

## Highlights for City Services During Snow Storm

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Remember to bundle up out there!

Here are few reminders:

### • Public streets needing clearing

To report public streets that need snow and ice clearing, and removal, call 311. The Citywide Call Center operates 24 hours a day, 7 days a week.

### • Emergency Snow Route Information

Check to make sure that you are not parked on a snow emergency route. A snow emergency has been declared beginning at 9:30 am on Friday, February 5th. For a map, click here: <http://bit.ly/aPAgwQ>. For a list of streets included, click here: <http://bit.ly/bXNlpD>.

DPW reports that their towing policy is as follows: if your vehicle is not moved off the snow emergency route, DPW will tow the vehicle to a pre-determined lot. DPW will no longer relocate the vehicle in the local neighborhood. Resident face a \$250 fine for parking on a snow emergency route during a declared snow emergency, a \$100 towing fee and a \$25 impound fee.

### • Homeless Emergency Shelter

The Homeless Services Hotline -- (202) 399-7093 or (800) 535-7252 -- offers assistance to persons in need of overnight shelter and support for those living in the streets. Open 24 hours a day, 7 days a week.

### • Heat not working properly

If the heat system is not working in your rental apartment building, notify the property management. If you do not receive a response, you can call the Housing Inspections Office (202) 442-9557, for assistance during business hours. Call the Office of Emergency Management at (202) 727-6161 after hours and weekends.

### • Info on shelters and other assistance after hours

The Office of Emergency Management (202) 727-6161 can give you information about shelters, where to get blankets, heaters, and oil and who to contact for other assistance. For non medical emergency assistance and service information after hours, holidays and weekends. Open 24 hours a day, 7 days a week.

### • Energy Assistance and other Utility Info

The Energy Assistance Hotline, (202) 673-6750, is available Monday through Friday 8:15 a.m. to 4:45 p.m. and offers information and financial assistance with utilities.