Minimize the risk of a frozen pipe emergency. Cold winter temperatures can cause pipes in your home to burst suddenly and disrupt your service. Prevent the expense of an unexpected pipe repair by taking precautionary measures to keep your pipes from freezing this winter season.

**Insulate pipes** in unheated spaces like basements, crawl spaces, and garages. This will help prevent frozen pipes, avoiding property damage and the costs of repairs. Additionally, insulating hot water pipes will decrease your wait time for warm water.

**Locate the main water shut off valve** in your home and mark it for quick identification. Learn how to turn it off, and educate others in your household. If a water pipe bursts, shutting your home’s main valve quickly will minimize flooding and property damage.

**Allow a slow trickle of water** to flow through faucets connected to water pipes that run through unheated spaces when sustained temperatures fall below freezing.

If your pipes do freeze, use a hair dryer to thaw lines. It may not be fast, but it will be safe. **NEVER USE AN OPEN FLAME TO THAW PIPES.**

When pipes are frozen, there is often water available in at least one faucet. If there is no water coming through any of your taps, call BWSC’s 24-hour Emergency Assistance line at (617) 989-7000.
New Rates Effective January 1, 2012

**WATER**

<table>
<thead>
<tr>
<th>Consumption (Cu. Ft/Day)</th>
<th>Per 1,000 Cubic Feet</th>
<th>Per 1,000 Gallons</th>
</tr>
</thead>
<tbody>
<tr>
<td>First 19</td>
<td>$42.83</td>
<td>$5.725</td>
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<tr>
<td>Next 20</td>
<td>$44.83</td>
<td>$5.994</td>
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<tr>
<td>Next 50</td>
<td>$46.69</td>
<td>$6.242</td>
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<tr>
<td>Next 260</td>
<td>$49.64</td>
<td>$6.636</td>
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<tr>
<td>Next 950</td>
<td>$51.80</td>
<td>$6.925</td>
</tr>
<tr>
<td>Over 1299</td>
<td>$53.62</td>
<td>$7.169</td>
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</table>

**SEWER**

<table>
<thead>
<tr>
<th>Consumption (Cu. Ft/Day)</th>
<th>Per 1,000 Cubic Feet</th>
<th>Per 1,000 Gallons</th>
</tr>
</thead>
<tbody>
<tr>
<td>First 19</td>
<td>$55.45</td>
<td>$7.414</td>
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<tr>
<td>Next 20</td>
<td>$57.16</td>
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<td>$8.225</td>
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<tr>
<td>Next 950</td>
<td>$64.92</td>
<td>$8.677</td>
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<tr>
<td>Over 1299</td>
<td>$67.16</td>
<td>$8.979</td>
</tr>
</tbody>
</table>

**Neighborhood Site Locations**

The Boston Water and Sewer Commission will have a representative from the Community Services Department at neighborhood locations (see schedule below) to offer assistance. Please make note of the dates and time for each site.

**BWSC Staff will be available to:**

- Accept payments (check or money order only – no cash).
- Process elderly or disabled persons discount forms.
- Arrange payment plans for delinquent accounts.
- Review water consumption data for your property.
- Resolve billing or service complaints.
- Explain BWSC customer programs.

**Brighton**

Allston/Brighton APAC
143 Harvard Avenue
Thursdays 10am–1pm
1/19, 2/16

**Charlestown**

Golden Age Center
382 Main Street
Tuesdays 11am–1pm
1/24, 2/28

**Chinatown**

CCBA
90 Tyler Street
Thursdays 12 noon–1pm
1/12, 2/9

**Dorchester**

Uphams Corner Municipal Building
500 Columbia Road
Fridays 10am–12 noon
1/13, 2/10

**East Boston**

East Boston APAC
21 Meridian Street
Wednesdays 10am–1pm
1/4, 1/11, 2/1, 2/8

**Fields Corner**

Kit Clark Senior Center
1500 Dorchester Avenue
Mondays 10am–1pm
1/23, 2/13

**Hyde Park**

Municipal Building
1179 River Street
Tuesdays 10am–1pm
1/3, 1/17, 2/7, 2/21

**Jamaica Plain**

Jamaica Plain Public Library
12 Sedgwick Street
Mondays 10am–12 noon
1/9, 2/6

**Mattapan**

Mattapan Public Library
1350 Blue Hill Avenue
Fridays 10am–12 noon
1/6, 2/3

**North End**

North End Public Library
25 Parmenter Street
Thursdays 10am–12 noon
1/5, 2/2

**Roslindale**

Greater Roslindale Medical and Dental Center
4199 Washington Street
Tuesdays 10am–1pm
1/10, 2/14

**South Boston**

SB Action Center
424 W. Broadway
Wednesdays 10am–1pm
1/25, 2/15

**West Roxbury**

Roche Community Center
1716 Centre Street
Fridays 10am–1pm
1/27, 2/24

**South End & Roxbury**

Residents of the South End and Roxbury are invited to use the BWSC Headquarters as their Neighborhood Site Location.

Citizens Connect
City of Boston

Need information? Don’t know who to call for help? Mayor Menino’s 24 Hour Constituent Service Office now offers online assistance through Citizens Connect on the City of Boston website: www.cityofboston.gov/online_services.