

01 SWITCH TO AUTOPAY

CHOOSE EASIER WAY TO PAY BILLS

As the year 2020 comes to an end and you're planning for 2021, consider simplifying how you pay your City of Tulsa utility bill – choose AutoPay. When you sign up for AutoPay, you'll enjoy these great benefits:

- **Easy / Worry Free – no due dates to remember, no lost or late payments/late fees.**
- **Safe – your banking information is transferred through a secure internet site.**
- **Convenient – no stamps or envelopes required.**
- **FREE! Check with your bank regarding fees for electronic transfers.**

Is AutoPay right for you? Any utility customer without a past-due balance and who has not had more than one returned payment within the last 12 months may participate in AutoPay. For more details, visit www.cityoftulsa.org/utilities or call a City of Tulsa Customer Care Center representative at (918) 596-9511. Our Customer Care representatives will answer your questions and guide you through the process of signing up.

With AutoPay, your monthly balance will be automatically deducted from your bank account on the due date every month. Monthly utility bills will continue to be mailed to you for your records, but you won't have to mail a payment.

CITY LIFE

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+ PLUS: GUARD AGAINST FROZEN PIPES IN WINTER

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



02 FIRE SAFETY TIPS

BE EXTRA ALERT DURING THE WINTER

Home fires increase during the coldest winter months: December, January and February. Holiday cooking, decorations and unsafe heating are a few causes. Please note the following*:

- **Cooking is the leading cause of all winter home fires.**
- **Heating is the second leading cause of home fires.**
- **5 to 8 p.m. is the most common time for winter home fires.**
- **Most winter fires occur in one- and two-family homes.**

Common sense can reduce fires. When cooking, stay engaged and alert to what you are doing. If a fire occurs in the oven or microwave, turn off the heat and don't open the door to the appliance. Don't try to remove what's burning or you risk getting burned.

Use caution when heating food and heating your home. Keep combustibles away from space heaters and fireplaces. Never leave the home with a space heater or fireplace burning. Make sure your fireplace is cleaned regularly. Only burn dry wood or artificial logs. Don't use trash, gift wrap or rolled newspaper logs. These are common causes of flying embers.

Lastly, make sure you have a working smoke detector and carbon monoxide detector to alert you should a danger exist.

*Source: National Fire Incident Reporting System

03 HOLIDAY RECYCLING

BLUE CART DO'S AND DON'TS

As we enjoy celebrating the holidays with decorations and gifts, we have more to throw away – either in our gray trash cart or blue recycling cart. Recycling is easy for Tulsa residents, especially during the holiday season. Most packaging and wrapping paper – such as cardboard boxes and basic wrapping paper without foil or glitter – are recyclable in the City's blue recycling carts.

Please recycle **aluminum and steel cans, cardboard and paper, plastic bottles and jugs, and glass bottles and jars.**

Below is a list of items that **CANNOT** be recycled in the blue recycling cart and should be placed in the gray trash cart. For questions on what can be recycled, remember: *When in doubt, throw it out – to learn more visit www.TulsaRecycles.com*

DO NOT RECYCLE

- Foil, shiny or glitter wrapping paper
- Styrofoam
- Plastic bags, flexible film plastics, bubble wrap or tarps
- Plastic strapping
- Ribbons or bows
- Tinsel
- Christmas lights
- Bulbs or ornaments
- Textiles – tree skirts, stockings or clothing
- Ceramics
- Electronics
- Artificial or live Christmas trees

CHRISTMAS TREE DISPOSAL: A live Christmas tree doesn't have to fit in the gray trash cart. In December and January, residents may put live trees at the curb on their primary collection day. Trees need to be cut into 4-foot sections to fit into the hopper of the refuse trucks. Residents throwing away artificial trees need to put them in the gray trash cart.

Tulsa residents also may bring their live Christmas trees to be ground into mulch at the City's Mulch Site, 2100 N. 145th East Ave. Trees brought to the site must have all decorations removed. The mulch site will be closed Dec. 24, 25, and 27, 2020, and Jan. 1, 2021.

FREEZING PIPES

SAFEGUARD YOUR HOME THIS WINTER

Water expands when the temperature drops below 32 degrees Fahrenheit (0 degrees Celsius). Freezing pipes are a concern from December to February, especially when outside temperatures dip below 20 F. Help safeguard your home before, during and after a pipe freezes and bursts:

PREVENTION:

- **Disconnect garden hoses; install covers on outside faucets.**
- **Insulate outside walls and unheated areas of your home.**
- **Consider weather sealing your windows.**

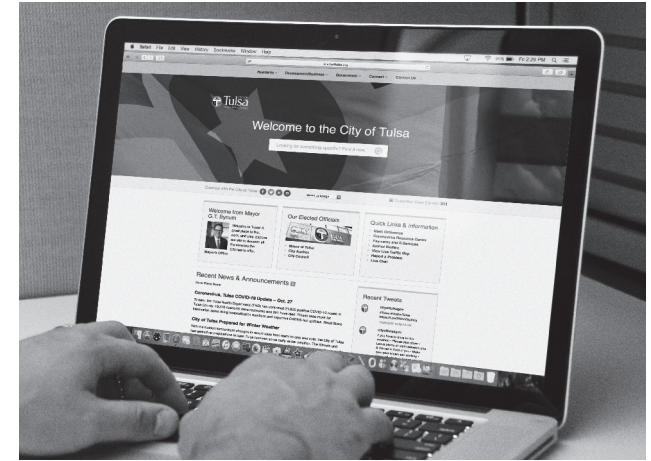
IF YOU SUSPECT YOUR PIPES MAY BE FROZEN:

- **Call the City of Tulsa at 311, or after hours call the water emergency number at (918) 596-9488.**
- **If the water is frozen on the customer's side of the meter can, call a plumber to thaw your service line or soak towels with hot water and wrap them around the pipe.**

IF A PIPE BURSTS:

- **If your home has an independent/private shut-off valve, shut off the water.**
- **If not, call the City of Tulsa at 311, or after hours call water emergency at (918) 596-9488.**
- **Call a plumber to fix pipes inside the home.**

The Water and Sewer Department does not read meters when the outside temperature is 28 degrees or below. Keep the meter can lid closed to trap warm air and prevent frozen pipes.



04 ONLINE SERVICE

USE CITY WEBSITE FOR INFORMATION

Tulsans can access City services and receive answers to questions at the City of Tulsa's website. Visit www.cityoftulsa.org to learn about Tulsa's government, including its programs and services. While online, you can look up agendas for upcoming meetings of the City Council or other City boards and authorities. To report a problem such as a missed trash collection, property violation or pothole in a city street, Tulsans can choose the online option: www.tulsa311.com Or, City representatives also are still available by phone by calling the Customer Care Center at 311.

When problems are reported either online or by phone, the information can be forwarded to the correct City department. This creates a method of tracking the issue to ensure that it is addressed.

City of Tulsa water, sewer, stormwater and refuse collection customers also can view their account information and pay bills online. Multiple methods of City utility bill payment are listed on the website. Information about choosing AutoPay to pay your City of Tulsa utility bill is in this issue of City Life.

The City's website is available 24 hours a day; so even if you're busy during hours when City employees and elected officials are in their offices, you can still communicate and get needed information and assistance.