

Preparations for Winter Weather

Following is an overview of the Town's winter preparedness plans. **To report emergencies, call 911. To report non-life-threatening situations, call 301-279-8000.**

Street Snow/Ice Removal

The Town's maintenance crew and contractor will remove snow from Town streets and will treat icy road conditions. Plows operate continuously until the streets are clear.

Sidewalk Snow Removal

The Town's contractor will remove snow from Town sidewalks if accumulations total 6 inches or more. In icy conditions, the Town will determine whether to salt and sand public sidewalks. If accumulations are under 6 inches, it is the responsibility of residents to clear sidewalks adjacent to their home within 24 hours after precipitation has ended. Residents who need assistance clearing snow and those who can offer assistance (either volunteer or for a fee) may contact the Town office, which maintains a list available to residents upon request.



We also encourage residents to use the private [Town Neighbors listserv](#) to seek help or offer assistance with snow removal. In addition, residents may contact a [Town Teen](#) or any of the service providers [listed on the Town website](#) for assistance clearing snow.

Parking in Snow or Icy Conditions

In the event or threat of a snowstorm or icy road conditions, residents must park cars either in driveways or on the even-numbered side of the street to ensure safe passage for the snow removal

crews. Please do not park cars on the odd-numbered side of the street, unless otherwise posted.

Trees

Report downed trees to the police by calling 911 for emergencies or 301-279-8000 for non-emergencies. Town staff and contractors will survey the Town following winter storms. The Town arborist will identify any damage to Town trees and notify either the Town's tree maintenance contractor or PEPCO (if trees are on power lines) for remediation.

Power Outages & Power Lines

Please report power outages and downed power lines directly to PEPCO at 1-877-PEPCO-62 (1-877-737-2662).

Water & Gas Service

To report a water or sewer line break, sewer back-up or stoppage, or fire hydrant leak, call the WSSC Emergency line at 301-206-4002. To report a gas leak or other gas emergency, call Washington Gas at 703-750-1400.

Communications

The Town will use the [Town website](#), [Town Crier](#), and [Alert TOCC](#) to communicate with residents during winter storms. We will try to relay Town service interruptions in a timely way, preferably on the day prior to any anticipated interruptions. Please email townoffice@townofchevy Chase.org or call 301-654-7144 for more information.

Neighbor to Neighbor

We encourage all residents to reach out to their neighbors, especially elderly neighbors, during weather emergencies.