**Protect your household water lines and meter from freezing**

Every winter, some Calgarians will experience frozen water pipes, service lines and water meters, resulting in a water outage. The City’s Frozen Pipes Prevention Program works proactively with homes considered at higher risk due to factors such as location, depth and configuration of water pipes and a history of freezing.

Recently we have noticed an increase in frozen pipes in homes that are typically at a lower risk, where taking some of the steps below could have prevented household pipes from freezing. Ways to avoid freezing include:

* Keep your thermostat at a minimum of 15°C, even if you’re away from home.
* Eliminate any cold drafts in unheated areas where water supply lines are located. This can include basements, crawl spaces, attics, garages and under bathroom and kitchen cabinets.
* Repair broken windows, check doors and insulate areas that allow cold exterior air to enter.
* Insulate your hot and cold-water pipes located in cold areas.
* Open interior doors and cabinets in cold areas to allow heat from the house to warm unprotected pipes.
* Turn off, disconnect, and drain the water line to outside faucets, garden hoses, pools or decorative water features.
* If your hot water tank is in a maintenance room outside of your home, make sure the area is adequately heated.
* Regularly run water in your pipes through everyday use.

Visit [calgary.ca/frozenpipes](https://www.calgary.ca/water/drinking-water/frozen-water-lines.html) to learn more, including actions you can take if you suspect you have frozen pipes.

**Together let’s send winter down the drain**

In Calgary, a Chinook can sometimes turn inches of snow into puddles within hours. If storm drains are clogged with snow and ice it can lead to large puddles on our streets.

**How you can help**

We maintain more than 60,000 storm drains across Calgary, but a sudden melt can make itdifficult to attend to all of them within a short period of time. This is why we ask Calgarians for their help.

* Check the storm drain near your home to clear debris (e.g. leaves, sticks) or remove ice and snow.
* If there’s a buildup of snow or ice and it’s safe to do so, create a channel to help water flow towards the drain.

If the storm drains in your area are covered with snow and difficult to find, visit [**calgary.ca/stormdrains**](https://www.calgary.ca/water/stormwater/storm-drains.html?redirect=/stormdrains) and use our map to find the location.

**We’re here to help if your storm drain is frozen**

If water is pooling on your street and you suspect the storm drain is frozen, contact 311. We have specialized boiler equipment that pushes out steam to get the storm drain thawed and running again.

* Submit a “Storm Drain/Catch Basin Concern” through the 311 web or mobile app.
* Take a photo and attach it to your request. This goes a long way in helping us respond on a priority basis.

Our crews respond to requests attending first to areas impacting public safety and where excess water may cause property damage.

**ChargeYYC: helping Calgarians install EV chargers in multi-residential buildings**

The City of Calgary will be re-opening ChargeYYC for applications on Jan. 28! This pilot program is designed to support residents living in apartments, townhouses, rowhouses and other multi-residential buildings to install electric vehicle (EV) chargers. This initiative is part of The City’s commitment to prepare for the future of low carbon mobility.

Building owners and property managers can apply into Phase 1 of the program for financial incentives of up to $4,000 to develop a plan to install EV chargers in their buildings. ChargeYYC aims to simplify the process and reduce the costs associated with EV charger installations, making it easier for more Calgarians to own electric vehicles.

Motor vehicles are a major contributor to Calgary’s greenhouse gas emissions, making programs like ChargeYYC essential for achieving the city’s climate goals. The first phase of the program focuses on planning, with future phases offering additional financial incentives for installation.

For more details and to apply, visit [calgary.ca/chargeyyc](https://www.calgary.ca/chargeyyc).

**Stay safe, stay off storm ponds**

This winter season, be safe while enjoying the outdoors and stay off storm ponds. Any recreational activity including skating, sledding or even walking across a storm pond is not allowed under the Stormwater Bylaw because it’s simply not safe.

With more than 300 storm ponds across the city, they might look like natural ponds, but they don’t function the same and the ice is less predictable.

Unlike a normal pond, storm ponds are designed to collect runoff to protect communities from overland flooding and clean water before returning it to the river. The water in storm ponds contain road salt and other contaminants that eat away at the ice. Beneath the ice surface, water is constantly flowing, and levels are changing as water moves between inlet and outlet pipes. This weakens the ice and creates unstable air gaps and vary the ice thickness.

**Looking to safely skate?** Skaters of all levels can use one of the over 65 volunteer maintained Adopt-a-rinks in communities across Calgary or a City of Calgary natural ice rink. Rinks maintained by The City are among the safest places to skate because they are checked daily for ice thickness and quality, and surfaces are flooded as needed to make sure they’re safe of skating. To find safe outdoor skating rinks near you visit [calgary.ca/rinks](http://www.calgary.ca/rinks).

**Help shape the future of Calgary’s Transit: 52 Street East BRT Functional Planning Study**We need your input to improve Calgary’s transit system. The City of Calgary is planning exciting transit upgrades to the 52 Street East Corridor, connecting Saddletowne to Seton. This project aims to bring faster, more reliable service, and improved stations, making transit better for everyone.

**Key Improvements:**

* **Shorter transit travel times**: Speed up your daily commute.
* **Increased reliability**: Frequent buses with transit priority at intersections.
* **Enhanced comfort and convenience**: New, upgraded stations and amenities.
* **Better walking and wheeling connections**: Improved access for all mobility needs.
* **Better connections**: Improved access to destinations between Saddletowne and Seton.

**How to get involved**  
Your voice matters. We want to hear from you to ensure the 52 Street East BRT Functional Planning Study meets the needs of our growing communities. Here's how you can participate:

* **Online feedback**: Share your thoughts at [engage.calgary.ca/52BRT](https://engage.calgary.ca/52BRT) from Feb. 10 - March 7.
* **Pop-up events**: Join us for in-person consultations at local events near the 52 Street Corridor.
* **Stay connected**: Sign up for our newsletter for project updates.

**For more info**: Visit [engage.calgary.ca/52BRT](https://engage.calgary.ca/52BRT) or email [engage@calgary.ca](mailto:engage@calgary.ca). Help shape the future of Calgary’s transit.

**Together, we can build a more connected, accessible, and sustainable Calgary. Don’t miss your chance to make a difference.**

**Help shape the future of Calgary’s Transit: MAX Purple East Extension Functional Planning Study**We’re excited to expand the MAX Purple bus rapid transit (BRT) further east, improving transit for communities along 17 Avenue S.E. and connecting to Belvedere. This extension will create a faster, easier, and more reliable way to travel.

**What is changing?**  
The MAX Purple East Extension will enhance your daily commute with:

* Faster, more reliable service with dedicated bus lanes and signal priority.
* Better connections between communities like Inglewood, International Avenue and East Hills.
* Plans for future growth, with potential service extensions reaching Chestermere and other key destinations.

**Get involved - we want your feedback**  
Your input is crucial to creating a transit solution that meets the needs of you and your community.

Here is how you can participate:

* Online feedback: Share your thoughts at [engage.calgary.ca/MaxPurple](https://engage.calgary.ca/MaxPurple) from Feb. 10 - March 3.
* Pop-up events: Join us for in-person consultations at local events near the 17 Avenue corridor.
* Stay Connected: Sign up for our newsletter for project updates.

Your feedback will directly shape the future of the MAX Purple East Extension. Don’t miss this exciting opportunity to be part of Calgary’s evolving transit network.

**For more info**: Visit [engage.calgary.ca/MaxPurple](https://engage.calgary.ca/MaxPurple) or email [engage@calgary.ca](mailto:engage@calgary.ca).

Together, we can create a better, more connected Calgary.

**Celebrate the season at Chinook Blast, Calgary’s winter festival**Chinook Blast is back for its fifth year, running from Jan. 31 to Feb. 17, 2025. This beloved winter celebration is a must-attend tradition, drawing Calgarians and visitors alike to discover Calgary and its downtown in a whole new way.

This year’s festival will once again showcase the city’s creativity and community spirit with a spectacular lineup of events and experiences for all ages. From live music performances to thrilling outdoor sports, captivating art installations and unique cultural experiences, there’s truly something for everyone to enjoy.

Whether you’re exploring downtown, discovering local artists, or simply embracing the winter magic with friends and family, Chinook Blast is a perfect way to warm up Calgary’s coldest season!

Mark your calendars and don’t miss out on this incredible winter tradition. Visit [**chinookblast.ca**](https://www.chinookblast.ca/) to learn more.