Winter has arrived and it is important to take precautionary steps to keep your water pipes from freezing when the temperature outside is extremely cold. Water expands as it freezes and puts pressure on water pipes causing them to burst at their weakest point.

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

**Check for open windows, air vents and wind drafts near water pipes.**

**Seal leaks** in the basement foundation where cold air may enter. Stuff holes with insulation. A tiny opening may cause an exposed pipe to freeze.

**Allow a slow trickle of water** to flow through faucets connected to water pipes that run through unheated spaces.

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

**Locate water valve** and know how to shut off water. If a pipe bursts, shutting off the water promptly can help minimize damage.

**If your pipes freeze** use a hair dryer to thaw the lines safely. Thawing will not be fast, but it will be safe.

**NEVER USE AN OPEN FLAME TO THAW FROZEN WATER LINES.** If there is no water entering your home, the problem may be in the street or your front yard.

For 24-hour Emergency Assistance, contact BWSC at 617-989-7000.
Neighborhood Site Locations

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.

### Brighten
**Allston/Brighton APAC**
143 Harvard Avenue
Thursdays 10am–1pm
1/24, 2/21

### Charlestown
**Golden Age Center**
382 Main Street
Tuesdays 11am–1pm
1/28 (Monday), 2/26

### Chinatown
**CCBA**
90 Tyler Street
Thursdays 12 noon–1pm
1/17, 2/14

### Dorchester
**Uphams Corner Municipal Building**
500 Columbia Road
Fridays 10am–12 noon
1/18, 2/15

### East Boston
**East Boston APAC**
21 Meridian Street
Wednesdays 10am–1pm
1/9, 1/16, 2/6, 2/13

### Fields Corner
**Kit Clark Senior Center**
1500 Dorchester Avenue
Mondays 10am–1pm
1/14, 2/11

### Hyde Park
**Hyde Park Municipal Building**
1179 River Street
Tuesdays 10am–1pm
1/8, 1/22, 2/5, 2/19

### Jamaica Plain
**Jamaica Plain Public Library**
12 Sedgwick Street
Mondays 10am–12 noon
1/7, 2/4

### Mattapan
**Mattapan Public Library**
1350 Blue Hill Avenue
Fridays 10am–12 noon
1/11, 2/8

### North End
**North End Public Library**
25 Parmenter Street
Thursdays 10am–12 noon
1/10, 2/7

### Roslindale
**Greater Roslindale Medical and Dental Center**
4199 Washington Street
Tuesdays 10am–1pm
1/29, 2/12

### South Boston
**SB Action Center**
424 W. Broadway
Wednesdays 10am–1pm
1/23, 2/27

### West Roxbury
**Roche Community Center**
1716 Centre Street
Fridays 10am–1pm
1/25, 2/22

### 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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**NEW RATES Effective January 1, 2013**

### WATER

<table>
<thead>
<tr>
<th>Consumption (Cu. Ft/Day)</th>
<th>Water Rate Per 1,000 Cubic Feet</th>
<th>Per 1,000 Gallons</th>
</tr>
</thead>
<tbody>
<tr>
<td>First 19</td>
<td>$44.50</td>
<td>$5.950</td>
</tr>
<tr>
<td>Next 20</td>
<td>$46.58</td>
<td>$6.230</td>
</tr>
<tr>
<td>Next 50</td>
<td>$48.51</td>
<td>$6.490</td>
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<td>Next 260</td>
<td>$51.58</td>
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<tr>
<td>Next 950</td>
<td>$53.82</td>
<td>$7.200</td>
</tr>
<tr>
<td>Over 1299</td>
<td>$55.71</td>
<td>$7.450</td>
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</table>

### SEWER

<table>
<thead>
<tr>
<th>Consumption (Cu. Ft/Day)</th>
<th>Sewer Rate Per 1,000 Cubic Feet</th>
<th>Per 1,000 Gallons</th>
</tr>
</thead>
<tbody>
<tr>
<td>First 19</td>
<td>$57.61</td>
<td>$7.700</td>
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<tr>
<td>Next 20</td>
<td>$59.39</td>
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<td>$60.58</td>
<td>$8.100</td>
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<tr>
<td>Next 260</td>
<td>$63.92</td>
<td>$8.550</td>
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<tr>
<td>Next 950</td>
<td>$67.45</td>
<td>$9.020</td>
</tr>
<tr>
<td>Over 1299</td>
<td>$69.78</td>
<td>$9.330</td>
</tr>
</tbody>
</table>

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**After a Snowstorm**

Help protect your neighborhood and family. Here is how...

- Clean debris, snow, ice and leaves from storm drains to prevent street flooding. There are over 34,000 catch basins citywide, so your help will be most appreciated by BWSC and your neighbors.
- Shovel the snow away from fire hydrants in front of your home or business. This will greatly help the Fire Department in putting out a fire in your neighborhood when response time is crucial.
- Keep sidewalks in front of homes and businesses clear of ice and snow to avoid falls and injury. To avoid street flooding and traffic accidents, do not shovel snow from sidewalks and driveways into the street.