



01 HOLIDAY TRASH SERVICE

REFUSE COLLECTIONS MAY AFFECT SOME

In preparation for the holiday season, there will be no residential refuse, recycling or green waste collection on **Friday, Dec. 25** and **Friday, Jan. 1**.

As a result, you may see a collection schedule change. During weeks of recognized City holidays, your collection day may move forward one day to accommodate the disruption in service.

CHRISTMAS AND NEW YEAR'S HOLIDAY COLLECTION SCHEDULE

Christmas and New Year's Holiday Collection Schedule
Customers who receive *once-a-week service*, **Monday – Thursday** will not be affected. However, those who receive once-a-week service on Friday will receive service on Saturday.

Customers with *twice-a-week service* may also be affected, as their secondary collection day may move forward one day. ***Please note: only refuse will be collected on the secondary collection day.**

- **Monday/Thursday customers will not be affected**
- **Tuesday/Friday customers will be collected Tuesday and Saturday**
- **Wednesday/Saturday customers will not be affected**

Questions? Call **(918) 596-9777** or visit: www.cityoftulsa.org – click on City Services/Refuse and Recycling and then the Collection Schedule

CITY LIFE

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IN THIS EDITION OF CITY LIFE

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<p>03 STAY CONNECTED</p> <p>Check out useful information and services online: www.cityoftulsa.org</p>	<p>04 DAM-LEEVE SAFETY</p> <p>Plan ahead. Know what to do in case of flooding near a dam or levee.</p>

+ PLUS: PREPARING YOUR HOME FOR WINTER TEMPS

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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**
- **67% of winter fires occur in one- and two-family homes**

Common sense can reduce fires. When cooking, stay engaged and alert to what you're 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 2009-2011



03 ONLINE SERVICES

USE CITY WEBSITE FOR INFORMATION

Tulsans can access City services and receive answers to questions at the City of Tulsa's website: Click on www.cityoftulsa.org to learn about Tulsa's government and its programs/services.

While online, access specific City agencies and cultural organizations, as well as agendas for upcoming meetings of the City Council or other City boards and authorities. Also, report problems online like waterline leaks, potholes in city streets or call the Customer Care Center at (918) 596-2100 to help ensure the information is forwarded to the correct City department. This creates a method of tracking the issue to ensure it's addressed. Select "Report a Problem" from the Quick Links, "I want to:" drop-down menu to see forms appropriate to specific problems, or a generic reporting form.

City of Tulsa water, sewer, stormwater and refuse collection customers can also view their account information and pay bills online. Multiple methods of City utility bill payment are listed on the website.

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.

FREEZING PIPES

SAFEGUARD YOUR HOME THIS WINTER

Water expands when the temperature drops below 32°F (0° Celsius). Freezing pipes are a concern for Tulsans, December – 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 A PIPE FREEZES

- **Call the City of Tulsa at (918) 596-2100. We will determine if the frozen water is in the pipes or the meter can**
- **If the water is frozen on the customer's side of the meter can, call a plumber to thaw your service line or use towels soaked with hot water wrapped around the pipe**

IF A PIPE BURSTS

- **If the home has a shut-off valve, shut off the water**
- **Call the City of Tulsa at (918) 596-2100 to shut off the main water at the meter**
- **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 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're living or working 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.

Remain vigilant during inclement weather. Tune in to the local news media for information about potential flooding or dangers from dam or levee failures. Flood sirens will be activated if a breach is imminent. Pay attention to weather watches and warnings. For a map of these areas, visit: <http://bit.ly/COT-DFmap>

Plan ahead and place important papers including photocopies of inventory records, insurance policies, deeds, automobile titles, wills and other valuable papers in a safe deposit box. Purchasing flood insurance can protect you from expensive losses. Also, prepare an "emergency kit" that includes medications, a first-aid kit, blankets, batteries, a flash light, clothing, etc. to get you through an emergency in case you need to evacuate in a hurry. To see a complete list of what you should consider for your kit, visit: www.ready.gov

For more information, contact the City's Customer Care Center at **(918) 596-2100**.