

TOWN OF HILLSBOROUGH

Start Service Form

Please email this completed form to CustomerService@Hillsboroughnc.gov

Date Service Requested: _____

(The Town of Hillsborough must be notified 3 business days to activate services.)

Customer Name: _____

Billing Address: _____

City: _____ State: _____ Zip Code: _____

Home #: _____ Work #: _____

Cell #: _____ Email: _____ Driver's

License #: _____

Social Security or Federal Tax ID: _____ (you may call to provide this information)

Requested Service Address: _____

Rent Own

Would you like to receive e-bills? Yes No

The Town charges a security deposit on all utility accounts. Please contact customer service for an exact amount of your deposit. The deposit and a connection fee of \$20.00 will be applied to your first bill. To offset the administrative costs in handling these monies, no interest is paid on deposits.

We require your Social Security or Federal Tax Identification number because more than one person may have the same name. We need to be able to confirm your identity before we release confidential account information and to contact the right person if a bill collection process were to become necessary.

Please make sure all faucets inside and outside the service address are turned off. By making application for service, you agree to hold the town harmless for any damages that may occur as a result of turning the water on.

If at any time you wish to discontinue service, the Town requires at least 3 business days' notice. By signing this form you hereby agree to comply with The Town of Hillsborough's Town Code which can be found at https://library.municode.com/nc/hillsborough/codes/code_of_ordinances.

Signature: _____ Date: _____

OFFICE USE ONLY

IN TOWN

OUT TOWN

WATER

SEWER

INITIALS: _____

Ways to Pay Your Bill

- Bank draft — Sign up to have the town automatically draft payment from your bank account on the 10th or 25th day of each month by completing the [Automated Debit Service Enrollment Form](#). Submit the completed form with a voided check by mail or by drop-box. Processing enrollment may take up to two billing cycles. Pay by other methods until your bill states, “Do not pay. Paid by draft.”
- Bank originated bill pay — Set up recurring payments through your bank account by logging on to your bank's online bill pay service and entering Town of Hillsborough as a payee with the following “remit to” address: Town of Hillsborough, PO Box 429, Hillsborough, NC 27278. Enter your account or customer number in the format shown on your bill. 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.
- Drop-box — Visit the deposit box at the Town Hall Annex, 105 E. Corbin St., to leave a payment. Do not place cash in the drop box.
- Mail — Send payments to Town of Hillsborough, PO Box 429, Hillsborough, NC 27278.
- Online — Visit <https://www.municipalonlinepayments.com/hillsboroughnc> to pay by credit or debit card. Click on *Pay a Water and Sewer Bill* in the available services box.
- Telephone — Call 833-262-5902 toll-free 24 hours a day to pay by credit or debit card.
- If you must pay with cash, please call 919-296-9450 or email CustomerService@hillsboroughnc.gov to make an appointment.

Do you want to help a neighbor in need?

About 100 town water and sewer accounts are overdue each month. Although most bills do get paid eventually, customers sometimes incur late fees and service disruptions. State law prevents the town from charging different rates to customers based on income.

The Water Assistance Program offers assistance with paying water and sewer bills and is funded entirely through donations from utility customers. The program is administered through a partnership with Orange Congregations in Mission, a local nonprofit organization.

To make a one-time donation:

Online — Go to <https://www.municipalonlinepayments.com/hillsboroughnc>. Click on Make a One-Time Payment or Donation.

- By mail — send a completed [donation form](#) with a check payment to Town of Hillsborough, P.O. Box 429, Hillsborough, NC 27278.
- Drop-Box — Visit the deposit box at the Town Hall Annex, 105 E. Corbin St., to leave a donation. Do not place cash in the drop box.

To have a monthly donation added to a water and sewer bill:

- By mail — send a completed [Water Assistance Donation Form](#), to Town of Hillsborough, P.O. Box 429, Hillsborough, NC 27278.
- Electronically — email a completed donation form to CustomerService@hillsboroughnc.gov.
- Drop-box — insert a completed donation form in the drop-box located at the Town Hall Annex, 105 E. Corbin St.