**WINTER STORM INFORMATION**

**How to Report Downed Lines and Trees**

* **Downed Power Lines**: If you see a downed power line, stay far away and report it immediately to Pepco at **1-877-737-2662** or through their website [Pepco Outage Center](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Flinks-1.govdelivery.com%2FCL0%2Fhttps%3A%252F%252Fwww.pepco.com%2F1%2F010001943c3b6fca-4dd5d4a9-1c13-423e-aa40-0b8dff06a339-000000%2FJih0QZYmEUWzLSVIGvWACPSADzPOqSka0nfUJZC_424%3D386&data=05%7C02%7CPeter.Fosselman%40MontgomeryCountyMD.Gov%7C1e7b505810f845fecd8008dd2e66c9f3%7C6e01b1f9b1e54073ac97778069a0ad64%7C0%7C0%7C638717741192054200%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=N%2BPvo5rH9Of374FFyOShGCs4tPUW7ZiWciatvrLf%2FPE%3D&reserved=0).
* **Downed Trees**: Report fallen trees blocking roads or creating hazards to the Montgomery County Department of Transportation at **311** or **240-777-0311** (if calling from outside the county). You can also use the **MC311 online portal**: montgomerycountymd.gov/311.

**Snow Plowing Procedures**

Montgomery County's snow removal crews prioritize major roads and emergency routes before moving to residential areas.

* Track plowing operations in your neighborhood via the Storm Operations Map which can be found at: [montgomerycountymd.gov/snow/](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Flinks-1.govdelivery.com%2FCL0%2Fhttps%3A%252F%252Fmontgomerycountymd.gov%252Fsnow%252F%2F1%2F010001943c3b6fca-4dd5d4a9-1c13-423e-aa40-0b8dff06a339-000000%2FxhQJt6q_5sr3N7Rqa6WLVySghhsTnUZsGE-802cAS0I%3D386&data=05%7C02%7CPeter.Fosselman%40MontgomeryCountyMD.Gov%7C1e7b505810f845fecd8008dd2e66c9f3%7C6e01b1f9b1e54073ac97778069a0ad64%7C0%7C0%7C638717741192074192%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=zuPu3uJSX58AHJW3bKDHX74q7oUC1l262WD3vpF2sLI%3D&reserved=0).
* If your street hasn’t been cleared within 24-36 hours after the storm ends, submit a service request to MC311 or through the County [service request portal](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Flinks-1.govdelivery.com%2FCL0%2Fhttps%3A%252F%252Fmontgomerycountymd.gov%252Fsnow%252Fsnow-sr.html%2F1%2F010001943c3b6fca-4dd5d4a9-1c13-423e-aa40-0b8dff06a339-000000%2FoIcEWVAJDgKgsG5-mrdtz8ZGtl-t8hh67a2hu_JiUq8%3D386&data=05%7C02%7CPeter.Fosselman%40MontgomeryCountyMD.Gov%7C1e7b505810f845fecd8008dd2e66c9f3%7C6e01b1f9b1e54073ac97778069a0ad64%7C0%7C0%7C638717741192087399%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=MyCyfF3nyO4QlNPGiI9SaWGfTOa3hEWfWd%2B0vNw%2FL0I%3D&reserved=0).

**Utility Emergency Contact Information**

If you experience utility disruptions, please reach out to the following providers:

* **Pepco (Electricity)**: **1-877-737-2662** or [Pepco Outage Center](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Flinks-1.govdelivery.com%2FCL0%2Fhttps%3A%252F%252Fwww.pepco.com%2F2%2F010001943c3b6fca-4dd5d4a9-1c13-423e-aa40-0b8dff06a339-000000%2FeoM7czEs86GhiGa5wJfD4UipJGc3pz2FGfApLDIH8TM%3D386&data=05%7C02%7CPeter.Fosselman%40MontgomeryCountyMD.Gov%7C1e7b505810f845fecd8008dd2e66c9f3%7C6e01b1f9b1e54073ac97778069a0ad64%7C0%7C0%7C638717741192100749%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=zwxp45oM8ixGazdgifMWPU2FxuPQX7yuO0Zf4RyCqvw%3D&reserved=0).
* **Washington Gas** **(Gas Leaks)**: **1-844-927-4427** or [Washington Gas Emergency](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Flinks-1.govdelivery.com%2FCL0%2Fhttps%3A%252F%252Fwww.washingtongas.com%2F1%2F010001943c3b6fca-4dd5d4a9-1c13-423e-aa40-0b8dff06a339-000000%2F8_BiR-kSKow0tRWw57zJ3xVkflrQAp9mEPUN0PosQ38%3D386&data=05%7C02%7CPeter.Fosselman%40MontgomeryCountyMD.Gov%7C1e7b505810f845fecd8008dd2e66c9f3%7C6e01b1f9b1e54073ac97778069a0ad64%7C0%7C0%7C638717741192114607%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=5vFYJOUno57lFfopWvauWjbi9uzunAtuFOmSwWYjYok%3D&reserved=0).
* **WSSC Water (Water and Sewer)**: **1-800-828-6439** or [WSSC Customer Service](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Flinks-1.govdelivery.com%2FCL0%2Fhttps%3A%252F%252Fwww.wsscwater.com%2F1%2F010001943c3b6fca-4dd5d4a9-1c13-423e-aa40-0b8dff06a339-000000%2F6hG6qx7SaBcUY5Ea43oPRpFbGfF6SE1N2ZKGAgof2TQ%3D386&data=05%7C02%7CPeter.Fosselman%40MontgomeryCountyMD.Gov%7C1e7b505810f845fecd8008dd2e66c9f3%7C6e01b1f9b1e54073ac97778069a0ad64%7C0%7C0%7C638717741192128513%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=B5PJH%2BA%2FEva4Xa6g2xSbvmRNI3Akf9xxqS9%2BtQMMQJo%3D&reserved=0).

**Temporary Shelters**

If you or someone you know needs shelter during the storm, Montgomery County will activate warming centers and shelters as needed.

* **Shelter Information**: Call **311** or visit [montgomerycountymd.gov/homelessness](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Flinks-1.govdelivery.com%2FCL0%2Fhttps%3A%252F%252Fmontgomerycountymd.gov%252Fhomelessness%252F%2F1%2F010001943c3b6fca-4dd5d4a9-1c13-423e-aa40-0b8dff06a339-000000%2FVUKJsw9-0Dz2AASfWsdGTc8dyEQslNyrImLvliukLjI%3D386&data=05%7C02%7CPeter.Fosselman%40MontgomeryCountyMD.Gov%7C1e7b505810f845fecd8008dd2e66c9f3%7C6e01b1f9b1e54073ac97778069a0ad64%7C0%7C0%7C638717741192142465%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=ba0T71Xt5jwjuVS%2FAhqfDzYXLlQxrf6essa%2FVB%2FJ7%2Bk%3D&reserved=0).
* **Transportation Assistance**: The county may offer rides to warming centers for residents in need. Call **311** for more details.

**Stay Updated**

For the latest updates on road conditions, closures, and other storm-related information, check the Montgomery County Office of Emergency Management and Homeland Security on Twitter for updates: [@ReadyMontgomery](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Flinks-1.govdelivery.com%2FCL0%2Fhttps%3A%252F%252Ftwitter.com%252FReadyMontgomery%2F1%2F010001943c3b6fca-4dd5d4a9-1c13-423e-aa40-0b8dff06a339-000000%2FZToKHQyLjrUrOsraHiZNJr9pHX6Oohrfw8IRBeAQ7SE%3D386&data=05%7C02%7CPeter.Fosselman%40MontgomeryCountyMD.Gov%7C1e7b505810f845fecd8008dd2e66c9f3%7C6e01b1f9b1e54073ac97778069a0ad64%7C0%7C0%7C638717741192155960%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=7hA8%2Bc9%2FbXR0xFOR1Xc%2F%2BWoWqaYHFAH6%2Fcd%2BeztL%2B7E%3D&reserved=0).

Sign up for text alerts via [Alert Montgomery](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Flinks-1.govdelivery.com%2FCL0%2Fhttps%3A%252F%252Fwww.montgomerycountymd.gov%252FOEMHS%252FAlertMontgomery%252F%2F1%2F010001943c3b6fca-4dd5d4a9-1c13-423e-aa40-0b8dff06a339-000000%2F3iS42bQhYqXTBCi3Eo8-CF03EDuuCqAZcdtrTH_2gww%3D386&data=05%7C02%7CPeter.Fosselman%40MontgomeryCountyMD.Gov%7C1e7b505810f845fecd8008dd2e66c9f3%7C6e01b1f9b1e54073ac97778069a0ad64%7C0%7C0%7C638717741192170588%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=J9c7UIGxNbhY%2FJOaq2vuv9encRyq12orXVttjzY3C1E%3D&reserved=0). Updates include information on County government and school status, weather alerts, infrastructure issues, and severe traffic issues.

For further questions or assistance, please contact **311** or visit [Montgomery County, MD](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Flinks-1.govdelivery.com%2FCL0%2Fhttps%3A%252F%252Fwww.montgomerycountymd.gov%252F%2F1%2F010001943c3b6fca-4dd5d4a9-1c13-423e-aa40-0b8dff06a339-000000%2FcNRSNjJPxELihOJ-XjLReRmlC5jl5EsjZ-YLQaRFxEg%3D386&data=05%7C02%7CPeter.Fosselman%40MontgomeryCountyMD.Gov%7C1e7b505810f845fecd8008dd2e66c9f3%7C6e01b1f9b1e54073ac97778069a0ad64%7C0%7C0%7C638717741192185086%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=Xq41s1hwFk3IgdG4muRVJjFbwdeV0MQNhSGXaZQ7WL4%3D&reserved=0).

Montgomery County is committed to keeping you informed and safe during this winter storm. For further updates, follow Montgomery County on social media and visit the official [Montgomery County website](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Flinks-1.govdelivery.com%2FCL0%2Fhttps%3A%252F%252Fwww.montgomerycountymd.gov%252F%2F2%2F010001943c3b6fca-4dd5d4a9-1c13-423e-aa40-0b8dff06a339-000000%2FrUMWK_yy3vExBOadkMWiwIsZE6KSEaRjPwz2MgEKaVw%3D386&data=05%7C02%7CPeter.Fosselman%40MontgomeryCountyMD.Gov%7C1e7b505810f845fecd8008dd2e66c9f3%7C6e01b1f9b1e54073ac97778069a0ad64%7C0%7C0%7C638717741192198861%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=QlI%2BpA%2BEgK477MGrLw%2FIP2MiwhwvR%2FQhQxsHAHoIUDk%3D&reserved=0).