

# Currents

Henry F. Vitale, Executive Director

January | February 2016

## How to Prevent Frozen Pipes

**W**inter is here! It is important to take precautionary measures to keep your water pipes from freezing. Frozen pipes can burst at their weakest point. Here are a few ways to protect your home or business from the effects of freezing temperatures.

**1 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.



**2 Keep Cabinet Doors Open** during cold spells to allow warm air to circulate around the pipes.



**3 If Your Pipes 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.**



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

**5 Allow a Slow Trickle of Water** to flow through faucets connected to water pipes that run through unheated spaces.

**6 Locate the Main Water Shutoff Valve** in your home, and learn how to turn it off. If a water pipe bursts, shutting your home's main valve quickly will minimize the damage.

**7 Seal Openings in the Basement Foundation** where cold air may enter. Block holes and check for open windows, air vents, and drafts near water pipes. A tiny opening may cause exposed pipes to freeze.

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, the problem may be in the pipes in your yard or street.

**Call BWSC's 24-hour  
Emergency Assistance line at  
617-989-7000.**

## BWSC Receives Prestigious Award

BWSC received the 2015 Platinum Award for Utility Excellence from the Association of Metropolitan Water Agencies. Read more about this at [www.bwsc.org](http://www.bwsc.org).



**WE ARE ALL CONNECTED**

Let's protect Boston's waterways

# New Water & Sewer Rates

Effective January 1 Through December 31, 2016

Consumption (Cu. Ft./Day)	Water Rate		Sewer Rate	
	Per 1,000 Cubic Feet	Per 1,000 Gallons	Per 1,000 Cubic Feet	Per 1,000 Gallons
First 19	\$49.00	\$6.551	\$66.98	\$8.955
Next 20	\$51.29	\$6.857	\$69.04	\$9.230
Next 50	\$53.41	\$7.140	\$70.44	\$9.416
Next 260	\$56.79	\$7.592	\$74.31	\$9.935
Next 950	\$59.25	\$7.921	\$78.42	\$10.484
Over 1,299	\$61.33	\$8.199	\$81.12	\$10.845

The above rates reflect an approved 3% increase effective January 1, 2016.

## What to Do After a Snowstorm

To help protect your neighborhood and family:

- Shovel out fire hydrants near your home to help the fire department in case of emergency.
- Clean snow, ice, and debris from the tops of storm drains to prevent street flooding.



Not sure where nearby hydrants and storm drains are? Use Boston Water and Sewer Commission's **Hydrant and Catch Basin Locator Map** to find them. The map is at [www.bwsc.org](http://www.bwsc.org).

## Neighborhood Site Locations

Boston Water and Sewer Commission (BWSC) will have a representative from the Community Services Department at neighborhood locations (see 2016 schedule below) to offer assistance.

### Brighton

**Allston/Brighton APAC**  
143 Harvard Avenue  
10 AM–12 PM  
Thurs., 1/28, and Wed., 2/17

### Charlestown

**Golden Age Center**  
382 Main Street  
Tuesdays, 11 AM–1 PM  
1/26 and 2/23

### Chinatown

**CCBA**  
90 Tyler Street  
Thursdays, 11 AM–1 PM  
1/14 and 2/11

### Dorchester

**Uphams Corner Municipal Building**  
500 Columbia Road  
Fridays, 10 AM–12 PM  
1/15 and 2/19

### East Boston

**East Boston APAC**  
21 Meridian Street  
Wednesdays, 10 AM–1 PM  
1/6, 1/13 and 2/3, 2/10

### Fields Corner

**Kit Clark Senior Center**  
1500 Dorchester Avenue  
Mondays, 10 AM–12 PM  
1/25 and 2/22

### Hyde Park

**Hyde Park Municipal Building**  
1179 River Street  
Tuesdays, 10 AM–1 PM  
1/5, 1/19 and 2/2, 2/16

### Jamaica Plain

**Curtis Hall Community Center**  
20 South Street  
Mondays, 10 AM–12 PM  
1/11 and 2/8

### Mattapan

**Mattapan Public Library**  
1350 Blue Hill Avenue  
Fridays, 10 AM–12 PM  
1/8 and 2/5

### North End

**North End Public Library**  
25 Parmenter Street  
Thursdays, 10 AM–12 PM  
1/7 and 2/4

### Roslindale

**Greater Roslindale Medical & Dental Center**  
4199 Washington Street  
Tuesdays, 10 AM–1 PM  
1/12 and 2/9

### South Boston

**South Boston APAC**  
424 West Broadway  
Wednesdays, 10 AM–12 PM  
1/20 and 2/24

### West Roxbury

**Roche Community Center**  
1716 Centre Street  
Fridays, 10 AM–1 PM  
1/29 and 2/26

### South End & Roxbury

Residents of the South End and Roxbury are invited to use the BWSC Headquarters as their neighborhood site location.

Meet with BWSC staff to:

- Pay your water bill with a check or money order—no cash.
- Talk about any problems you may have with your bill or service.
- Find out how much water is being used on your property.
- Plan to make payments on bills that are past due.
- Receive help applying for a senior or disabled person's discount.
- Learn more about BWSC customer programs.



**BOSTON WATER AND SEWER COMMISSION**

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Headquarters are open:  
Monday–Friday, 8 AM–5 PM  
Wednesdays, 8 AM–7 PM

617-989-7000 [www.bwsc.org](http://www.bwsc.org)