



01 HOLIDAY TRASH SERVICE

COLLECTION SCHEDULE NOT AFFECTED

Because Christmas Day and New Year's Day both fall on Sundays this year, and Sundays are not regular refuse collection days, the collection schedule will not be affected. Trash and recycling service will operate as normal on Saturday, Dec. 24 (Christmas Eve) and Saturday, Dec. 31 (New Year's Eve).

After the holidays, the City of Tulsa offers a couple of options for disposal of live Christmas trees. During December and January, residents may put trees at the curb on their primary collection day, to be taken with other refuse to the trash-to-energy plant. For curbside pickup, all decorations must be removed and trees need to be cut into 4-foot sections so they fit into the hopper of the refuse trucks.

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, 2016, and Jan. 1, 2017.

Looking beyond the holidays to the winter of 2017 – if snow and ice storms hit, they will likely affect refuse, recycling, bulky waste and other trash related services. These services will operate only as weather conditions allow. Trash trucks are heavy and will slide on ice. Once the streets become safe to travel, crews will catch up on any missed collections.

CITY LIFE

DECEMBER 2016

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HOLIDAYS AND TRASH

Collection days won't change; choose curbside or mulch site tree disposal.

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CHOOSE AUTOPAY

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

03
VISIT CITY WEBSITE

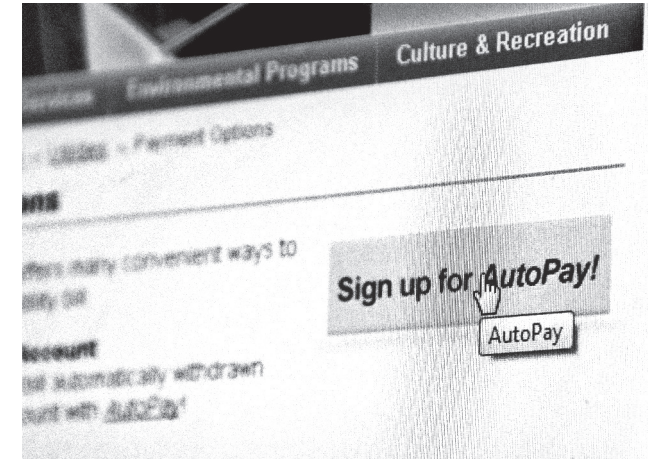
Check out useful information and services online: www.cityoftulsa.org

04
PREVENT HOME FIRES

Be careful with cooking and heating; install a working smoke detector.

+ PLUS: GUARD AGAINST FROZEN PIPES IN WINTER

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



02 SWITCH TO AUTOPAY

CHOOSE EASIER WAY TO PAY BILLS

As the year 2016 comes to an end and you're planning for 2017, 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 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!



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. 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 now have a new online option: www.tulsa311.com 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.

FREEZING PIPES

SAFEGUARD YOUR HOME THIS WINTER

Water expands when the temperature drops below 32°F (0° Celsius). Freezing pipes are a concern from 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 311. 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 soak towels with hot water and wrap them 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 311 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 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 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