

## Utilities

### Access Your Utility Account Online

To access your utility account online, you'll need your six digit Account number, seven digit Customer ID, and name as it appears on your utility bill.

Questions? Call 311, email [tulsa311@cityoftulsa.org](mailto:tulsa311@cityoftulsa.org), or visit [www.cityoftulsa.org/utilities](http://www.cityoftulsa.org/utilities)  
 Se habla Español

City of **TULSA** Utility Services  
 Tulsa, OK 74187-0003

Account # - Customer ID: 123456-9999999  
 Customer: Customer Name  
 Address: 9999 S 999TH ST  
 Class: Single Fam

#### You can:

- ▶ Make payments
- ▶ View bills and download bill copies

## 01 SWITCH TO AUTOPAY

### CHOOSE AN EASIER WAY TO PAY BILLS

As the year 2024 comes to an end and you're planning for 2025, consider simplifying how you pay your City of Tulsa utility bill – choose AutoPay, with these benefits:

- **Easy/Worry Free – no wondering about a mailed check, 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.**

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.

Any utility customer without a past-due balance and who has not had more than one returned payment within the last 12 months may participate in AutoPay. You can now enroll in the AutoPay program by accessing your account online at [www.cityoftulsa.org/utilities](http://www.cityoftulsa.org/utilities). For questions, you can call a City of Tulsa Customer Care Center representative at **311** or **(918) 596-9511** or email [Tulsa311@cityoftulsa.org](mailto:Tulsa311@cityoftulsa.org).



## IN THIS EDITION OF CITY LIFE

01

### CHOOSE AUTOPAY

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

02

### SEASON'S RECYCLING

Learn what can or can't be recycled when recycling after the holidays.

03

### PREVENT HOME FIRES

In the winter, be careful with cooking, heating and holiday decorations.

04

### HOLIDAYS AND TRASH

No trash collection on Christmas or New Year's; schedule changes to follow.

**+ PLUS: GUARD AGAINST FROZEN PIPES IN WINTER**

[WWW.CITYOFTULSA.ORG](http://WWW.CITYOFTULSA.ORG) | [TULSA311@CITYOFTULSA.ORG](mailto:TULSA311@CITYOFTULSA.ORG) | CALL 311



## 02 HOLIDAY RECYCLING

### BLUE CART DO'S AND DON'TS

Many gift packaging materials, including cardboard boxes and wrapping paper without foil, glitter or plastic, are recyclable in the City's blue recycling carts.

Paper gift bags can be recycled without their ribbon or string handles. Please recycle these paper materials along with aluminum and steel cans, plastic bottles and jugs, and glass bottles and jars.

Do not place below items in the blue recycling cart:

- **Foil, plastic, shiny or glitter wrapping paper**
- **Styrofoam or bubble wrap**
- **Plastic bags, flexible film plastics, and tarps**
- **Plastic strapping**
- **Ribbons or bows**
- **Tinsel or ornaments**
- **Christmas lights, cords, wires**
- **Tree skirts or stockings**
- **Blankets or clothing**
- **Ceramics**
- **Food-soiled containers**
- **Electronics, batteries**
- **Artificial or live Christmas trees**

For a full list of items that are not accepted in the blue recycling cart, please visit [www.tulsarecycles.com](http://www.tulsarecycles.com)



### 03 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.**
- **Most 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

## FREEZING PIPES

### SAFEGUARD YOUR HOME THIS WINTER

Water expands when the temperature drops below 32 degrees Fahrenheit (0 degrees Celsius). Freezing pipes are a concern from December to 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 You Suspect Your Pipes May Be Frozen:

- **Call the City of Tulsa at 311, or after hours call the water emergency number: (918) 596-9488.**
- **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 your home has an independent/private shut-off valve, shut off the water.**
- **If not, call the City of Tulsa at 311 or after hours, call water emergency at (918) 596-9488.**
- **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 HOLIDAY TRASH SERVICE

#### WEDNESDAY COLLECTION MOVES TO THURSDAY

Because the upcoming Christmas Day and New Year's Day both fall on a Wednesday, customers whose trash is usually picked up on Wednesdays will instead receive service on Thursday of those weeks – **Dec. 26, 2024**, and **Jan. 2, 2025**. For the remaining days of the holiday weeks, trash collection will move forward one day: Thursday collection will move to Friday, and Friday collection will move to Saturday.

Trash service on Monday and Tuesday, **Dec. 23-24** and **Dec. 30-31**, will follow the usual schedule.

After the holidays, the City of Tulsa offers 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. Live Christmas trees need to be cut into 4-foot sections, so they will fit into the hopper of the refuse trucks. Artificial trees need to be put in the gray trash cart.

Tulsa residents also may bring their live Christmas trees to the City's Mulch Site, **2100 N. 145th East Ave.**, to be ground into mulch. Trees brought to the City's Mulch Site must have all decorations removed.