

Office of Emergency Management

A Winter Weather Guide

Winter weather can bring heavy snow, icy streets and sidewalks, dangerous wind chills, and power outages.

Be Ready. Make a Plan. Get what you need.

Are you and your family prepared for winter emergencies?

If you had to stay in your home for a few days, would you have what you need to stay safe, comfortable and healthy?

If you had to leave your home suddenly, without time to pack anything, would you be ready to go?

The time to start planning for an emergency is not in the middle of one.

In an emergency, you're either READY or you're not.

For more information on how to get READY, visit www.phila.gov/ready or email us at oem@phila.gov.

Winter Emergency Kit

If there is a bad storm, you might not be able to leave the house for a few days.

Check your emergency kit supplies now before a storm hits.

Make sure you have enough food, water, and medications for at least three days.

Remind everyone in your household that these supplies are for emergencies only.

Check expiration dates on food, bottled water, batteries, and medicine.

Items for Your Emergency Kit:

One gallon of drinking water per person per day for three days

Food that will not easily perish; ready-to-eat foods

Manual can opener

First-aid kit

A three-day supply of essential medications

Flashlight and extra batteries

Battery-operated AM/FM radio and extra batteries, or a wind-up radio that does not require batteries.

Phone that does not rely on electricity, but just plugs into a phone jack

A whistle to signal for help

Personal hygiene items, such as hand sanitizer, soap, toothbrush and toothpaste, toilet paper, and wipes

Child care supplies or other special care items

Plastic sheeting, scissors, duct tape

Trash bags and other tools

Also consider other supplies and equipment based on your special needs, such as:

Back-up medical equipment (oxygen, scooter battery, mobility aids, hearing aids and batteries, glasses).

Supplies for pets and service animals

Keep Your Body Warm

Your age, your health, your eating and drinking habits, and your clothing all contribute to how warm or cold you feel. Check on children and seniors, especially in cold weather.

Here are some tips for keeping warm:

Set your thermostat to 68° F or higher.

Dress in several layers. Wear loose fitting, lightweight clothing.

If you have no heat because of a power outage, try to stay with a friend or relative.

Hypothermia is a life-threatening condition with abnormally low body temperature. Depending on age and health, a person might not realize his or her core body temperature has fallen dangerously low.

Symptoms of Hypothermia include:

- Uncontrollable shivering
- Confusion or sleepiness
- Slurred speech
- Slow reactions

If You Suspect Hypothermia:

- Get the victim to a warm room or shelter.
- Remove any wet clothing.
- Warm the center of the body first, so blood circulation will increase to the extremities.
- Give the victim warm drinks, but no alcohol.
- Get medical help as soon as possible.

When You're Outside

Dress warmly in layers and stay dry. Wear hats, scarves, and water-repellent coats. Wear mittens instead of gloves; they'll keep your hands warmer.

Cover your mouth. Protect your lungs from extremely cold air by covering your mouth.

Wind Chill makes you get colder faster, as the wind carries away heat from the body. Make sure small children stay warm - especially babies. Babies will get colder much faster than adults will.

Frostbite is frozen body tissue, usually skin. It affects the extremities first: fingers, toes, ears, and the tip of the nose.

Symptoms of frostbite include:

- The skin might lose feeling.
- The skin may look white, pale, hard or waxy.
- As the area thaws, skin may turn red, blue or purple.
- Skin can also swell or blister.
- The victim may also feel tingling, burning or severe pain as the frostbitten tissue thaws.

Children lose body heat faster than adults do, so they can get frostbite faster.

If You Suspect Frostbite:

- Get the victim to a warm room or shelter.
- Give the victim warm drinks, but no alcohol.
- Remove any wet clothing.
- Don't walk on frostbitten feet or toes. Doing so can cause more damage.
- Warm the affected areas in warm (not hot) water, or with warm blankets.
- Don't rub frostbitten skin.
- Don't use a heating pad, heat lamp, or heat from a stove, fireplace or radiator to warm the frostbitten areas. Numb body parts can't feel the heat, and can get burned.
- If skin color and feeling don't return to normal quickly, get medical help as soon as possible.

Snow Shoveling Safety Tips

- Avoid overexertion. Cold weather puts an added strain on the heart. Take frequent rest breaks and drink plenty of fluids to avoid dehydration.
- Warm up with some stretching exercises inside.
- Start slowly and pace yourself. Shovel five loads only a minute. After 15 minutes of shoveling, take a break. Pause to stretch every five minutes by standing up straight.
- Push the snow. Don't lift. If you must lift, use your legs not your back.
- Drink during breaks to avoid dehydration. Breathing cold dry air robs moisture from your body with every breath.
- Never throw snow over your shoulder. Twisting can strain the back. Face the snow being shoveled, keep your back straight and knees bent and throw in front of you.
- Dress warmly in layers with a hat. Cover your neck.

- Take smaller scoops of snow, keeping them light and small.
- Don't work up a sweat. Bodies lose heat faster in damp clothes, which makes you more prone to injury. Take a break if you're beginning to sweat.
- Don't smoke or eat a heavy meal before shoveling. It's harder on the heart.
- Don't hold your breath; this makes your heart rate and blood pressure rise.
- Don't feel the job has to get done in one session.
- Do clear snow in front of fire hydrants and storm drains when clearing sidewalks and driveways.
- Remember to help your neighbors, especially older adults, people with disabilities, and those who are house bound.

Shoveling Snow from Sidewalks

Owners, building managers, and tenants of any building or premise must clear a path at least 36 inches wide on all sidewalks around the building. Remember to make a path within six hours after the snow stops falling. Thoroughly clear the path of ice and snow.

If a pavement is less than three feet from the property line to the curb, clear a path that is at least 12 inches wide. For multifamily dwellings, the owner or agent is responsible for shoveling a clear path and keeping it clear of ice and snow.

Keep snow cleared from sidewalks and driveways out of the street. Shoveling and piling snow into the street can result in a minimum fine of \$25 and up to \$300 for each violation.

Salting Sidewalks and Driveways

Any commercial deicer, such as those sold in hardware stores and supermarkets, is okay for salting sidewalks and driveways.

Apply salt as soon as there is a light buildup of snow on sidewalks and driveways. It will be easier to shovel later if more snow falls. After shoveling additional snow that falls, apply a light amount of salt, again. This will melt any more snow that falls. When it is sleeting or freezing rain, apply deicing salt multiple times, as needed, on sidewalks and driveways.

Be aware of the environment. Use deicing salts sparingly. One pound of salt covers 100 to 200 square feet. You can treat a sidewalk that is 30 to 60 feet long and three-feet wide at this rate. Spread the deicing salt manually or use equipment, such as lawn seed and fertilizer spreaders. Rinse spreaders after applying the deicer. You can use kitty litter also to make temporary traction.

Pets and Cold Weather

The American Society for the Prevention of Cruelty to Animals offers these tips to help you protect your pets when the mercury dips.

Call ACCT Philly hotline at 267-385-3800 if you see a dog or other pet outside during extreme cold. It is against City ordinance to leave pets outside in extreme cold and owners can be fined up to \$500.

- Keep cats inside. Cats can freeze outdoors. They can become lost, be stolen, injured or killed. Cats, who stray, get infectious diseases, including rabies, from other cats, dogs, and wildlife.
- During the winter, outdoor cats may sleep under car hoods. When you start the motor, the fan belt may injure or kill the cat. If outdoor cats are in your area, bang loudly on the hood before starting the engine so the cat can escape safely.
- Never let your dog off the leash on snow or ice, especially during a snowstorm. Dogs can lose their scent and become lost. Make sure your dog always wears ID tags.
- Thoroughly wipe off your dog's legs and stomach when he comes in out of sleet, snow, or ice. He can ingest salt, antifreeze or other potentially dangerous chemicals while licking his paws. Snow and encrusted ice may cause your dog's paw pads to bleed.
- Never shave your dog down to the skin in winter. A longer coat provides more warmth. Dry your dog completely after bathing, especially before taking him out for a walk. Do you own a shorthaired breed? Consider a coat or sweater with a high collar or turtleneck. It should cover the base of the tail to the belly.

- Never leave your dog or cat alone in a car during cold weather. An animal can freeze to death in an unheated car.
- Puppies don't tolerate the cold as well as adult dogs. It may be difficult to housebreak your puppy during winter. If your puppy is sensitive to the weather, try to paper-train him inside. If your dog is sensitive to the cold due to age, illness, or breed type, take him outdoors only to relieve himself.
- Does your dog spend a lot of time doing outdoor activities? Increase his supply of food, particularly protein, to keep him—and his fur—in tip-top shape.
- Like coolant, antifreeze is a lethal poison for dogs and cats. Be sure to clean up any spills from your vehicle. Use products that contain propylene glycol instead of ethylene glycol.
- Make sure your pet has a warm place to sleep, off the floor and away from drafts. A cozy dog or cat bed with a warm blanket or pillow is perfect.

Home Heating Safety Tips

Many fires and emergencies happen every year in Philadelphia because of faulty heating units. Call the Department of Licenses and Inspections at 215-686-2463 for a fire inspection if you are unsure whether your heat source is safe.

If you rent and do not have heat, contact your building owner. If your heat does not come back on within a reasonable time, contact the Department of Licenses and Inspections at 215-686-2463.

- Furnaces, boilers, hot water heaters, and clothes dryers should be working properly, and ventilated. Have a professional inspect them regularly to prevent carbon monoxide poisoning.
- Use electric heaters with extreme caution to prevent shock, fire, and burns. NEVER use a kerosene heater indoors.
- Keep items at least three feet from heat sources, to help prevent fire.
- Never use a gas oven or burner to heat your home.

Heaters

- Have your heating system inspected and serviced before the heating season begins.
- Keep the area around the unit clear and clean filters regularly.
- Make sure that flue pipes, vent connectors, gas vents, and chimneys are inspected, cleaned, and in good repair.

Fireplaces

- Always open the flue in your fireplace before lighting a fire.
- Only burn hardwoods such as oak, maple, or ash in fireplaces.
- If you use synthetic logs, burn only one log at a time. Due to their construction, these logs produce a hotter flame than most firewood.
- Never use lighter fluid, gasoline, or other flammable liquids to start or enhance a fire.
- Chimneys should be professionally inspected each year and cleaned after burning approximately one cord of wood.
- Use a metal screen properly to prevent sparks from flying out.

Portable Heaters

- The Philadelphia Fire Code permits the use of portable kerosene heaters in one and two family dwellings only.
- Portable propane heaters can be used outdoors only.
- When purchasing a new portable heater, select those with the mark of an independent testing laboratory.
- Use and maintain the heater by following manufacturer's instructions.
- Keep heater at least 36 inches away from anything, including furniture, bedding, clothing, pets, and people, that can burn.
- Turn off space heaters when you are not in the room.
- Children and pets should be supervised at all times when space heaters are in use.
- Only use space heaters to heat a room. Never use them to cook food, dry clothes, or heat water for humidification.
- Always keep portable heaters away from the entrance to rooms, in case you need to get out quickly.

- Use only the fuel recommended by the manufacturer. Use only an approved container clearly marked with the name of the fuel.
- Always refill kerosene heaters outside when the unit is cool. Use a siphon pump to prevent spills.
- Never place heater cords under carpeting or furniture.
- Don't use extension cords with electric heaters. If you must use an extension cord, only use a properly rated extension cord that doesn't get hot when in use at the highest setting.
- Always have a working smoke alarm and carbon monoxide detector in rooms where you sleep, especially when using portable heaters. Test the smoke alarm and carbon monoxide detector to make sure they are working properly.

Make Your Home Winter Ready

- Insulate walls and attics.
- Caulk and weather-strip doors and windows.
- Install storm windows or cover windows with plastic from the inside.
- Inspect chimneys and fireplaces.
- Always run generators outside. Open windows and fans do not provide enough ventilation to prevent carbon monoxide build-up.

Keep the Water Flowing

Avoid expensive plumbing repairs, costly damage to personal property stored in unheated areas, and keep the water flowing freely in your home in the winter by following these easy-to-do tips to maintain home water systems:

- Shut off outside water faucets from the inside valves. To drain these faucets, leave the outside valves open.
- Keep the area around your water meter above 40 degrees Fahrenheit.
- Wrap your water meter and its connecting pipe with insulation.
- Caulk windows near water meters or pipes. Cover these windows with plastic.
- Replace or cover cracked or broken windows.
- Wrap and insulate all water pipes in unheated areas such as sheds, under kitchen floors, and in garages.
- Let water trickle overnight in extremely cold weather to keep your pipes from freezing.
- If the water service line or other internal pipes freeze or break, call a plumber to thaw the frozen water in the service line or to repair the damaged or broken pipe.

Heating Bill Help

If your income is limited, you may qualify for help with your gas or electric heating bill.

LIHEAP (Low Income Home Energy Assistance) Program

The LIHEAP program can help you pay your home heating bill, whether you own or rent your home. Call 215-560-1583 to get an application.

PECO's Customer Assistance and Referral Evaluation Services (CARES)

Call PECO's 1-800-774-7040 CARES line to find out if you qualify for assistance with your heating bill.

Carbon Monoxide Poisoning

Carbon monoxide is a silent killer. It is a colorless and odorless gas. Each year, more than 200 people in the U.S. die from carbon monoxide poisoning. Fuel burning appliances, such as furnaces and water heaters, are common sources of carbon monoxide poisoning. Winter weather brings dangerous conditions. Know the dangers of carbon monoxide fumes in residential dwellings.

Dangerous levels of carbon monoxide can be produced from improperly vented furnaces, plugged or cracked chimneys, water heaters, fireplaces, stoves, clothes dryers, and vehicle tail pipes.

Headache is the most common symptom of carbon monoxide poisoning. Symptoms may also include dizziness, chest pain, nausea and vomiting. High levels of carbon monoxide can cause unconsciousness and death.

If you suspect carbon monoxide poisoning:

- Leave your home or building immediately.
- Get any victims to fresh air immediately.
- Call 9-1-1.
- Call your heating utility.

These safety tips can help protect you from carbon monoxide poisoning:

- Make sure all fuel-burning items – furnaces, boilers, hot water heaters, and clothes dryers – are properly ventilated.
- If you have a working fireplace, keep chimneys clean and clear of debris.
- Never use your oven to heat your home.
- Never operate gas or charcoal barbeque grills, kerosene- or oil-burning heaters in an enclosed space.
- Make sure you have a working carbon monoxide detector.

Smoke Alarms and Carbon Monoxide Detectors

You should have at least one smoke alarm on each level of your home and in each bedroom.

Carbon monoxide detectors are now required in all residential dwellings in Philadelphia. They should be installed within 15 feet of the entrance to each enclosed bedroom or within 15 feet of a bed in a sleeping area that is not enclosed. Or, one carbon monoxide detector should also be installed in the hallway that contains bedrooms if the detector can be centrally located within 15 feet of each bedroom.

Test your smoke alarms and carbon monoxide detectors monthly. If your alarm does not have a 10-year lithium battery, change the batteries and change the batteries two times a year when you change your clocks.

Winter Weather Words

Blizzard Warning: Strong winds, blinding wind-driven snow and dangerous wind chills are expected in the next few hours.

Freezing Rain: Rain freezes when it hits the ground, creating a layer of ice on surfaces, trees, and power lines.

Ice Storm Warning: More than ¼” of ice is expected to accumulate on surfaces.

Sleet: Rain turns to ice pellets before reaching the ground.

Snow Advisory: Snowfall of one to four inches is expected within a 12-hour period.

Snow Emergency: Philadelphia may declare a Snow Emergency when a winter storm is expected to create hazardous or dangerous highway conditions for vehicles and pedestrians.

During a Snow Emergency, drivers must move parked and stalled vehicles from Snow Emergency routes for plowing. When relocating your vehicle, park it as far away as possible from the street corner. Vehicles parked too close to the corner prevent plow trucks from making turns.

During a Snow Emergency, vehicles left on Snow Emergency Routes will be ticketed and towed. If your vehicle is towed during a Snow Emergency, call the Streets Department at 215-686-SNOW to find out where it has been relocated. Do not call 9-1-1.

For more information about and a map a map and list of Snow Emergency Routes, see pages 13 to 15, or visit:
<http://www.philadelphiastreet.com/highways/snow/emergency-routes>

Winter Storm Warning: A storm with six or more inches of snow, sleet and/or freezing rain is expected within a 24-hour period.

Winter Storm Watch: Heavy snow and/or ice is possible within 36 hours.

Winter Weather Advisory: A small amount of snow, sleet and/or freezing rain is expected.

Get Your Vehicle Ready

Have your vehicle checked for the winter driving season. Make sure the brakes, battery, hoses, and belts are in good condition. Before traveling, regularly check your vehicle to make sure that:

- Fluid levels are full.
- Wiper blades don't streak. Install winter wiper blades.
- Heater and defroster are working properly.
- Radio is working properly so you can receive winter weather updates, road conditions, and traffic reports.
- All lights are working.
- Tires are properly inflated and have sufficient tread. Consider installing snow tires or carry a set of tire chains.

If you must travel during severe snow or ice storms:

- Use public transportation.

If you must drive during these storms:

- Avoid driving until road crews clear roadways.
- Before starting your car, clear snow from the tail pipe to prevent carbon monoxide poisoning.
- Completely clear your vehicle, including windows, mirrors, roof, trunk, hood, and lights, of snow and ice.
- Travel in daylight and don't travel alone.
- Stay on main roads.

- Be aware of potentially icy areas, such as shady spots and bridges.
- Drive at speeds dictated by conditions.
- Keep a safe distance of at least 8 to 10 seconds behind other vehicles and trucks that are plowing the roadway.
- Do not pass a snowplow or spreader unless it is absolutely necessary. Treat these vehicles as you would emergency response vehicles.
- Carry a mobile phone.
- Let family or friends know your travel schedule and routes.
- Keep a small sack of sand or kitty litter in your car for generating traction under wheels.

Emergency Travel Kit

Always keep an emergency travel kit in your vehicle in case it breaks down or if you need to pull over due to dangerous conditions.

- Flashlight and extra batteries
- Battery-operated or wind-up radio
- Jumper cables
- Emergency flares
- Fluorescent distress flag
- Tow chains or rope
- Mobile phone and charger
- First aid supplies
- Warm clothing, hats and mittens

Disruption to Utility Services

If There Is a Power Outage:

- Call immediately to report the outage.

PECO Energy Emergency Hotline: 1-800-841-4141

PECO Energy Customer Service: 1-800-494-4000

- Disconnect or turn off all appliances that would otherwise go on automatically when the power comes back on. If several appliances start up at once, they could overload the circuits.
- To prevent food spoilage, keep refrigerator and freezer doors closed as much as possible. Each time the door is opened, heat enters and speeds up the thawing process.
- Stay indoors, if possible.
- Never touch or go near downed power lines.
- Do not burn charcoal indoors, and do not use your kitchen gas range or stove to heat rooms. These might cause a fire or a hazardous smoke condition.
- Do not use generators indoors. They can create a deadly carbon monoxide buildup.
- Keep a battery operated or wind-up radio tuned to local news stations for updates.
- Use a battery operated or wind-up flashlight instead of candles.

If You Lose Phone Service:

- Use your mobile phone, or borrow one from a neighbor, to call your provider and report the outage
- You could lose phone service during a power outage if your phone needs an electrical outlet to work. It's a good idea to have a land-line phone that just plugs into the phone jack and doesn't need electricity to work.

If You Smell Gas:

- DO NOT smoke or light lighters or matches. If the odor is very strong, do not use your phone or operate any light switches or electrical devices – any spark could cause a fire.
- Open windows.
- Evacuate immediately, then call 9-1-1 or PGW at 215-235-1212.

If You Have Water or Sewer Problems:

- Always have a three-day supply of water on hand. That means, three gallons of water for each person and each pet.
- If you see water coming up from the ground or road, suspect a water main break, or have either no water or very low water pressure, call the Philadelphia Water Department at 215-685-6300.
- Be ready to provide the following information: a description of the condition, what is being affected (street, basement, subway), the exact location of the problem, and your name, address, and telephone number.
- If there is a concern about drinking water quality, officials will tell you what actions to take.

Snow Emergency Routes

When snow accumulations approach emergency status, usually 12 inches or more, the Managing Director may declare a Snow Emergency.

When a Snow Emergency is declared, the City's 110 miles of Snow Emergency Routes receive priority.

Owners of vehicles and dumpsters must move them from Snow Emergency Routes to different parking spaces so City crews can clear snow from curb-to-curb on the Snow Emergency Routes.

Any vehicle remaining on a Snow Emergency Route during the declared Snow Emergency will be ticketed and towed.

If your car is towed, call 215-686-SNOW for its location. Do NOT call 911.

ON	FROM	TO
6 th Street	I-676 Off Ramp	Market Street
7 th Street	Market Street	I-676 On Ramp
15 th Street	I-676 Off Ramp	Market Street
16 th Street	Market Street	I-676 On Ramp
20th Street	Chestnut Street	Market Street
26th Street	I-76 On / Off Ramps	Penrose Ave
34th Street	University Avenue	Grays Ferry Avenue
38th Street	Walnut Street	University Avenue
63rd Street	City Avenue	Walnut Street
Academy Road	Frankford Avenue	Grant Avenue
Allegheny Avenue	Hunting Park Avenue	I-95 On /Off Ramps
Ben Franklin Parkway	Art Museum Circle	16thStreet
Bridge Street	Harbison Avenue	I-95 On Ramp

ON	FROM	TO
Broad Street	Cheltenham Avenue	I-95 On / Off Ramps
Bustleton Avenue	Frankford Avenue	County Line Road
Chestnut Street	Cobbs Creek Parkway	20th Street
City Avenue	City Boundary	I-76 On Ramps
Cobbs Creek Parkway	Walnut Street	Woodland Avenue
Cottman Avenue	I-95 Off Ramp	Fillmore Street
Enterprise Avenue	Island Avenue	I-95 On/ Off Ramps
Germantown Avenue	N. Broad Street	Northwestern Avenue
Girard Avenue	Lancaster Avenue	I-95 On / Off Ramps
Grant Avenue	Welsh Road	Academy Road
Grays Ferry Avenue	34 th Street	Washington Avenue
Harbison Avenue	Bridge Street	Roosevelt Boulevard
Henry Avenue	Cathedral Road	Hunting Park Avenue

ON	FROM	TO
Hunting Park Avenue	Henry Avenue	Kelly Drive
Island Avenue	Woodland Avenue	Enterprise Avenue
Kelly Drive	Lincoln Drive	Art Museum Circle
Lancaster Avenue	City Avenue	Girard Avenue
Lincoln Avenue	Ridge Avenue	Wissahickon Avenue
Market Street	Schuylkill Avenue	I-95 On Ramp
Ogontz Avenue	Washington Lane	Cheltenham Avenue
Poplar Street	West College Avenue	Girard Avenue
Princeton Avenue	Torresdale Avenue	I-95 On/ Off Ramp
Ridge Avenue (North)	Northwestern Avenue	Cathedral Road
Ridge Avenue (South)	Walnut Lane	City Avenue On Ramp
Roosevelt Boulevard	9th Street	City Boundary
Schuylkill Avenue	Market Street	Walnut Street
Sedgley Avenue	Allegheny Avenue	Allegheny Avenue

ON	FROM	TO
Stenton Avenue	Northwestern Avenue	Broad Street
Tacony Street / State Road	Bridge Street	Tacony-Palmyra Bridge
Torresdale Avenue	Cottman Avenue	Princeton Avenue
University Avenue	38th/ 39thStreet	34thStreet
Walnut Lane	Wayne Avenue	Ridge Avenue
Walnut Street	Broad Street	Cobbs Creek Parkway
Washington Avenue	Grays Ferry Avenue	Christopher Columbus Boulevard
Washington Lane	Wayne Avenue	Ogontz Avenue
Wayne Avenue	Walnut Lane	Washington Lane
Welsh Road	City Boundary	Grant Avenue
West College Avenue	Poplar Street	Girard Avenue
West River Drive	Art Museum Circle	Falls Bridge
Wissahickon Avenue	Lincoln Drive	Walnut Lane
Woodland Avenue	Cobbs Creek Parkway	University Avenue

How to Stay Informed

Here are some additional resources to consider when preparing for severe weather conditions, including winter weather.

Philadelphia Office of Emergency Management

Follow the Office of Emergency Management on social media – @PhilaOEM on Twitter, Facebook, Google+, Blogger, LinkedIn and its YouTube channel.

To learn how to prepare for an emergency:

Website: www.phila.gov/ready

Email us at: oem@phila.gov

Other resources: Philly 3-1-1, Channel 64 - Philadelphia's Government Access station.

ReadyPhiladelphia

Sign up for emergency text and email alerts from the Office of Emergency Management through ReadyPhiladelphia.

In addition to emergency alerts, you can sign up for weather alerts, alerts from the Philadelphia Prisons in Northeast Philadelphia, and the PES refinery in Southwest Philadelphia.

Sign up at www.phila.gov/ready. Then, follow the sign up instructions to choose the alerts that you want to receive.

Philly311

There are lots of ways to connect with Philly311:

- In Philadelphia, dial 3-1-1.
- For callers outside Philadelphia or for those with VOiP (Voice over Internet Protocol), dial 215-686-8686.
- Download the Philly 311 free mobile app from the app store via your smart device (phone, tablet, etc.).
- Ask a question or submit a request using Facebook or Twitter @Philly311.
- Send your inquiry or request from your email to Philly311@phila.gov.

Other Sources:

Local News Stations

Get the latest weather updates, road conditions, school closings, and the status of city agencies and court closings from local radio and TV news stations.

If you have cable, tune to Channel 64, Philadelphia's Government Access Channel, during Snow Emergencies

Philadelphia Streets Department

Call: 215-686-5560

Website: philadelphiastreet.com

Philadelphia Water

To report water main break and clogged drains:

Call: 215-685-6300

Website: phillywatersheds.org

PECO

Emergency Hotline:

1-800-841-4141

Customer Service:

1-800-494-4000

PennDOT

For road conditions on Pennsylvania interstate highways:

Toll Free: 1-888-783-6783

Out of State: 1-717-783-5186

Website: www.dot.state.pa.us

PGW

Contact PGW to report gas leaks and emergencies, 24 hours a day. If you smell gas or have an unsafe condition, immediately call: 215-235-1212.

Customer Service - Billing, General Information, and Special Programs: Call: 215-235-1000

Website: www.pgworks.com

SEPTA

Bus, subway, trolley, regional rail, and CCT Connect travel advisories:

Website: www.septa.org

National Weather Service

Website: www.weather.gov

Project Home

If you see a homeless person who may need assistance, call Project Home Outreach Hotline at 215-232-1984. During the call, be prepared to provide the address, location and description of the person in need.

