How to Prevent Frozen Pipes

Winter 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.
New Water & Sewer Rates
Effective January 1 Through December 31, 2016

<table>
<thead>
<tr>
<th>Consumption (Cu. Ft./Day)</th>
<th>Water Rate</th>
<th>Sewer Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Per 1,000 Cubic Feet</td>
<td>Per 1,000 Gallons</td>
</tr>
<tr>
<td>First 19</td>
<td>$49.00</td>
<td>$6.551</td>
</tr>
<tr>
<td>Next 20</td>
<td>$51.29</td>
<td>$6.857</td>
</tr>
<tr>
<td>Next 50</td>
<td>$53.41</td>
<td>$7.140</td>
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<tr>
<td>Next 260</td>
<td>$56.79</td>
<td>$7.592</td>
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<tr>
<td>Next 950</td>
<td>$59.25</td>
<td>$7.921</td>
</tr>
<tr>
<td>Over 1,299</td>
<td>$61.33</td>
<td>$8.199</td>
</tr>
</tbody>
</table>

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.

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
11 AM–1 PM
1/14 and 2/11

Dorchester
Uphams Corner Municipal Building
500 Columbia Road
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.

BOSTON WATER AND SEWER COMMISSION
980 Harrison Avenue • Boston, MA 02119
Headquarters are open:
Monday–Friday, 8 AM–5 PM
Wednesdays, 8 AM–7 PM

617-989-7000 www.bwsc.org

facebook.com/BostonWaterAndSewerCommission

WE ARE ALL CONNECTED
Let’s protect Boston’s waterways