



Dear Neighbor,

With winter just around the corner, it's time to prepare for snow, ice, and freezing temperatures. That's why we put together this guide to help you and your family, friends, and neighbors get ready for the coming weather. Inside, you'll find tips on how to work with your community to keep our streets and sidewalks safe.

Keeping our community safe is a shared responsibility. So please look out for your fellow residents—especially those who feel the impacts of the cold the most, including older adults, people with health concerns, and our unhoused neighbors.

Together, we can make Boston a home for everyone all year long.

For any non-emergency questions or concerns, call 311. If you're in an emergency, call 911 immediately.

Hope you have a safe, healthy, joyful winter!

*Michelle Wu*

Michelle Wu  
Mayor of Boston

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RESIDENT CUSTOMER  
BOSTON, MA

# WINTER WEATHER GUIDE 2024-2025

**CITY of BOSTON**

## 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**

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

- Visit [boston.gov/snow](https://boston.gov/snow)
- Follow @CityofBoston
- Sign up for City alerts at [boston.gov/alerts](https://boston.gov/alerts)
- Download the Boston 311 app on mobile



This guide is available on [boston.gov/snow](https://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
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**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](http://boston.gov/snow) to find out where not to park during a snow emergency. We also have information on discounted garages.

Using electricity for heat? Consider enrolling in Boston Community Choice Electricity (BCCE) for affordable electricity supply. Call 3-1-1 or visit [boston.gov/energy](http://boston.gov/energy) for more information.

## 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](http://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°** Day time  
7 am - 10:59 pm

**64°** Nighttime  
11 pm - 6:59 am

## 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 and can't be recycled in the City of Boston, please:

- visit [boston.gov/trash-day](http://boston.gov/trash-day)
- download the Trash Day app, or
- call **3-1-1**

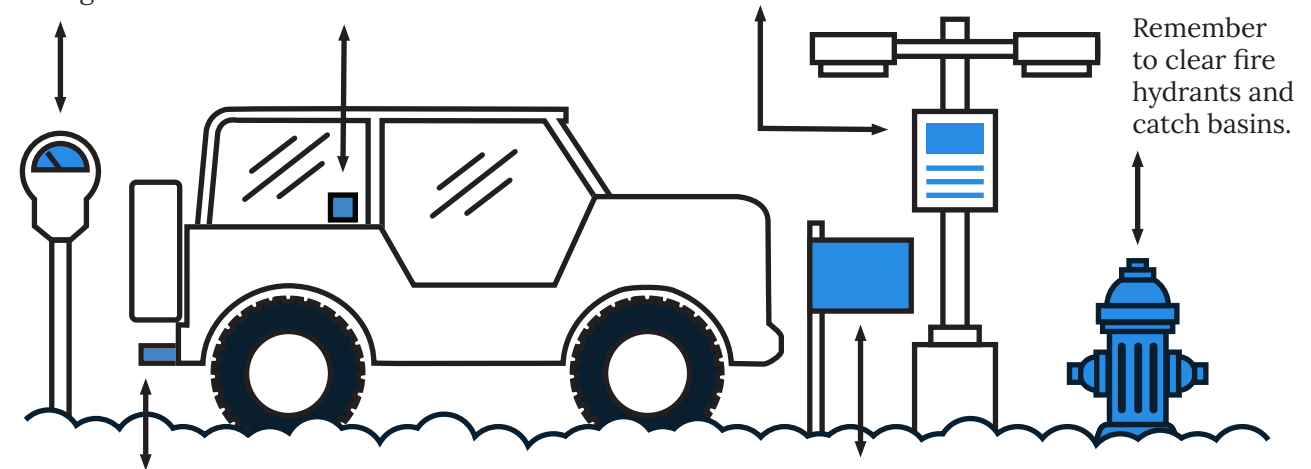
Crews have a difficult time reaching trash barrels and recycling carts placed behind snowbanks. Please clear an area at the curb for collection or place containers next to or in front of snow banks.

We collect Christmas trees for composting from December 30 - January 10. 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.