



01 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. 10 – Veterans Day**
- **Thursday/Friday, Nov. 23 – 24: Thanksgiving/Day After**
- **Monday/Tuesday, Dec. 25 – 26: Christmas Eve/Christmas**
- **Monday, Jan. 1, 2024 – 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

CITY LIFE

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IN THIS EDITION OF CITY LIFE

<p>01 HOLIDAY CLOSINGS</p> <p>Check out the dates for upcoming closures of City of Tulsa offices.</p>	<p>02 CITY RATES EXPLAINED</p> <p>Water, sewer, stormwater revenues fund operation, maintenance of systems.</p>
<p>03 PRACTICE FIRE SAFETY</p> <p>Install smoke alarms and test them often. Map out a home escape plan.</p>	<p>04 SAFETY ON HALLOWEEN</p> <p>Motorists, watch for trick-or-treaters, who also need to be careful.</p>

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

WWW.CITYOFTULSA.ORG | TULSA311@CITYOFTULSA.ORG | CALL 311

Tulsa
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02 NEW UTILITY RATES

HELP TO OPERATE, MAINTAIN SYSTEMS

Beginning with the November utility bill, the median residential utility customers will see a 4 percent increase in their combined water and sewer rates. The stormwater fee will increase 8 percent, or 83 cents per month – from \$9.80 to \$10.63.

A low usage customer's water and sewer charges (3,000 gallons of water) will increase by \$2.08 per month, or 7 cents a day – from \$49.30 to \$51.38. A median usage customer's water and sewer charges (4,500 gallons of water) will increase by \$2.66 per month, or 9 cents a day – from \$65.79 to \$68.44. A high usage customer's water and sewer charges (12,000 gallons of water) will increase by \$5.53 per month, or 18 cents a day – from \$148.21 to \$153.74.

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 2024 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.



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.

Visit www.TrapTheGreaseTulsa.com for more information on proper disposal of fats, oils, and grease.

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 HALLOWEEN SAFETY

PEDESTRIANS, DRIVERS USE CAUTION

To keep trick-or-treating fun for kids on Halloween, adults need to pay special attention to safety. Motorists should watch carefully for children walking along the roads and be aware that costumed children having fun may forget to check for cars.

According to the National Safety Council, children are more than twice as likely to be hit by a car on Halloween than on any other day of the year. Lack of visibility because of low lighting at night also plays a factor in these incidents.

For safe Halloween trick-or-treating, here are some tips to follow, from the American Red Cross:

- **Plan the trick-or-treat route – make sure adults know where children are going. A parent or responsible adult should accompany young children as they make their way around the neighborhood.**
- **Make sure trick-or-treaters can see, and be seen. Give them a flashlight to light their way. Add reflective tape to costumes and treat bags. Light-colored clothing is best for visibility.**
- **Walk on the sidewalks, where available, or walk at the edge of the roadway, facing traffic. Look both ways before crossing the street, and cross only at the corner. Don't cross between parked cars.**