



01 TULSA311 HAS BEGUN

LEARN TO USE NEW REPORTING SYSTEM

With Tulsa311, Tulsa residents can now report City related issues and request services in multiple ways. Tulsa311 is a one-stop shop aimed at convenience for citizens to contact the City of Tulsa through the self-serve website, mobile app, phone number or online chat feature.

Citizens can even register for an account at the Tulsa311 website to receive updates and track service orders they submit to the City of Tulsa. With the new Tulsa311 system, City departments and Tulsa311 call agents also have an internal “knowledge database” to help answer citizen questions consistently no matter which agent answers the question.

Whether you are reporting a pothole, high grass or looking for more information on City of Tulsa services, contacting us has never been easier.

TULSA311

- **Website – www.Tulsa311.com**
- **Mobile App – Compatible with Android and iOS systems**
- **Phone – Dial 311**
- **Chat – Available from the City’s website, www.cityoftulsa.org during regularly scheduled business hours.**



IN THIS EDITION OF CITY LIFE

01 START USING TULSA311

New system makes it easier to contact the City, report and track issues.

03 PREPARE FOR WINTER

Plan ahead to stay safe in freezing weather when snow, ice storms come.

02 BENEFICIAL BIOSOLIDS

Sustainable program uses wastewater residuals as fertilizer for crops.

04 SANITARY SEWER SAFETY

Call immediately if you have a sewage overflow or backup: (918) 586-6999.

+ PLUS: WATER QUALITY: KEEP OUR STREAMS CLEAN

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



02 RE-USING BIOSOLIDS

WASTEWATER RESIDUALS AS FERTILIZER

Do you know municipal wastewater treatment plants in Tulsa separate the liquid and residual portions of wastewater for processing and treatment? Biosolids are the residuals that have undergone additional treatment (stabilization) to prepare them for environmentally acceptable beneficial use or disposal.

The City’s biosolids are stabilized and applied to land in an environmentally acceptable manner in compliance with Environmental Protection Agency (EPA) and Oklahoma Department of Environmental Quality (ODEQ) regulations.

Land application of biosolids is a common disposal method used for decades. It involves spreading the biosolids on the soil surface or injecting them into the soil. Biosolids enrich the soil by providing organic matter and nutrients needed for crops. The most common crop utilizing biosolids is pasture land used for hay production.

Applying biosolids to land is another way the City of Tulsa’s Water and Sewer Department strives for sustainability with our resources. We are able to save landfill space, provide a beneficial product for the local community, and reduce cost of service for our customers.

For additional information about the City of Tulsa’s Biosolids Program, please call the City’s Customer Care Center at 311.

03 WINTER PREPAREDNESS

MAKE SAFETY YOUR TOP PRIORITY

A blanket of winter snow makes our city look beautiful, and children love a day off from school. Winter storms, however, can be dangerous, so we must prepare for them in advance. Here are some steps for readiness in case of winter storms:*

HAVE A PLAN

- **Discuss with your family what to do if a winter storm watch or warning is issued. Everyone should know what to do in case all family members are not together when a winter storm hits.**
- **Check on family, friends and neighbors, especially the elderly. Make sure they are prepared.**
- **Remember your pets. Make sure they have good food and water supplies and a place to seek shelter.**
- **Have your car winterized by checking antifreeze, washer blades, tire pressure, etc.**

IF YOU MUST GO OUT IN A WINTER STORM, ASSEMBLE A KIT FOR YOUR CAR INCLUDING:

- **Cell phone with extra battery or two-way radio**
- **Windshield scraper and small broom for ice and snow removal**
- **Blankets or sleeping bags**
- **Rain gear and extra sets of dry clothing, mittens or gloves, socks and a cap**
- **Non-perishable snacks like dried fruit, nuts and other high-energy foods**
- **Bottled water**
- **Sand or cat litter for generating traction under wheels and a set of tire chains or traction mats**
- **Jumper cables, flashlight with extra batteries and first aid kit**
- **Brightly colored cloth to tie to the antenna if you get stranded**

* Source: Tulsa Area Emergency Management Agency, Oklahoma Department of Emergency Management, www.ready.gov

STORMWATER QUALITY

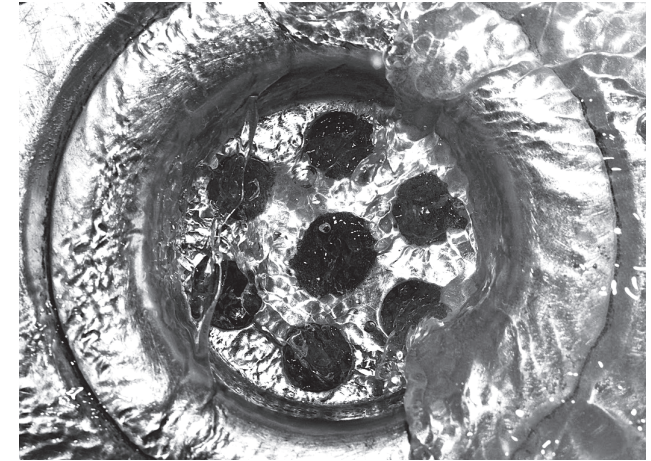
SAVE OUR STREAMS

The City of Tulsa's storm sewer system is the series of outside drains that route rainwater to creeks, lakes and rivers. The water that goes into these drains is not cleaned or treated before it reaches them. This makes it very important to not introduce pollutants into the system.

City workers regularly monitor the system for pollution. It is illegal to introduce pollutants into the system. Pollutants include lawn chemicals, car fluids, soaps, leaves and grass (which can cause flooding).

Here are steps you can take to protect Tulsa's creeks, beautify neighborhoods and reduce flood risks.

- **Maintain vehicles to prevent fluid leaks. Don't pour used motor oil, antifreeze, pesticides or other pollutants into storm drains.**
- **Use a mulching mower or bag grass and leaves instead of blowing them into streets. Yard wastes clog storm drains and deplete oxygen in the water. Fish need oxygen to survive.**
- **Apply fertilizers and pesticides properly. The Master Gardener program has volunteers trained to answer questions about pesticides and fertilizers. Call the Master Gardener Hotline at (918) 746-3701 or visit: www.tulsamastergardeners.org**
- **Report storm drain issues such as blockage, improper disposal of yard wastes and/or illegal fluid discharges by calling 311 or visiting www.Tulsa311.com**



04 SEWAGE OVERFLOW

REPORT BACKUPS/PREVENT BLOCKAGES

If you see, hear, or smell anything that may be a sewage overflow or backup in your home, call (918) 586-6999. The City's Sewer Operations and Maintenance Department is available to take your calls around the clock. If needed, a work crew can inspect and take action. When you call, be ready to describe where you see the overflow. Helpful details include an address and a specific location such as a street intersection, backyard, alleyway, garage drain, etc.

To prevent many of these sewer line blockages, never pour fats, oils or grease down the drain. These materials harden and block your sewage lines, causing costly plumbing repairs to your private lines. Fats, oils, and grease also create problems for your neighbors when the blockages occur in the City's lines. Proper disposal of fats, oils and grease is easy. Just pour them into a coffee can or other durable container and place in your trash.

Other problematic items include disposable wipes (also known as flushable wipes), condoms, and personal hygiene products. Although these products may flush from your toilet, they cause maintenance issues for our sanitary sewer system.

The Water & Sewer Department cleans approximately 800 miles of sanitary sewer lines each year, but we still need your help in preventing sewer overflows. For more details, visit:

www.trapthegreasetulsa.com