



### Customer Update Winter 2000

#### Winter Tips To Protect Your Home...

Keep your home and family safe and warm this winter by taking a few precautions. Follow these easy tips to protect your home from winter freezes:

- Disconnect hoses from outside faucets.
- Insulate exterior faucets and pipes.
- If your heat will be off any length of time, have DPW shut off your water meter. After the water is turned off, drain the water in the pipe by opening the highest and lowest cold water faucets.
- If your water meter freezes, or if you have a rupture in your pipes, turn off the hot water heater to ensure that the heating element does not burn out. If you cannot turn off your water right away, allow the cold water faucet to trickle to prevent the pipe from freezing.

#### A Recycling Tip...



*At the curb, please keep your trash separate from your recycling so it is clear to the collection crew which is which.*

### Yard Waste Recycling Tips

- Keep leaves and brush separated from other recyclables.
- Use a trash bag or reusable container of your choice to set out yard waste.
- Make sure that bags or containers are clearly marked on all sides with an "X". That way, the collection crew will know it's recycling.
- Use containers that one person can lift from the curb to the recycling truck.
- Get yard waste to the curb by 6:00 a.m. on your recycling day.

### NEW! STARTING SPRING 2001

Weekly yard waste collection will resume on **March 1st, 2001** due to popular demand for the service. So mark your yard waste and your calendars for March!

#### COME VISIT US...

Our convenience centers listed below are designed to handle both small and large quantities of leaves, grass, brush, trees, tree stumps and logs year-round. Visit us this winter with yard waste that won't wait 'til March. While you're there, pick up an extra yellow recycling bin or backyard composting bin so you can recycle even more.

#### MILLERSVILLE

Convenience Center  
389 Burns Crossing Road  
(410-222-6177)  
Open daily, 8am - 4pm

#### GLEN BURNIE

Convenience Center  
100 Dover Road (410-222-6118)  
Open daily, 8am - 4pm

#### WEST RIVER Convenience Center

5400 Nutwell-Sudley Road  
(410-222-1946)  
Open Tuesday - Saturday,  
8am - 5pm

**Note: All facilities are closed on holidays.**

Recycling your natural Christmas tree is an easy way for Anne Arundel County residents to give something back this season. Here's what you need to know:



- Tree stands, tinsel, ornaments or lights must be removed in order for us to recycle your tree.
- Tree collection occurs on your regular recycling day but ends Monday, **January 15, 2001**.
- Curb your tree on your recycling day by 6:00 a.m. If you need to, get it out the night before.

*Or you could...*

- Turn your natural tree into wildlife refuge in your own backyard until weekly yard waste collection resumes March 1st.
- Bring your tree to a convenience center.

#### More Winter Tips...

During extended freezes, allow the faucet at the highest elevation of your house trickle. Keep kitchen and bathroom cabinet doors under sinks open to circulate warm air around the pipes.

To insure proper drainage during winter thawing, keep inlets to storm drains clear so that melting water can enter.

Keep meter box lids closed to prevent freezing of your water meter and for emergencies, call Emergency Services at 410.222.8400

To assist emergency personnel, keep fire hydrants clear and visible, as well as your street address number.

If snowfall is forecasted, please make every effort to park in your driveway or garage so the roadway is clear for our road crews to plow curb to curb.

Help improve safety in your community by keeping the sidewalk in front of your home clear for school children and pedestrians.

Have a safe and happy winter from the employees of DPW!



Trees are mulched and returned to the economy for a renewed purpose.

#### Helpful Telephone Numbers for the Department of Public Works

24 Hour Emergency service for water, solid waste and wastewater  
410.222.8400

After 3:30pm, weekends and holiday emergency service for storm drains, roads, traffic lights/signs: 410.222.6120

For weekday emergencies (between 7am - 3:30pm) involving storm drains, roads or traffic lights/signs, please call the appropriate district office. If you do not know what district to call, please call any of these Customer Relations numbers.

Customer Relations 410.222.7582  
General Information 410.222.7500  
Billing Information 410.222.1144

Bulk Item Trash Service, Recycling Information, Trash Collection  
410.222.6100

Northern Roads District  
410.222.6120  
Southern Roads District  
410.222.1933  
Central Roads District  
Crownsville Yard 410.222.7940  
Central Roads District  
Odenton Yard 410.222.6126

During snow emergencies (4" or more) customers in all road districts please call 410.222.4040

#### Attention

For Customers who are connected to the public sewer system but not to public water, the Departments Metered Sewer Account Program may be able to save you money. Call Customer Relations at 410.222.7582 if you would like more information.