

01 NEW UTILITY RATES

HELP TO OPERATE, MAINTAIN SYSTEMS

Beginning with the November utility bill, utility customers will see a 6.2 percent increase in their combined water and sewer rates. The stormwater fee will increase 9 percent, or 63 cents per month – from \$7.03 to \$7.66. Rates for refuse, recycling and EMSAcare will stay the same.

A low usage customer's water and sewer charges (3,000 gallons of water) will increase by \$2.50 per month, or 8 cents a day – from \$40.18 to \$42.68. An average usage customer's water and sewer charges (7,500 gallons of water) will increase by \$5.02 per month, or 16 cents a day – from \$80.67 to \$85.69. A high usage customer's water and sewer charges (12,000 gallons of water) will increase by \$7.54 per month, or 25 cents a day – from \$121.15 to \$128.69.

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 2019 fiscal year budget process.

Water and sewer revenues fund operation, maintenance, rehabilitation and replacement of Tulsa's water and sewer systems. In 2017, the City of Tulsa's two water treatment plants pumped 37.8 billion gallons through approximately 2,300 miles of waterlines out to 143,041 connections serving 635,000 customers. Serving those same connections and customers, Tulsa's approximately 2,000 miles of sanitary sewer lines lead to four wastewater treatment plants that treated 17.9 billion gallons in 2017.

The City of Tulsa's stormwater fee pays for maintenance of the city's stormwater drainage system, which includes 68,532 manholes, inlets and structures; 1,182 miles of storm sewer lines; 978 miles of roadside ditches; 713 bridges and culverts; 66 miles of improved creek channels; 121 detention ponds; and 2,368 acres of mowing and vegetation control.

The fee also funds capital projects to increase storm sewer capacity, stabilize creek banks, and control erosion. The stormwater fee was initiated in 1986, to fund the City of Tulsa's stormwater management program created after the 1984 Memorial Day flood.



IN THIS EDITION OF CITY LIFE

01 CITY RATES EXPLAINED

Water, sewer, stormwater increases fund operation, maintenance of systems.

03 SAFETY ON HALLOWEEN

Motorists, watch for trick-or-treaters, who also need to be careful.

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

02 HOLIDAY CLOSINGS

Check out the dates for upcoming closures of City of Tulsa offices.

04 PRACTICE FIRE SAFETY

Install smoke alarms and test them often. Map out a home escape plan.

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



02 CITY CLOSINGS

UPCOMING CITY-OBSERVED HOLIDAYS

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

- **Monday, Nov. 12 – Veterans Day (observed)**
- **Thursday/Friday, Nov. 22 – 23 Thanksgiving/Day After**
- **Monday/Tuesday, Dec. 24 – 25 Christmas Eve/Christmas**
- **Tuesday, Jan. 1, 2019 – New Year's Day**

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 may also call the following:

Non-Emergency Numbers

Police: (918) 596-9222

Fire: (918) 596-9977

Community Services Information: 211



03 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 at dusk or in the dark.

According to the National Safety Council, children are more than twice as likely to be hit by a car and killed on Halloween than on any other day of the year. In Tulsa from 2013 to 2017, there were two pedestrian crashes on Halloween – thankfully not fatalities. One involved a 14-year-old boy who was seriously injured, and one involved a 9-year-old.

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.**

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, including dairy products, salad dressings and cooking oils, 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. Call (918) 591-4325 to arrange an appointment.

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 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 all smoke alarms once a month, and immediately replace any smoke alarm that does not respond properly when tested. Replace all smoke alarms when they are 10 years old – 10 years from the date of manufacture. To find that date, look at the back of the smoke alarm.**
- **Make an escape plan for your household, drawing a map with two exits from each room if possible, and a path to the outside from each exit. Also, mark the location of each smoke alarm.**
- **Be sure that escape routes are clear and windows open easily. Plan an outside meeting place – something permanent, like a tree, light pole or mailbox a safe distance in front of the home. If there are infants, older adults, family members with mobility limitations or children who do not wake to the sound of the smoke alarm, make sure that someone is assigned to assist them in the event of an emergency.**
- **Practice your home fire drill twice a year. Conduct one at night and one during the day with everyone in your home, and practice using different ways out. Teach children how to escape on their own in case you can't help them. Close doors behind you as you leave – this may slow the spread of smoke, heat and fire. Once you get outside, stay outside. Never go back inside a burning building.**
- **Make sure your house number is clearly marked and easy for the Fire Department to find.**