



01 NEW UTILITY BILLS

SAME BLUE PAPER, MORE MODERN LOOK

City of Tulsa utility customers will soon notice that the bill they receive in the mail looks different. It will still be printed on blue paper as before, but it will have a more modern look.

After 25 years of the old bill format, the new bill format has been developed through a process of customer engagement. The City of Tulsa organized three customer focus groups, and participants provided feedback on what they thought were the most essential elements for their utility bills.

Customers said keeping the bill the same color blue was important, so that the bill remains easily recognizable as their monthly statement from City of Tulsa Utilities Services. Also, after reviewing current bills used by other utilities, customers chose changes such as a new graph to show monthly usage over the past year.

The new bill will have a summary on the front side, and details about usage and charges on the reverse side. Each customer will have a new, 13-digit Account Number-Customer ID. Customers who use online bill pay with their bank will need to give their bank their new Account Number-Customer ID, so their payments can continue to be processed smoothly.

Look for a bill insert in March to see a sample of the new format.

CITY LIFE

FEBRUARY 2019

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+ **PLUS: KEEP FATS, OILS, GREASE OUT OF SEWERS**

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

CITY OF Tulsa
A New Kind of Energy.

02 EMERGENCY SIRENS

LEARN WHAT TULSA'S SIRENS MEAN

Being prepared when disaster strikes helps save lives and property, prevent injury and decrease recovery costs. Knowing about warning sirens and understanding the different siren tones can help you take the right protective action.

Tulsa has 98 siren locations in and near the city, with each siren reaching an approximately one-mile radius. The sirens' tones are intended to warn people who are outdoors about severe weather and other civil emergency threats. Tulsa's warning sirens are tested live each Wednesday at noon, weather permitting. The sirens also are tested silently if we are unable to do live tests due to the weather.

THREE TYPES OF SOUNDS

Three-minute "steady, one-note" tone – is activated when the National Weather Service issues a tornado warning including the City of Tulsa. The tone also is activated if the National Weather Service forecasts 80 mph winds within 30 minutes of the City of Tulsa. This tone is steady, but may sound like it is changing due to changes in wind velocity and direction. Upon hearing the tornado warning/high-wind tone, citizens should seek shelter immediately and monitor weather radios and the broadcast media for further information.

Three-minute "high-low" tone – is activated when the National Weather Service issues a flood warning for the City of Tulsa, and/or City of Tulsa hydrologists, in coordination with the Tulsa Area Emergency Management Agency and first responders, have verified that flood waters are escaping creek or river channels and are threatening structures. Upon hearing the flood sirens, citizens should immediately move to higher ground and monitor weather radios and the broadcast media for further information. During any flood or high-water event, motorists should avoid driving through flood waters, and remember to "Turn Around Don't Drown."

Three-minute "waving" tone – is similar to the "wailing" sound made by police and fire vehicles and is used only to warn of nuclear attacks.

To hear what Tulsa's different types of warning sirens sound like, you can visit: www.cityoftulsa.org/sirens



01 IT'S HIP TO SNIP

FEBRUARY IS SPAY/NEUTER MONTH

Every day in the United States, 70,000 puppies and kittens are born. Every day in the United States, 10,829 humans are born. These statistics show a main reason why so many animals are in shelters.

In 2017, Tulsa Animal Welfare took in 8,819 dogs and cats. While more than 5,900 went back to their homes, new families or rescue groups, 2,715 were humanely euthanized. You can help decrease the number of animals coming to our shelter by spaying or neutering your pet.

Benefits of spaying or neutering include:

- **Increase chances for longer, healthier lives**
- **Minimize risk of disease in reproductive organs**
- **Reduce aggressive behavior, including dog bites (males)**
- **Lower desire to escape from home in search of a mate**
- **Avoid a citation for having an unsterilized animal in the City of Tulsa. Yes, it's the law in Tulsa to spay or neuter pets.**

Tulsa Animal Welfare does not offer spay/neuter services to the public. Consult a veterinarian or low-cost spay/neuter clinic. For more information, see: www.TulsaAnimalWelfare.org

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 BULKY WASTE PICKUP

USE FOR ITEMS TOO LARGE FOR CART

Bulky waste collection is available for large items that do not fit inside a refuse cart. Each collection costs \$10 for up to 8 cubic yards in volume.

Collected on your primary service day, bulky waste needs to be at the curb by 6 a.m., not within 3 feet of a fence or trash and recycling carts. Place items away from vehicles, water or gas meters, telephone or cable boxes and not under power lines or trees. To schedule a bulky waste pickup, call (918) 596-9777.

ITEMS ACCEPTED:

- **Household appliances and furniture, including mattresses and sofas**
- **Electronics – televisions (limit 4), computers and monitors**
- **Tree debris less than 5 feet long and 18 inches wide**
- **Remodeling debris from small, do-it-yourself home projects**
- **Tires - limit 4**
- **Glass (MUST be separately contained)**

ITEMS NOT ACCEPTED:

- **Automobile parts including batteries**
- **Liquids, poison, explosives or loose glass**
- **Remodeling and demolition debris such as shingles, wallboard, and lumber**