



01 SERVICE LINE WARRANTY

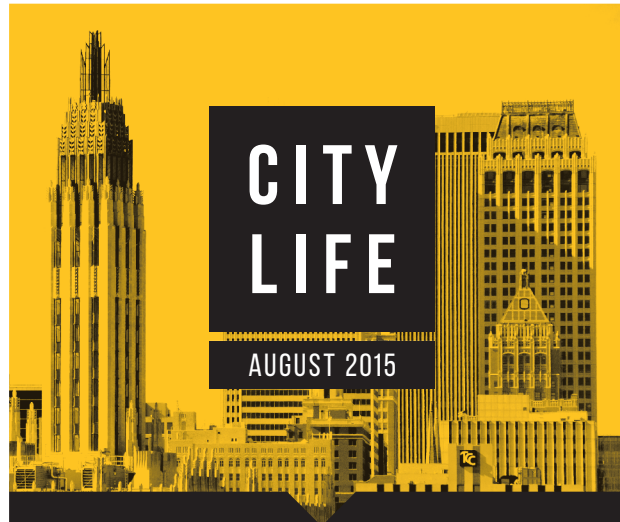
PROTECT YOUR WATER AND SEWER LINES

The City of Tulsa and INCOG have partnered with Service Line Warranties of America (SLWA) to offer two voluntary Service Line Warranty Programs to Tulsa homeowners. You may *voluntarily* sign up for a warranty protection against normal wear and tear on water and sewer lines, which is not covered under most traditional homeowner policies.

The warranty protection repairs the portion of the water or sewer line that runs between the exterior of the home to the public utility connection. This program does not include City-owned lines, but service lines that are the homeowner's responsibility.

With a monthly minimal cost to the homeowner, the voluntary Service Line Warranty Program provides up to \$4,000 in coverage to repair the line and an additional \$4,000 for public street cutting, if necessary. The program has no service fees or deductibles and no annual or lifetime limits. This program is offered at no cost to the City and no public funds are being used to administer the program.

If lines break, leak or clog, homeowners can call SLWA directly and they will typically repair the line in 24-hours, using local, licensed contractors who are familiar with City codes to ensure a timely response. Homeowners can enroll for the Water and/or Sewer Line Warranty Programs, or both programs. Call **1(855) 909-63206** or visit: **www.SLWofA.com**



CITY LIFE

AUGUST 2015

IN THIS EDITION OF CITY LIFE

01 WARRANTY PROTECTION

Tulsa homeowners can sign up for extra security for water/sewer lines.

03 ACTIVE FIRE DEFENSE

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

+ PLUS: WINE & ROSES EVENT, SEPTEMBER 25

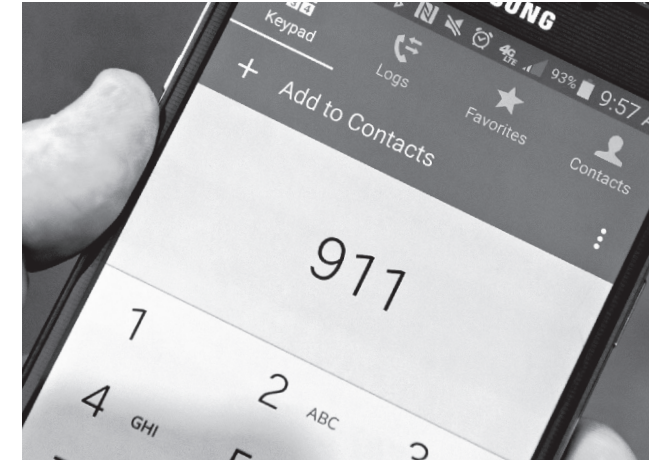
02 911 EMERGENCY CALLS

Call 911 to save a life, stop a crime in progress or report a fire.

04 SCHOOL ZONE SAFETY

Be Alert: Follow laws protecting children. Drive 25 mph in school zones.

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



02 911 FOR EMERGENCIES

YOUR LIFELINE TO CRITICAL SERVICES

You never know when you may find yourself in a life-threatening situation. So if you have an emergency, day or night, call 911.

Emergency Calls to 911 – To receive the help you need, remain calm and stay on the line while you're transferred and wait for a Police, Fire or EMSA call taker to get to your call. Give the address and details of the emergency to the call taker and answer any questions. When the call-taker has all of the key facts, your call will be dispatched to a police, fire or medical responder.

Remember to only call 911 when you need to *save a life, stop a crime in progress or report a fire*. 911 is your life-line for emergency services.

Calling 911 By Mistake – If you accidentally call 911, stay on the line and just say you called by mistake. That's much faster than the call taker having to call you back or send an officer to check on you. Use the following non-emergency numbers to access additional City or community services.

*Non-Emergency Numbers

Police: (918) 596-9222

Fire: (918) 596-9977

Community Services Information: 211

Customer Care Center: (918) 596-2100 or 311

Water & Sewer Services: (918) 596-9511

03 FIRE HYDRANTS

KEEPING OUR 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.

The Tulsa Fire Department (TFD) inspects each hydrant on an annual basis to ensure they're operational and ready to serve our community in case of a 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 eight feet of any fire hydrant. Also, please be sure to keep trees, shrubs, bushes and other vegetation away from the 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.

TULSA GARDEN CENTER

ENJOY AN EVENING OF WINE & ROSES

The Tulsa Garden Center invites you to attend its 21st annual "An Evening of Wine & Roses." This much anticipated fund-raising event is set for Friday, Sept. 25, from 7 to 9:30 p.m. in the Tulsa Municipal Rose Garden.

"An Evening of Wine & Roses" is the region's oldest and largest wine-tasting event. Guests will enjoy a sampling of more than 180 different wines from around the world, complemented by hors d'oeuvres and desserts from more than 40 Tulsa restaurants and caterers. Tickets for "An Evening of Wine & Roses" are \$70 for Tulsa Garden Center members and \$85 for non-members.

Prior to the main event, a *private premier tasting* will be held in the Tulsa Garden Center Mansion from 6 to 7:30 p.m. Guests will savor exceptional wines from premium vintners and delicious fare from Tulsa's top chefs. Individual premier level tickets are \$150 each or 10 tickets for \$1,300. A private table for 10 guests can be reserved for \$1,600.

The main event begins at 7 p.m. in the beautiful rose garden and is included in the cost of the Premier Level tickets. Reservations are required and space is limited. The reservation deadline is Friday, Sept. 18. Attendees must be 21 years or older. Proof of age is required.

Proceeds from the event benefit Tulsa Garden Center. For reservations, call the Tulsa Garden Center at (918) 746-5125 or for additional information, visit: www.tulsagardencenter.com



04 SCHOOLS RE-OPEN

BE ALERT AND DRIVE WITH CARE

It's back to school time for Tulsa area public schools. Please drive safely and follow the laws protecting school children. City ordinances require drivers to drive 25 mph through residential areas and school zones. Punishment for speeding in a school zone includes fines, up to \$500 and/or up to 30 days in jail.

When driving near a school, be alert for crossing guards and prepare to stop when children step off the curb. Failure to obey a crossing guard is a violation of City ordinances. Crossing guards lead Tulsa students across major streets, but students can cross unassisted at other locations. If possible, consider accompanying or driving them to school. Children should also be taught safe pedestrian practices to always follow.

Motorists must also take extra care when driving near school buses. Students loading or unloading from school buses are at risk when drivers ignore red flashing bus lights. City ordinances require drivers going in both directions to stop for a school bus when the red lights are flashing.

Please keep our neighborhoods and all school zones you pass through a safe place for everyone. TPS and Union start Aug. 20; Jenks starts Aug. 19.