

01 SWITCH TO AUTOPAY

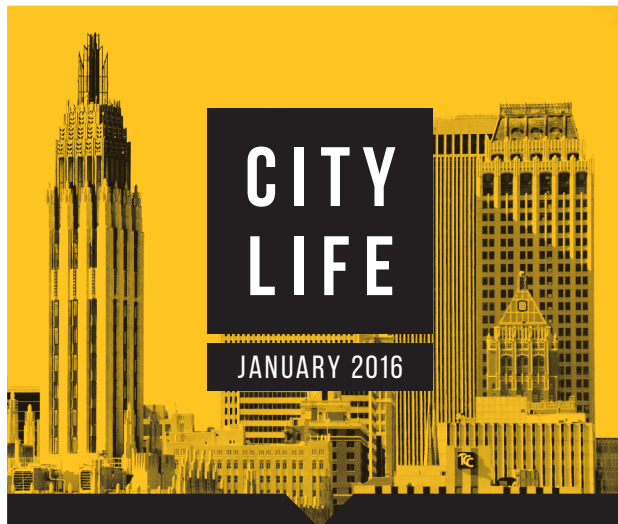
CHOOSE EASIER WAY TO PAY BILLS

Is your New Year's resolution to organize and simplify your life, including paying your Tulsa utility bill? Sign up for the City of Tulsa's AutoPay and 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 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 guide you through the process of signing up and answer your questions.

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!



IN THIS EDITION OF CITY LIFE

01

CHOOSE AUTOPAY

Save time and stamps: pay your bill online through your bank account.

02

NEED FLOOD INSURANCE?

If in doubt, consult City of Tulsa floodplain managers about your property.

03

PREPARE FOR WINTER

Plan ahead to stay safe in freezing weather when snow, ice storms come.

04

BENEFICIAL BIOSOLIDS

Sustainable program uses wastewater residuals as fertilizer for crops.

+ PLUS: WATER QUALITY: KEEP OUR STREAMS CLEAN

WWW.CITYOFTULSA.ORG | MAC@CITYOFTULSA.ORG | (918) 596-2100



02 KNOW YOUR FLOOD RISK

GET AN ELEVATION CERTIFICATE

Do you own or rent property within the floodplain? If so, it's smart to purchase flood insurance through the National Flood Insurance Program. Due to the City of Tulsa's Class 2 rating in the Federal Emergency Management Agency (FEMA) Community Rating System (CRS), Tulsa residents receive up to a 40-percent discount on flood insurance premiums, making our rates some of the lowest in the nation.

To buy a policy from an insurance agent, you will need a copy of a FEMA Elevation Certificate. The City of Tulsa can supply elevation certificates at no charge for most structures in a regulated floodplain built after October 1991 and for many other properties built as early as 1971. A list of elevation certificates the City has on file is available at: <http://bit.ly/COTFloodControl>

If your elevation certificate is not on file or if you see an error in your floodplain designation, the City of Tulsa can help you to obtain a certificate or correction. This service is available only to properties in a regulated floodplain. To find out if your property is in the regulated floodplain, and/or to request a copy of an elevation certificate for your property, you may call the City of Tulsa Customer Care Center at (918) 596-2100.

To learn more about the benefits of flood insurance, contact City of Tulsa floodplain managers: Bill Robison at (918) 596-9475 or Laura Hendrix at (918) 596-9685 or visit: www.floodsmart.gov

03 WINTER PREPAREDNESS

MAKE SAFETY YOUR TOP PRIORITY

A blanket of winter snow makes our city look beautiful, and children love a day off from school. Winter storms, however, can be dangerous, so we must prepare for them in advance. Here are some steps for readiness in case of winter storms:*

HAVE A PLAN

- **Discuss with your family what to do if a winter storm watch or warning is issued. Everyone should know what to do in case all family members are not together when a winter storm hits.**
- **Check on family, friends and neighbors, especially the elderly. Make sure they are prepared.**
- **Don't forget about pets. Make sure they have good food and water supplies and a place to seek shelter.**
- **Have your car winterized by checking antifreeze, washer blades, tire pressure, etc.**

IF YOU MUST GO OUT IN A WINTER STORM, ASSEMBLE A KIT FOR YOUR CAR INCLUDING:

- Cell phone with extra battery or two-way radio
- Windshield scraper and small broom for ice and snow removal
- Blankets or sleeping bags
- Rain gear and extra sets of dry clothing, mittens or gloves, socks and a cap
- Non-perishable snacks like dried fruit, nuts and other high-energy foods
- Bottled water
- Sand or cat litter for generating traction under wheels and a set of tire chains or traction mats
- Jumper cables, flashlight with extra batteries and first aid kit
- Brightly colored cloth to tie to the antenna if you get stranded

*Source: Tulsa Area Emergency Management Agency and Oklahoma Department of Emergency Management

STORMWATER QUALITY

SAVE OUR STREAMS

Tulsa's storm sewers are designed to divert excess rainwater to creeks that flow into local rivers and creeks. It is important to protect the quality and control the quantity of water flowing into the drainage system.

City workers monitor the system regularly for oil, grease, fertilizers, pesticides and sediment. Crews routinely remove debris from drains and sewers to prevent water from backing up into streets and homes. Littering and dumping yard wastes and household fluids down storm drains can cause blockages between scheduled maintenance and is illegal.

Here are steps you can take to protect Tulsa's creeks, beautify neighborhoods and reduce flood risks.

- **Maintain vehicles to prevent fluid leaks. Don't pour used motor oil, antifreeze, pesticides or other pollutants into storm drains.**
- **Use a mulching mower or bag grass and leaves instead of blowing them into streets. Yard wastes clog storm drains and deplete oxygen in the water. Fish need oxygen to survive.**
- **Apply fertilizers and pesticides properly. The Master Gardener program has volunteers trained to answer questions about pesticides and fertilizers. Call the Master Gardener Hotline at (918) 746-3701 or visit: www.tulsamastergardeners.org**
- **If you spot a blocked drain or notice illegal dumping, call the City's Customer Care Center at (918) 596-2100 or go to www.cityoftulsa.org and select the Quick Link, "Report A Problem."**



04 RE-USING BIOSOLIDS

WASTEWATER RESIDUALS AS FERTILIZER

Do you know municipal wastewater treatment plants in Tulsa separate the liquid and residual portions of wastewater for processing and treatment? Biosolids are the residuals that have undergone additional treatment (stabilization) to prepare them for environmentally acceptable beneficial use or disposal.

The City's biosolids are stabilized and applied to land in an environmentally acceptable manner in compliance with Environmental Protection Agency (EPA) and Oklahoma Department of Environmental Quality (ODEQ) regulations.

Land application of biosolids is a common disposal method used for decades. It involves spreading the biosolids on the soil surface or injecting them into the soil. Biosolids enrich the soil by providing organic matter and nutrients needed for crops. The most common crop utilizing biosolids is pasture land used for hay production.

Applying biosolids to land is another way the City of Tulsa's Water and Sewer Department strives for sustainability with our resources. We are able to save landfill space, provide a beneficial product for the local community, and reduce cost of service for our customers.

For additional information about the City of Tulsa's Biosolids Program, please call the City's Customer Care Center at (918) 596-2100.