

## How Hillsborough Operates in Winter Weather Events

Below is information on how the Town of Hillsborough operates during winter weather events.

Please note that about 25,000 homes have a Hillsborough mailing address, but only 7,000 are within the town limits. To determine who provides services to your home, check the [Jurisdiction and Service Areas](#) page of the town website.

To learn more about Hillsborough's winter weather operations, see:

- Hillsborough's winter weather operations video.
- [Streets](#) page of the town's website, specifically sections on snow removal and state-maintained streets.

### Curbside collections

Hillsborough will halt curbside collections of trash, brush, bulk items and loose leaves if weather conditions prevent collection trucks from operating safely. Service for garbage collection will be given priority when collections resume. Orange County provides collection of recyclables.

### Snow removal

Priority in plowing is given to the town's bridges, emergency services and the Orange County refueling station within town limits. Plowing on residential streets follows. Plowing typically begins when snowfall reaches a depth of 2 inches on the pavement. It will be discontinued if it causes roadways to become more hazardous. Vehicles parked on streets prevent plowing in those areas.

The N.C. Department of Transportation maintains some roads in town and is responsible for snow removal on those streets, which include the town's main roadways.

Town crews will shovel sidewalks around town facilities as they are able. Property owners are responsible for sidewalks in front of structures they own and for their driveways, where snow may accumulate due to plowing.

If wintry weather occurs, roads may continue to have snow and ice after the event, particularly in shaded areas. The town stores a small amount of ice melting material to use at key hazardous intersections.

### Parks and trails

Parks and greenways are not a priority for snow removal and will be closed in deteriorating conditions until staff determines they are safe. Citizens choosing to use the town's parks and greenways do so at their own risk. Entering closed areas also puts others at risk and pulls emergency workers away from other duties.

## Information sharing

The town provides information about services during inclement weather through the following means:

- Website: [www.hillsboroughnc.gov](http://www.hillsboroughnc.gov)
- Twitter: [@HillsboroughGov](https://twitter.com/HillsboroughGov)
- Facebook: [www.facebook.com/hillsboroughgov](https://www.facebook.com/hillsboroughgov)
- News releases: [Email Subscriptions](#) webpage to receive town news via email.

A listing of news releases distributed during an event and answers to any frequently asked questions will be provided on the [Emergency Information](#) page of the town's website, which includes emergency phone numbers and cold weather resources.

Any emergency notifications will be sent through the public alert and warning system [OC Alerts](#). When selecting notification preferences through OC Alerts, Hillsborough water customers should sign up to receive notifications from the Town of Hillsborough. Note that Orange Water and Sewer Authority provides water service to the Carrboro and Chapel Hill community. OC Alerts is a partnership of the governments in Orange County and OWASA.

## Emergency response

During winter events, the following phone numbers are used for assistance:

- Water emergencies: 919-732-3621 — to report water line breaks, frozen meters and similar emergencies to the Hillsborough Water Treatment Plant.
- Downed trees blocking a roadway or downed power lines: 911.
- Assistance for emergency and non-emergency needs that require law enforcement or other rescue workers: 911 — Hillsborough police officers are dispatched only by calling 911.