



Dear Neighbors,

With winter approaching, it's time to get ready for snow, ice, and freezing temperatures. This guide will help you and your family, your friends, and your neighbors prepare for the coming weather. Keeping our community safe is a collective responsibility. Inside, you'll find tips on how to collaborate with your neighbors, business owners, and City agencies to keep our streets and sidewalks safe this winter.

Please also look out for your friends and neighbors—especially residents who are acutely impacted by the cold weather including older adults, people with critical health issues, and our unhoused neighbors.

If you need help or have any non-emergency questions, call 3-1-1. For emergency assistance, call 9-1-1 immediately.

Please hold on to this guide or share it with someone who needs it.

I hope you have a safe and healthy winter!

Michelle Wu
Michelle Wu
Mayor of Boston

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RESIDENT CUSTOMER
BOSTON, MA

WINTER WEATHER GUIDE 2023-2024

IMPORTANT NUMBERS

For emergencies, call 9-1-1
For non-emergencies, call 3-1-1 or 617-635-4500

Boston Water & Sewer:
617-989-7000

Eversource:
800-592-2000

National Grid Gas:
800-322-3223

Verizon:
800-837-4966

ABCD Fuel Assistance:
617-357-6012

DCR:
617-626-4973

MassDOT:
857-368-6111

MBTA:
617-222-3200

WINTER WEATHER GUIDE 2023-2024

To stay informed about snow emergencies, parking bans, school delays and cancellations:

- Visit boston.gov/snow
- Follow @CityofBoston
- Sign up for City alerts at boston.gov/alerts
- Download the Boston 311 app on mobile



This guide is available on boston.gov/snow in:

Español Spanish	Kriolu Cabo Verdean Creole
简体中文 Simplified Chinese	Русский Russian
繁體中文 Traditional Chinese	Français French
Kreyòl ayisyen Haitian Creole	Tiếng Việt Vietnamese
Português Brazilian Portuguese	Arabic العربية
Soomaali Somali	

CITY of **BOSTON**

CLEARING SIDEWALKS

We ask residents and business owners to clear snow, slush, and ice from sidewalks and pedestrian ramps that abut your property. After a storm, you are required to clear these areas:

- within 3 hours of snowfall ending, or
- 3 hours after sunrise if it snows overnight.

Remove ice to bare pavement or make it as level as possible. Sidewalks must be cleared to create at least a 42-inch-wide path to accommodate wheelchairs and strollers.

The Code Enforcement Division will issue fines for residents and business owners in violation of these rules. Fines can be issued each day until the violation is addressed.

Fines for uncleared sidewalks are as follows:

- Commercial property: \$200
- Residential property, 16 or more units: \$100
- Residential property: \$50

DEALING WITH SNOWY STREETS

Help us keep streets open to plows and emergency vehicles by parking at least 20 feet away from intersections and no further than one foot from the curb. Don't block sidewalks, fire hydrants, ramps, bike lanes, driveways, or the street with your vehicle.

During a snow emergency, discount parking is available in garages with a valid resident parking sticker. Discounted parking begins two hours before the start of a snow emergency and ends two hours after. We don't allow evening and overnight parking at Boston Public School lots during snow events.

Check boston.gov/snow to find out where not to park during a snow emergency. We also have information on discounted garages.

STAY WARM AND SAFE

Renters:

Heating problems? First, alert your landlord. If your landlord doesn't respond, call **3-1-1** to file a report.

Homeowners:

Need help paying for heat? Apply for help through the State's Low Income Home Energy Assistance Program (LIHEAP). Visit boston.gov/home-heating or call **617-357-6012**.

Everyone:

- Never use your oven for heat.
- Space heaters can cause fires, so don't place them near curtains or things that can catch fire. Remember to turn them off before going to bed.
- Clear exhaust vents to avoid carbon monoxide poisoning
- Check for working carbon monoxide and smoke detectors.

Units must be heated to:

68° From 7 a.m. - 11 p.m.

64° From 11 p.m. - 7 a.m.

TRASH AND RECYCLING

During severe snowstorms, trash and recycling collection may be canceled. Most often, severe snowstorms can cause delays in service, so we ask for your cooperation and patience.

To view your neighborhood recycling and trash schedule and to find out what items can be recycled in the City of Boston, please:

- visit boston.gov/trash-day
- download the Trash Day app, or
- call **3-1-1**

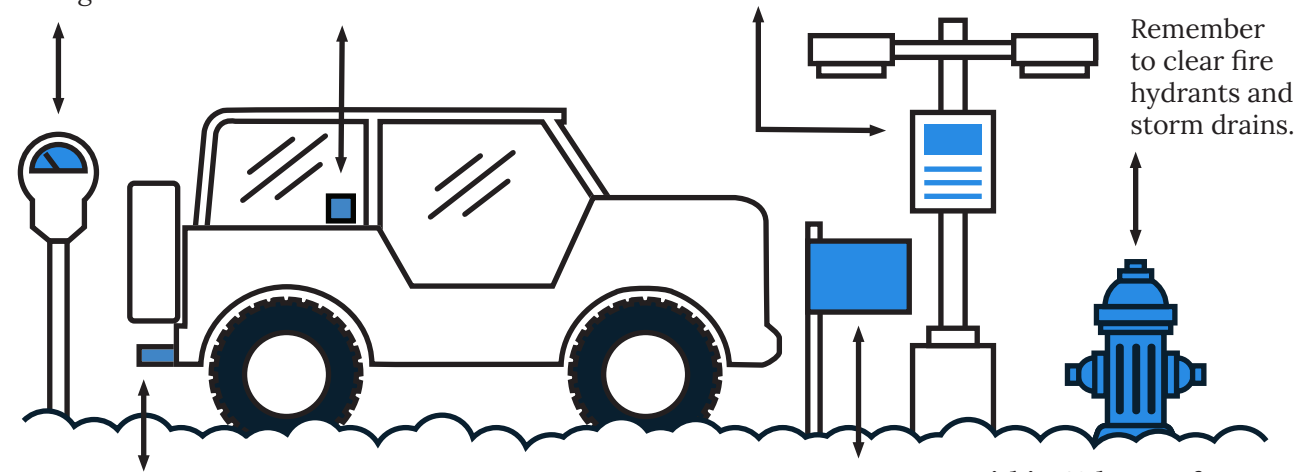
Crews have a difficult time reaching trash barrels and recycling carts placed behind snowbanks. Please clear an area at the curb for collection or place containers next to or in front of snow banks.

We collect Christmas trees for composting from January 1 - 12. Don't place them in plastic bags. Please remove Christmas tree stands and decorations. If you have two recycling days, we collect Christmas trees on the first recycling day of the week. Place your tree at your curb by 6 a.m.

Parking meters remain in effect during snow emergencies.

Make your resident parking sticker visible within 24 hours after the end of a storm.

We will ticket and tow you if you park on a posted snow emergency artery during a declared emergency.



Clear all snow at least one foot around your car muffler before starting your car.

Remove space savers within 48 hours after a snow emergency has been lifted. Please note: space savers aren't allowed in the South End or Bay Village.