

# 01 NEW UTILITY RATES

HELP TO OPERATE, MAINTAIN SYSTEMS

Beginning with the November utility bill, the median residential utility customers will see a 1.7 percent increase in their combined water and sewer rates. The stormwater fee will increase 5 percent, or 42 cents per month – from \$8.35 to \$8.77. Rates for refuse, recycling and EMSAcare will stay the same.

A low usage customer's water and sewer charges (3,000 gallons of water) will increase by \$0.77 per month, or 3 cents a day – from \$45.18 to \$45.95. An average usage customer's water and sewer charges (7,500 gallons of water) will increase by \$1.55 per month, or 5 cents a day – from \$90.98 to \$92.53. A high usage customer's water and sewer charges (12,000 gallons of water) will increase by \$2.33 per month, or 8 cents a day – from \$136.77 to \$139.10.

The Tulsa Metropolitan Utility Authority (TMUA) and the Stormwater Drainage & Hazard Mitigation Advisory Board recommended the rate increases and the City Council approved them as part of the 2021 fiscal year budget process.

Water and sewer revenues fund operation, maintenance, rehabilitation and replacement of Tulsa's water and sewer systems. In Fiscal Year 2020, the City of Tulsa's two water treatment plants pumped 38.2 billion gallons through 2,627 miles of waterlines out to 158,531 connections serving 635,000 customers. Serving those same connections and customers, Tulsa's approximately 2,000 miles of sanitary sewer lines lead to four wastewater treatment plants that treated 23.4 billion gallons in Fiscal Year 2020.

The City of Tulsa's stormwater fee pays for maintenance of the city's stormwater drainage system, which includes 79,952 manholes, inlets and discharge point structures; 1,257 miles of storm sewer lines; 978 miles of roadside ditches; 713 bridges and culverts; 66 miles of improved creek channels; 123 detention ponds; and 2,370 acres of mowing and vegetation control.

The fee also funds capital projects to increase storm sewer capacity, stabilize creek banks, and control erosion.



## IN THIS EDITION OF CITY LIFE

### 01 CITY RATES EXPLAINED

Water, sewer, stormwater increases fund operation, maintenance of systems.

### 03 PRACTICE FIRE SAFETY

Install smoke alarms and test them often. Map out a home escape plan.

### 02 HOLIDAY CLOSINGS

Check out the dates for upcoming closures of City of Tulsa offices.

### 04 ACTIVE FIRE DEFENSE

More than 16,000 fire hydrants protect our city and keep Tulsans safe.

**+ PLUS: KEEP FATS, OIL, GREASE OUT OF SEWERS.**

WWW.CITYOFTULSA.ORG | TULSA311@CITYOFTULSA.ORG | CALL 311



## 02 CITY CLOSINGS

UPCOMING CITY-OBSERVED HOLIDAYS

The City of Tulsa's offices will be closed for Veterans Day and during the holidays at Thanksgiving, Christmas and New Year's Day. Emergency responders, including police and firefighters, will be available as always on those dates. The following closings will occur:

- **Wednesday, Nov. 11 – Veterans Day**
- **Thursday/Friday, Nov. 26 – 27 Thanksgiving/Day After**
- **Thursday/Friday, Dec. 24 – 25 Christmas Eve/Christmas**
- **Friday, Jan. 1, 2020 – New Year's Day**

Need assistance with a water or sewer problem during the above City-observed holidays? Call these 24-hour emergency numbers: **Water (918) 596-9488** and **Sewer (918) 586-6999**. Details about City of Tulsa programs and services are available even on holidays. Many questions can be answered, problems reported, utility bills paid, etc. at: [www.cityoftulsa.org](http://www.cityoftulsa.org)

If you need additional assistance during the holidays, you may also call the following:

### Non-Emergency Numbers

Police: (918) 596-9222

Fire: (918) 596-9977

Community Services Information: 211



### 03 LEARN FIRE SAFETY

#### CHECK SMOKE ALARMS; PLAN AN ESCAPE

October is Fire Prevention Month – a good time to learn the essentials of fire safety. It is important to have working smoke alarms in your home, and to have an escape plan for your family in case a fire does occur. The National Fire Protection Association offers the following information to help keep your family safe:

- **Install smoke alarms in every sleeping room, outside each separate sleeping area, and on every level of your home. A smoke alarm should be high on a wall or on the ceiling. Keep smoke alarms away from the kitchen to reduce false alarms.**
- **Test all smoke alarms once a month, and immediately replace any smoke alarm that does not respond properly when tested. Replace all smoke alarms when they are 10 years old – 10 years from the date of manufacture. To find that date, look at the back of the smoke alarm.**
- **Make an escape plan for your household, drawing a map with exits from each room outside to a common meeting point at a safe distance from the home. Also, mark the location of each smoke alarm.**
- **Be sure that escape routes are clear and windows open easily. Practice your home fire drill and teach children how to escape on their own in case you can't help them.**

### TRAP THE GREASE

#### AVOID COSTLY HOME PLUMBING BILLS

Fats, oils, and grease aren't just bad for your arteries; they are bad for the sewers, too. When food scraps are washed down the drain, the fat and grease from the food can build up in your sewer lines, causing raw sewage to back up into homes, businesses and the environment. Anything with a fat content, including dairy products, salad dressings and cooking oils, can contribute to grease-clogged pipes. Avoid costly home plumbing bills by following these three simple steps:

1. **TRAP bacon grease or meat drippings in a sealable container and toss in the trash.**
2. **SCRAPE all food scraps in the compost or trash.**
3. **WIPE all greasy, oily, creamy, or buttery food residues from dishes before you wash them.**

*\* Running hot water and soap down the drain does not prevent grease build-up and blockages.*

You also can recycle your liquid cooking oils at the City's Household Pollutant Collection Facility. Call (918) 591-4325 to arrange an appointment.

For more information on proper disposal of fats, oils, and grease, visit: [www.TrapTheGreaseTulsa.com](http://www.TrapTheGreaseTulsa.com)

Despite all these preventive measures, if you see, hear or smell something you think might be a sewage overflow or backup, report it immediately by calling (918) 586-6999. The City of Tulsa has a customer service employee available around the clock and, if needed, a work crew is available to inspect and take action.



### 04 FIRE HYDRANTS

#### KEEPING THE TULSA COMMUNITY SAFE

Fire hydrants, supported by a reliable water distribution system and a ready fire department, serve as a key component of community safety. Water distribution mains are sized to deliver fire protection services to more than 16,000 fire hydrants inside the Tulsa area. Fire hydrants are strategically located throughout the city to provide the best possible coverage for fire-fighting services.

The Tulsa Fire Department (TFD) inspects fire hydrants on an annual basis to ensure they're operational and ready to serve our community in case of fire.

If hydrants are operationally deficient, they receive the highest maintenance priority and the Water & Sewer Department quickly repairs or replaces them. To assist the Tulsa Fire Department, the Water & Sewer Department and our community, please remember:

- **It is unlawful to park within 10 feet of a fire hydrant, or to place any permanent or temporary obstruction within 8 feet of any fire hydrant. Also, please be sure to keep trees, shrubs, bushes and other vegetation away from fire hydrants. The City of Tulsa must have clear access to the fire hydrant, especially during an emergency when every minute counts to control and extinguish a fire.**
- **Do not change the surrounding grade around a fire hydrant. Fire hose connections need adequate clearance to connect to the fire hydrant outlets.**
- **Do not paint a public fire hydrant since they're painted yellow in accordance with the National Fire Protection Association recommendations. Private fire hydrants are painted red. If you see a public fire hydrant that needs painting, please call the City of Tulsa Utility Services Department at (918) 596-9511.**

Fire hydrants also serve water through construction meters to contractors and developers where permanent water meters don't exist. If you see anyone tampering with a fire hydrant or taking water from a fire hydrant without a construction meter, please call the Tulsa Police Department at (918) 596-9222.