

01 SAFE DRINKING WATER

TULSA'S MOST VALUABLE RESOURCE

The City of Tulsa works diligently to deliver safe drinking water to you and your family and joins the American Water Works Association in celebrating Drinking Water Week, May 1-7, 2022.


Public Health Protection: Our first obligation is to provide water that is safe for consumption and protects the public health. In parts of the world without modern water systems, an estimated 3 million people die every year from preventable waterborne diseases like cholera and dysentery. In contrast, stringent U.S. water regulations require water systems to regularly monitor for more than 100 contaminants and meet public health-based standards.

Quality of Life: If the City of Tulsa didn't have a reliable source of water, how would we wash clothes or dishes, bathe, flush toilets, or water our yards? How would businesses operate? A successful society depends on access to safe water, resulting in low mortality rates, economic diversity, productivity and public safety.

There When You Need It: Water and wastewater utilities are safely operated 24 hours a day, every day. Even when pipes break, or sewer lines overflow, City staff responds to those problems to restore normal service as quickly as possible. The City of Tulsa continues to address issues that may affect utility reliability, including, but not limited to:

- **Protecting our source water quality through supporting best management practices in our watershed**
- **Inspecting and maintaining all our systems**
- **Prioritizing the replacement of water and sewer infrastructure that is most likely to fail**
- **Testing water quality at over 210 sites throughout the distribution system each month to ensure our water meets and exceeds EPA requirements.**
- **Regularly flushing lines for consistent and exceptional water quality**

These efforts allow Tulsa Metropolitan Utility Authority and the City of Tulsa to continue delivering water and wastewater services while protecting public health and providing a high quality of life for our community.



CITY LIFE


APRIL 2022

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+ **PLUS:** CALL OKIE BEFORE YOU DIG

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02 DAM/LEVEE FAILURES

A POTENTIAL HAZARD TO SOME AREAS

Some low-lying areas of Tulsa are subject to flooding from failures in dams or levees. If you live or work in these inundation areas, or routinely drive through them, you should be aware of potential hazards and plan the best evacuation routes to keep your family safe. If you encounter a flooded road, turn around; don't drown.

Flood risk still exists! Where it can rain, it can flood. Know your risk of flooding. Remain vigilant during inclement weather. Tune in to the local news media for information about potential flooding or dangers from dam or levee failures. Download the Tulsa Ready App. For a map of flood inundation areas and other regulatory floodplains, visit: <http://maps.cityoftulsa.org/floodplains>

Whether or not you live or own property in a floodplain, flood insurance is available to all Tulsans and is required if you have a federally-backed mortgage on a property in the FEMA (Federal Emergency Management Agency) floodplain. Tulsa is ranked Class 1 in FEMA's Community Rating System and flood insurance discounts of 45 percent are available within the city limits. Flood insurance is available through the same insurance agent that handles your basic homeowner's insurance. Homeowner's insurance itself does not cover losses resulting from flooding; buy a flood insurance policy.



03 SEWER MAINTENANCE

CHECK CLEAN-OUT, BACK-WATER VALVE

A sewer clean-out is a vertical pipe that provides access to a property's private sewer service, allowing homeowners or plumbers to clear blockages that disrupt service. A clean-out cap is typically white PVC or metal, about 4 inches in diameter, and located near buildings.

Both homeowners and tenants should locate and inspect their clean-out cap before a plumbing emergency occurs. Keeping the caps screwed onto the clean-out helps prevent possible sewer backups caused by yard debris, dirt, and other items entering the sewer system. Capping also stops excessive inflow and infiltration, which can overload our system and cause sewer overflows.

A back-water valve is the resident's protection against sewer back-up into the structure. If water tries to back up from the sewer mainline, the valve prevents sewage from backing up into the building. Back-water valves are typically located either outside near the building or in a floor drain in a basement. Those outside have a cap similar to a clean-out cap and a vertical pipe down to the valve.

You can protect yourself from sewer problems by making sure you have an accessible clean-out, keeping your sewer line in good condition, and by making sure you have a functional back-water valve.

SAFE DIGGING MONTH

PIPELINE SAFETY IN OUR COMMUNITY

April is National Safe Digging Month. Before you begin any outdoor projects this spring, consider the following information that can keep you and your neighborhood safe.

As you know, the City of Tulsa provides water, sewer and stormwater service through a network of underground pipes. Your private water and sewer lines connect to the City's system. When you combine these piping systems with the electric, natural gas and telecommunications networks, it's easy to see why utility lines can be damaged if not properly located before digging.

Call Before You Dig – please be cautious before you begin any construction project on your property. While digging, if you accidentally hit the utility networks buried underground, you could interrupt services that thousands of people depend on and put yourself in danger as well. Whether you're planting a tree, or installing a deck or sprinkler system, state law requires calling 811 at least 48 hours before you plan to dig, to allow all utility line locations to be marked. There is no charge to you for this service.

The City of Tulsa and other member utilities participate in "Call Okie," the Oklahoma One-Call System, which locates and marks their underground infrastructure, including pipelines, cables and wires within 48 hours of a request. City crews locate mainlines, but not private lines.

Be safe and avoid costly repairs: call 811 to locate underground utilities prior to digging. For more information, please visit: www.okie811.org



04 READING A METER

SIMPLE WAYS TO CHECK FOR LEAKS

Does your water bill seem high? Do you suspect a leak? Here are some ways to check your water meter for billing accuracy or water leaks:

Where is my water meter? It's probably in your front yard, in the grass, near the street, or in the back yard/side yard. Look for a cast iron lid on the ground with the words "water meter." Remove the lid to expose the meter, which is about 12 inches into the ground. When you finish checking the meter, replace the lid securely.

What do the dials mean? The large dial with the red hand shows volume in 1 – 10 gallons. If no water is being used, the leak indicator (small red triangle) should not be moving. If everything is turned off on the property and the triangle is still moving, then a leak may be possible.

What do the numbers mean? The first digits on the white background measure water use by 1,000 gallons and are read for billing each month. The black background digits on the right side show the one gallon, 10-gallon, and 100-gallon amounts, which carry over to the next month's billing.

How is my meter read? Simply read the numbers shown on the odometer (this records total water usage) from left to right to take your meter reading. Every turn of a black number measures 1,000 gallons. Every turn of a white number in the first black register measures 100 gallons. The second black register measures in 10 gallons. The "0" at the end is the place holder.

How do I check for leaks? Look for dripping faucets, showerheads and fixture connections. Also check for leaks in your irrigation systems and outside spigots. Tighten pipe connections and replace fixtures if necessary. To check for a toilet leak, put a few drops of food coloring in the tank and see if it appears in the toilet bowl before you have flushed.

If you would like help finding or fixing a water leak, call a plumber. If you suspect an error in your bill, call Utilities Customer Care at (918) 596-9511.