

Mayor Muriel Bowser's Volunteer Snow Team

Neighbors Helping Neighbors



DC VOLUNTEER SNOW PROGRAM

Resident Requestor – Frequently Asked Questions

The DC Volunteer Snow Program matches volunteers with senior residents and those with access and functional needs for snow removal services in the aftermath of a winter event. Our goal is to ensure that Serve DC Volunteer Snow Team members/volunteers adopt a resident that has submitted a Snow Removal Request.

☐ 1. What is the DC Volunteer Snow Program?

This FREE service matches seniors and those with access and functional needs with volunteers in the community to shovel walkways after a snow event. There is no cost to residents; however, certain requirements must be met.

☐ 2. Am I eligible for free snow removal services?

You will need to request an exemption from the Department of Public Works (DPW) through the Sidewalk Shoveling Exemption Program to be eligible for free snow removal services. Once approved, your exemption is valid for 2 years. You must apply every other year to continue to receive the exemption. Click [HERE](#) to register.

☐ 3. If I'm eligible, am I guaranteed snow removal services?

No. Because the DC Volunteer Snow Program is 100% volunteers, we cannot guarantee that a volunteer will be available to perform snow removal services for your home. Please request an exemption from DPW to avoid fines if you are not matched with a volunteer for the winter event.

☐ 4. Will I be contacted when a volunteer is dispatched to my home?

Yes. Your Snow Hero will call you at least 2 hours before their expected arrival. If you experience any issues, please call Serve DC at 202-727-7925.

☐ 5. When can I expect my Snow Hero to arrive at my home?

Snow Heroes will be expected to complete the volunteer service within 24 hours after the winter event has ended.

☐ 6. Can I provide a gift, food, or tip my Snow Hero?

No. Our Snow Heroes are not permitted to accept money, gifts, donations, tips, or any form of payment from residents. This is a 100% volunteer program.

☐ 7. How often do I need to register to receive snow removal services?

No. Once your information is received you do not need to register again. Please request a waiver from DPW to avoid fines if you are not matched with a volunteer for the winter event.

☐ 8. What happens if I no longer need snow removal services?

If you would like to opt out of receiving snow removal services, please email or call Serve DC at 202-727-7925.

SERVE DC

2235 Shannon Place SE
Washington, DC 20020
202-727-7925

Department of Public Works (DPW)

2000 14th Street NW #500
Washington, DC 20009
202-645-7190

311 - Office of Unified Communications

2720 Martin Luther King Jr Ave SE
Washington, DC 20032
202-730-0524