



DEAR NEIGHBORS,

In the City of Boston, we're busy gearing up for another winter season. In order to be ready for everything this winter throws at us (snow, ice, freezing temperatures, etc.) we're asking you to pitch in and do your part.

This guide will help you and your family stay prepared. It shows how residents and business owners can work together with City agencies to keep our streets and sidewalks safe and clear. We're also encouraging all Bostonians to look out for one another. Check on your friends and neighbors and see if they have what they need, especially those who may be isolated or have health concerns. If you have a question or you need help with any non-emergency issue, call 311, our 24-hour constituent support line. And of course, if you ever see someone who needs emergency help, never hesitate to call 911.

Making it through winter in Boston is truly a team effort. Let's all do our part!



City of Boston
Mayor Martin J. Walsh

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RESIDENTIAL CUSTOMER
BOSTON, MA

IMPORTANT NUMBERS

For Emergencies (Police, Fire, EMS) call 911
For Non-Emergencies call 311 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

BOS:311
Report unshoveled
sidewalks to the
City with the
BOS:311 app.



Download
the App



WINTER WEATHER GUIDE 2019-2020

SIGN UP AND STAY INFORMED

To get news about snow emergencies, parking bans, school delays and cancellations, please visit:

- boston.gov/snow
- follow @CityofBoston on Twitter
- register for alerts at boston.gov/alert-boston

You can also call 3-1-1 or 617-635-4500 for non-emergency City services.



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

Español | Spanish

简体中文 | Simplified Chinese

Tiếng Việt | Vietnamese

Kreyòl ayisyen | Haitian Creole

Kriolu | Cape Verdean Creole

CLEARING SIDEWALKS

We ask residents and business owners to clear snow, slush, and ice from sidewalks and pedestrian ramps on street corners 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 to residents and business owners in violation of these rules. Fines can be issued each day until the violation is addressed.

Current Fines for uncleared sidewalks:

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

STAY WARM AND SAFE

Renters:

Heating problems? First alert your landlord. If your landlord is unresponsive, call 311 to file a report, and Inspectional Services will investigate.

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.

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, and check for working carbon monoxide and smoke detectors.

Units must be heated to:

68° From: 7a.m.-11p.m.

64° From: 11p.m.-7a.m.

SNOW MAY SLOW RECYCLING AND TRASH COLLECTION

During severe snowstorms, recycling and trash collection may be cancelled, but this is extremely rare. 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
- 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 6 - 17. 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.

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, corner pedestrian ramps, bike lanes, driveways, or the street with your vehicle.

During a snow emergency, discounted parking is available in certain garages with a valid resident parking permit. Discounted parking at public parking facilities and municipal lots 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 the discounted garages.

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 posted snow emergency arteries during a declared emergency.

Remember to clear fire hydrants and storm drains.

