New England winters can be brutal on water pipes. As water freezes, it expands and can put pressure on the pipes, causing them to burst. This winter season, be prepared to protect your home or business from the effects of freezing temperatures by taking the following precautionary measures:

**Insulate pipes** in unheated spaces like garages, basements, and crawl spaces. 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.

**Protect your water meter** from icy drafts and freezing temperatures. Most frozen meters are caused by drafts from an open basement door or window. Double check your property as the cold weather sets in.

**Seal openings** in the basement foundation wall where cold air may enter. Stuff holes with insulation and fix broken window panes. A tiny opening may cause exposed pipes or the meter to freeze.

**Keep sink cabinet doors open** during cold spells to allow warm air to circulate around the pipes.

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

**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. If a water pipe bursts, shutting your home’s main valve quickly will minimize flooding and property damage.

**REMEMBER**
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.
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  
11/15, 12/20

**Charlestown**  
*Golden Age Center*  
382 Main Street  
Tuesdays 11am–1pm  
11/27, 12/17 (Monday)

**Chinatown**  
*CCBA*  
90 Tyler Street  
Thursdays 12 noon–1pm  
11/8, 12/13

**Dorchester**  
*Uphams Corner Municipal Building*  
500 Columbia Road  
Fridays 10am–12 noon  
11/9, 12/14

**East Boston**  
*East Boston APAC*  
21 Meridian Street  
Wednesdays 10am–1pm  
11/7, 11/14, 12/5, 12/12

**Fields Corner**  
*Kit Clark Senior Center*  
1500 Dorchester Avenue  
Mondays 10am–1pm  
11/26, 12/3

**Hyde Park**  
*Municipal Building*  
1179 River Street  
Tuesdays 10am–1pm  
11/6, 11/20, 12/4, 12/18

**Jamaica Plain**  
*Jamaica Plain Public Library*  
12 Sedgwick Street  
Mondays 10am–12 noon  
11/19, 12/10

**Mattapan**  
*Mattapan Public Library*  
1350 Blue Hill Avenue  
Fridays 10am–12 noon  
11/2, 12/7

**North End**  
*North End Public Library*  
25 Parmenter Street  
Thursdays 10am–12 noon  
11/1, 12/6

**Roslindale**  
*Greater Roslindale Medical and Dental Center*  
4199 Washington Street  
Tuesdays 10am–1pm  
11/13, 12/11

**South Boston**  
*SB Action Center*  
424 W. Broadway  
Wednesdays 10am–1pm  
11/28, 12/19

**West Roxbury**  
*Roche Community Center*  
1716 Centre Street  
Fridays 10am–1pm  
11/30, 12/21

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

**BWSC HEADQUARTERS**  
980 Harrison Ave.  
Monday–Friday 8am–5pm  
Wednesdays 8am - 7pm

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**SAVE WATER, SAVE MONEY**

A leaky toilet can be costly!

Your toilet is by far the biggest source of water use in your home. A malfunctioning toilet can waste hundreds of gallons of water. A toilet leak of any magnitude can cost you money. In order to assist customers in monitoring water usage, BWSC provides an easily accessible means to track consumption.

All it takes is to log on to our website, **www.bwsc.org**. Here you can see exactly how much water your property is consuming and identify the presence of leaks. If the graphic display of your account looks like this, you may have a toilet or other significant leak. Usually these leaks are easily repaired and will quickly pay for themselves in water savings.

**Daily Consumption in 1 Cu. Ft.**

Use the BWSC website to monitor your water usage  
**www.bwsc.org.**