

01 NEW UTILITY RATES

HELP TO OPERATE, MAINTAIN SYSTEMS

Beginning with the November utility bill, the median residential utility customers will see a 5.0 percent increase in their combined water and sewer rates. The stormwater fee will increase 8.5 percent, or 77 cents per month – from \$9.03 to \$9.80.


A low usage customer's water and sewer charges (3,000 gallons of water) will increase by \$2.47 per month, or 8 cents a day – from \$46.83 to \$49.30. A median usage customer's water and sewer charges (4,500 gallons of water) will increase by \$3.13 per month, or 10 cents a day – from \$62.66 to \$65.79. A high usage customer's water and sewer charges (12,000 gallons of water) will increase by \$6.43 per month, or 21 cents a day – from \$141.78 to \$148.21.

These modest rate increases are necessary to operate, maintain, rehabilitate, and replace the water, sewer and stormwater utility systems. The Tulsa Metropolitan Utility Authority (TMUA) and the Stormwater Drainage Hazard Mitigation Advisory Board recommended the rate increases and the City Council approved them as part of the 2023 fiscal year budget process.

TMUA is a public trust created by City charter. TMUA's primary responsibilities are to manage, construct, and maintain Tulsa's water works and sanitary sewer systems, and to fix rates for water and sewer services rendered within its boundaries.

The Stormwater Drainage Hazard Mitigation Advisory Board was created by City ordinance to provide policy guidance for Tulsa's stormwater management program and to advise the Tulsa City Council. The City of Tulsa's stormwater fee pays for maintenance of the city's stormwater drainage system, which includes manholes, inlets, discharge point structures, storm sewer lines, roadside ditches, bridges, culverts, improved creek channels, detention ponds, and mowing and vegetation control.

The stormwater fee also funds capital projects to increase storm sewer capacity, stabilize creek banks, and control erosion. This fee was initiated in 1986, to fund the City of Tulsa's stormwater management program.



CITY LIFE


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IN THIS EDITION OF CITY LIFE

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<p>03 PRACTICE FIRE SAFETY</p> <p>Install smoke alarms and test them often. Map out a home escape plan.</p>	<p>04 DISPOSE OF PET WASTE</p> <p>Picking up your pet's waste will help keep bacteria out of stormwater.</p>

+ **PLUS: KEEP FATS, OIL, GREASE OUT OF SEWERS.**

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02 CITY CLOSINGS

UPCOMING CITY-OBSERVED HOLIDAYS

City of Tulsa offices will be closed for Veterans Day and during the holidays at Thanksgiving, Christmas and New Year's. Emergency responders, including police and firefighters, will be available as always on those dates. The following closings will occur:

- **Friday, Nov. 11 – Veterans Day**
- **Thursday/Friday, Nov. 24-25: Thanksgiving/Day After**
- **Friday/Monday, Dec. 23, 26: Christmas Eve/Christmas**
- **Monday, Jan. 2, 2023 – New Year's**

Need assistance with a water or sewer problem during the above City-observed holidays? Call these 24-hour emergency numbers: **Water (918) 596-9488** and **Sewer (918) 586-6999**. Details about City of Tulsa programs and services are available even on holidays. Many questions can be answered, problems reported, utility bills paid, etc. at: www.cityoftulsa.org

If you need additional assistance during the holidays, you also may call the following:

Non-Emergency Numbers

- Police: (918) 596-9222
- Fire: (918) 596-9977
- Community Services Information: 211



03 LEARN FIRE SAFETY

CHECK SMOKE ALARMS; PLAN AN ESCAPE

October is Fire Prevention Month — a good time to learn the essentials of fire safety. It is important to have working smoke alarms in your home, and to have an escape plan for your family in case a fire does occur. The National Fire Protection Association offers the following information to help keep your family safe:

- **Install smoke alarms in every sleeping room, outside each separate sleeping area, and on every level of your home. A smoke alarm should be high on a wall or on the ceiling. Keep smoke alarms away from the kitchen to reduce false alarms.**
- **Test smoke alarms once a month, and immediately replace any that do not work properly. Smoke alarms with a manufacture date on the back should be replaced at 10 years old. Otherwise, it is recommended to change smoke alarm batteries at the spring and fall time changes.**
- **Make an escape plan for your household, drawing a map with exits from each room outside to a common meeting point at a safe distance from the home. Also, mark the location of each smoke alarm**
- **Be sure that escape routes are clear and windows open easily. Practice your home fire drill and teach children how to escape on their own in case you can't help them.**

TRAP THE GREASE

AVOID COSTLY HOME PLUMBING BILLS

Fats, oils, and grease aren't just bad for your arteries; they are bad for the sewers, too. When food scraps are washed down the drain, the fat and grease from the food can build up in your sewer lines, causing raw sewage to back up into homes, businesses and the environment. Anything with a fat content can contribute to grease-clogged pipes. Avoid costly home plumbing bills by following these three simple steps:

1. **TRAP** bacon grease or meat drippings in a sealable container and toss in the trash.
2. **SCRAPE** all food scraps in the compost or trash.
3. **WIPE** all greasy, oily, creamy, or buttery food residues from dishes before you wash them.

** Running hot water and soap down the drain does not prevent grease build-up and blockages.*

You also can recycle your liquid cooking oils at the City's Household Pollutant Collection Facility, 4502 S. Galveston Ave. It is open Wednesdays and Saturdays, 8 to 11:30 a.m. and noon to 4:30 p.m.

For more information on proper disposal of fats, oils, and grease, visit: www.TrapTheGreaseTulsa.com

Despite all these preventive measures, if you see, hear or smell something you think might be a sewage overflow or backup, report it immediately by calling (918) 586-6999. The City of Tulsa has a customer service employee available around the clock and, if needed, a work crew is available to inspect and take action.



04 PET WASTE DISPOSAL

HELP KEEP STORMWATER RUNOFF CLEAN

Stormwater runoff from our yards enters the city's storm sewer system, which empties into the creeks, streams and rivers in the City of Tulsa. Pet waste enters these waterways by way of stormwater runoff.

Through a robust monitoring program, the City of Tulsa samples streams and stormwater outfalls for dozens of potential pollutants. Tulsa uses Bacterial Source Tracking to help identify the source of some of these pollutants. In several Tulsa creeks, preliminary results show that human and dog wastes are the leading sources of bacterial pollution.

As a pet owner, you can help keep creeks free of pollutants by picking up your pet's waste. Take a plastic bag or pooper scooper along on your walk. To reduce potential health hazards to our streams, here's how to dispose of pet waste:

- **Flush it into the sanitary sewer,**
- **Bury it in your yard, or**
- **Throw it in the trash.**

Disposal of anything other than stormwater to the storm sewer system is a violation of city ordinances. To help keep our waterways clean and healthy, report to 311 any sewer overflow or unusual discharge to the storm drain system.