STATUS.
- Piedmont Electric — Call 800-449-2667 or 800-222-3107 or see the Storms and Outages webpage at pemc.coop/membership/automated-outage-reporting. Register to receive text notifications for power outages in the area by texting PEMC to 800-222-3107. To report an outage, text #OUT. For outage updates, text #STATUS.