EMERGENCY TELEPHONE NUMBERS

Mayor's 24-Hour Service 617-635-4500
Storm Center 617-635-3050
Police/Fire/Emergency Medical Service 911
No heat complaints 617-635-5300
Poison Center 617-232-2120

SENIOR HOME OWNERS!
Don't Get Blown Away
By Cold Man Winter…
For Emergency Assistance Repairs,
Call **617-635-4500.**

UTILITY COMPANIES

NSTAR Electric.....1-800-592-2000
National Grid.....1-800-532-9600
NSTAR Gas.....1-800-592-2000
Boston Water & Sewer.....617-989-7000
Verizon.....617-555-1611
Massachusetts Water
Resources Authority 617-242-6000

OTHERS

Animal Control 617-635-5348
Boston Medical Center 617-638-8000
City of Boston Tow Lot 617-635-3900
Code Enforcement Police 617-635-4896
Consumer Affairs & Licensing 617-635-3834
Elderly Commission 617-635-4366
Logan Airport 1-800-23-LOGAN
MBTA 617-222-3200
Mass. Dept. of Conservation &
Recreation Storm Desk 617-727-1680
Massachusetts
(road and traffic conditions) 617-374-1234
Or 511 on your cell phone
Mayor's Neighborhood Liaisons 617-635-3485
State Police 617-740-7600
Local Weather Service 617-936-1234
National Weather Service 1-508-828-2672

For storm info via the net,
visit http://www.cityofboston.gov/snow/

Basic City Services
Boston City Hall, Room 811
Boston, MA 02201-1007

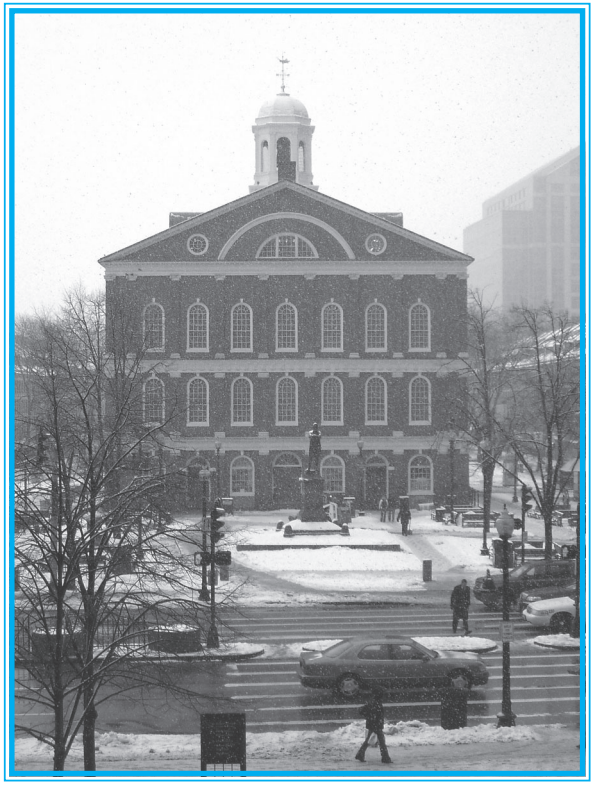
ECR-WSS
Boston Residential Postal Customer
Boston, MA

Presorted Standard
U.S. Postage
Paid
Boston, MA
Permit No. 53434
ECR WSS

Winter Weather Facts

2009-2010

Boston's Guide to Important Information on Winter Storms, Parking Regulations and Household Heating



Thomas M. Menino, Mayor
Dennis E. Royer, Chief of Public Works and
Transportation, Commissioner of Public Works

Storm Center

The Storm Center will be open during emergencies (major snowstorms, hurricanes, floods or natural disasters) to provide information and service to Boston residents for all storm-related problems, including plow requests, downed trees, and power outages. The Storm Center is staffed by a knowledgeable team of City departments and utility representatives. **Call 617-635-3050.**

Emergency Notifications

You can receive direct notification of snow emergencies, parking bans and school closings in the City of Boston. Simply sign up and tell us your preferred method of notification (text and/or e-mail).

You can register at:
617-635-4500 or
www.cityofboston.gov/snow/

Storm Safety Tips

- Check on elderly neighbors or other residents who may be in need. Avoid shoveling if you are elderly or have a heart condition.
- Shovel out fire hydrants, catch basins, ramps, and corners on your street.
- Avoid driving during a severe winter storm.
- For news about school delays and cancellations, tune in to your radio, TV or the City's website.
- Visit www.cityofboston.gov/isd for more info on the Mayor's heating enforcement strategy, and for some money-saving conservation tips.

Trash & Recycling Collection

- Trash & recycling collection service will be cancelled in the event of a **State Declared Snow Emergency.**
- In the event trash & recycling collection has been cancelled – place your trash & recyclables out for collection on the next **scheduled** trash and/or recycling day.
- Place trash in a 32 gallon trash barrel, or 32 gallon 2 ply dark green or black trash bag.
- Make trash & recyclables accessible by shoveling a path to the location where you place your trash.

For updates check the City's website at www.cityofboston.gov/snow/ Or call 617-635-3050

Space Savers

Space Savers will be collected 48 hours after a Snow Emergency has been lifted.

Snow Removal Regulations

- Shovel out fire hydrants, catch basins, ramps, and corners on your street.
- Shovel sidewalks abutting your residence and business. Sidewalks should be passable within three hours after a snowstorm.
- Don't shovel or plow snow into the street! While shoveling out cars, pile snow behind or in front of the vehicle, or at the edge of the sidewalk.

Parking Regulations

Reminder…Tune in to the radio, television or the City's website before and during a storm to determine if a snow emergency is declared in Boston.

PARKING REGULATIONS ARE **STRICTLY** ENFORCED DURING SNOW EMERGENCIES. VIOLATORS ARE SUBJECT TO TICKETING AND TOWING.

- Don't park within 20 feet of an intersection, or further than one foot from the curb.
- For winter 2009/2010 on secondary roads, park only on the ODD numbered side of the street during snow emergencies, unless otherwise posted.
- Disabled cars blocking the roadway must be removed as soon as possible.
- Cars parked in driveways must not extend to the sidewalk or street.
- Do not park in crosswalks, or in front of fire hydrants and ramps.

Parking and Traveling Tips

- During declared snow emergencies, discounted parking is available at several parking lots and garages to cars that display Boston resident parking stickers. Watch your local papers for details or call the Storm Center at 617-635-3050.
- Resident parking stickers must be visible within 24 hours after the end of a snowstorm.
- Take extra precaution near school bus stops where children may be waiting without parental supervision.
- Treat non-working traffic lights as stop signs and proceed cautiously at intersections.

Household Hints

- In case of a power outage, stock up on batteries, flashlights, and canned goods. Keep refrigerators closed as much as possible, and keep refrigerator temperature at 45° or below. Food will stay fresh between 36-48 hours in a full fridge; 24 hours in a half-filled one.
- To avoid carbon monoxide poisoning: have a professional clean and inspect your furnace and chimney annually. For automobiles, make sure your exhaust pipe is free of debris.
- When a storm is predicted, check that you have enough oil to get through the storm.
- Keep a battery-operated radio, extra medicine, blankets, and bottled water on hand.
- If power is lost, unplug all appliances except one lamp to prevent power surge damage.
- Never use your oven for heat, and use extreme caution with space heaters – avoid placing them near curtains or other materials, and turn them off before going to bed.

Stay Warm!

Take advantage of available resources to help keep your home heated.

Remember:

- If you are a tenant, your unit must be heated to a minimum of 68° (day) and 64° (night). Alert your landlord first to correct "no heat" or insufficient heat problems.
- If your landlord does not respond, contact the Boston Inspectional Services Department at **617-635-5300**, or after business hours the Mayor's Hotline at **617-635-4500**.
- If you have a complaint about your oil dealer's service, call the Mayor's Office of Consumer Affairs and Licensing at **617-635-3834**.