

# You Can Protect Your Property from Flooding

Floodproofing buildings can help reduce the potential for flood damage to structures and contents. A building permit may be required for this time of work.

If your property is located where you can safely implement floodproofing it could pay to investigate your options. Several informative brochures may be checked out at local libraries and copies can be obtained free from the Federal Emergency Management Agency (FEMA).

You may consider raising your house above flood levels or you may keep water away by re-grading your lot or building a small floodwall or earthen dam. Ask a plumber about a valve to prevent sewer back-ups in case of floods. These measures are called retrofitting. Materials like sandbags, plywood, plastic sheeting and lumber can be handy for emergency waterproofing.

Remember too that drainage ditches perform better when kept clear of brush and debris.

City staff is available to discuss floodproofing details or make site visits and recommendations during normal business hours. Questions and requests can be directed to the Customer Care Center at (918) 596-2100.

## City Holiday Closings Listed

The City of Tulsa's offices will be closed for two days at Christmas and again on New Year's Day.

Emergency responders, including police and firefighters, will be available as always on those dates.

Wednesday and Thursday, Dec. 24-25, 2014 -- Christmas

Thursday, Jan. 1, 2015 -- New Year's Day.

City offices will also be closed for Martin Luther King Day in January.

Monday, Jan. 19, 2015 -- MLK Day.

Many questions can be answered, problems reported, utility bills paid, etc., online at [www.cityoftulsa.org](http://www.cityoftulsa.org) even when City offices are closed on holidays and weekends.

Tulsa OnLine: Access services and contact City departments via the Internet at: <http://www.cityoftulsa.org>

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## Access City Services Online

Tulsans and Tulsa utility customers can access many City services and find answers to many questions at the City of Tulsa's website: [www.cityoftulsa.org](http://www.cityoftulsa.org)

The City's website contains helpful information about many aspects of Tulsa's government and its programs and services. It also contains helpful links to specific City agencies, cultural organizations and more.

Through the City's Internet portal citizens can report problems like waterline leaks, potholes in city streets and more. Reporting problems online to the Customer Care Center (or by calling 918 596-2100) helps ensure that the information gets forwarded to the correct City department to deal with it, and creates a method of tracking the complaint or question to make sure it is addressed.

Click on the "Report a Problem" link to see forms appropriate to specific problems, or a generic reporting form. City of Tulsa water, sewer, stormwater and refuse collection customers can view their account information and pay their bills online also. Multiple methods of City utility bill payment are listed on the website.

By moving your cursor over the buttons on the blue navigation bar on the City of Tulsa's home page, you can access links to specific departments, to current traffic accidents on city streets, to pages that show where street construction is in progress and more.

Agendas for upcoming meetings of the City Council or other City boards and authorities can also be found through the City's web portal. If you want to know how to bid on City contracts, how the City is spending federal aid money, what events are coming up at the BOK Center or Performing Arts Center, or how to get licenses for City-regulated jobs or permits for construction, signs and more, the City's website can help. It also contains links to many other helpful websites. It is available 24 hours a day, so that even if you are busy during hours when City employees and elected officials are in their offices, you can still communicate and get needed information and assistance.

[www.cityoftulsa.org](http://www.cityoftulsa.org)



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# *Protect pipes from winter weather*

Wintertime can be hard on pipes that carry water into our homes and businesses.

The City's Water & Sewer Department reduces winter damage to water distribution lines by burying pipes at least three feet below the surface and by using special backfill materials that don't expand and contract with temperature changes as do many Tulsa-area soils.

City crews work year round, but when temperatures fall below 20 degrees Fahrenheit, no work is done at the water meter, including no meter readings, in order to minimize the entry of cold air into the meter cans.

## **Find Shut-Off Valve**

Homeowners should know where their house's main water intake control valve is located so that water can be shut off if necessary to minimize damage from frozen and burst pipes.

If water is leaking into a home and the valve cannot be found, Tulsans can call the City's Water Emergency Line, (918) 596-9488, 24 hours a day to request that someone be sent to shut off water at the meter. That number can also be used if there is a problem with the City's service line that connects to the meter.

## **Turn Off Sprinklers**

Owners of automatic lawn sprinkling systems are advised to turn off timers and control systems to prevent sprinkling during sub-freezing weather. Run-off from lawn sprinkler systems when temperatures are below freezing forms ice and creates hazards on sidewalks and streets.



# Fire Prevention Tips for the Holidays

The Tulsa Fire Department and the National Fire Protection Association offer the following advice on avoiding hazards that can cause tragic fires during the holidays.

## **Christmas trees**

- If you opt for a real Christmas tree, choose a fresh one. Set it away from fireplaces, space heaters, or other heat sources in a tip-proof stand. Cut the base of the trunk at an angle and keep plenty of water in the stand.
- Don't put it up too early or leave it up too long. The longer a real tree stands in a heated, winter home, the drier it becomes and the greater the fire hazard it presents.
- Choose artificial trees labeled "flame-retardant."
- Recycle your tree as wildlife habitat, mulch or aquatic shelters. (See Page 1 for tree recycling, disposal information.)

## **Fireplaces**

- Have your chimney inspected and, if needed, cleaned to prevent chimney fires.
- Burn only seasoned wood and avoid pines and other soft wood. Using green wood and soft woods can increase creosote in chimneys and increase fire hazards.
- Screen the chimney top to keep birds and insects out and to keep sparks inside.

Don't burn Christmas wrapping and other paper, which can fly up and out of the chimney and cause fires.

## **Candles**

- Put candles in non-tip holders.
- Don't burn candles near combustible objects.
- Don't burn in unattended rooms or after you go to bed.

