

## 01 NEW UTILITY RATES

### HELP TO OPERATE, MAINTAIN SYSTEMS

Beginning with the November utility bill, the median residential utility customers will see a 2 percent increase in their combined water and sewer rates. The stormwater fee will increase 15 percent, or \$1.59 per month – from \$10.63 to \$12.22.

A low usage customer's water and sewer charges (3,000 gallons of water) will increase by \$1.33 per month, or 4 cents a day – from \$51.38 to \$52.71. A median usage customer's water and sewer charges (4,500 gallons of water) will increase by \$1.58 per month, or 5 cents a day – from \$68.44 to \$70.02. A high usage customer's water and sewer charges (12,000 gallons of water) will increase by \$2.83 per month, or 9 cents a day – from \$153.74 to \$156.57.

These modest rate increases are necessary to operate, maintain, rehabilitate, and replace the water, sewer and stormwater utility systems. The Tulsa Metropolitan Utility Authority (TMUA) and the Stormwater Drainage and Hazard Mitigation Advisory Board recommended the rate increases and the City Council approved them as part of the 2025 fiscal year budget process.

TMUA is a public trust created by City charter. TMUA's primary responsibilities are to manage, construct, and maintain Tulsa's water works and sanitary sewer systems, and to fix rates for water and sewer services rendered within its boundaries.

The Stormwater Drainage and Hazard Mitigation Advisory Board was created by City ordinance to provide policy guidance for Tulsa's stormwater management program and to advise the Tulsa City Council. The City of Tulsa's stormwater fee pays for maintenance of the city's stormwater drainage system, which includes manholes, inlets, discharge point structures, storm sewer lines, roadside ditches, bridges, culverts, improved creek channels, detention ponds, and mowing and vegetation control.

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



# CITY LIFE

OCTOBER 2024

## IN THIS EDITION OF CITY LIFE

01

### CITY RATES EXPLAINED

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

02

### HOLIDAY CLOSINGS

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

03

### FOCUS ON RECYCLING

Use your blue cart for recycling. Check out [www.tulsarecycles.com](http://www.tulsarecycles.com).

04

### DISPOSE OF PET WASTE

Picking up your pet's waste will help keep bacteria out of stormwater.

+ **PLUS:** SMOKE ALARMS ESSENTIAL FOR FIRE SAFETY.

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

CITY OF

# TULSA



## 02 CITY CLOSINGS

### UPCOMING CITY-OBSERVED HOLIDAYS

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

- **Monday, Nov. 11: Veterans Day**
- **Thursday/Friday, Nov. 28-29: Thanksgiving/Day After**
- **Tuesday/Wednesday, Dec. 24-25: Christmas Eve/Christmas**
- **Wednesday, Jan. 1, 2025: New Year's**

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](http://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 RECYCLE RIGHT, TULSA

### FILLING THE BLUE RECYCLING CART

Tulsa's curbside recycling program is as simple as following these reminders:

- **Place all recyclables loosely in the blue recycling cart.**
- **Make sure your cart is ready for pickup by 5 a.m. on your collection day.**
- **Do not bag recyclables.**
- **Please empty all recyclables before placing them in the blue recycling cart.**
- **The lid on your cart must be closed.**

Only place these four categories of recyclables in your blue recycling cart:

- **Aluminum and Steel Cans**
- **Cardboard and Paper**
- **Plastic Bottles and Jugs**
- **Glass Bottles and Jars**

Any item placed in the blue recycling cart, other than those listed above, is contamination, which increases recycling costs. Remember this advice: "When in doubt, check it out, or throw it out."

Go to our website to take our recycling quiz to test your knowledge about the City of Tulsa's recycling program! For questions and information, call **311**, or visit [tulsarecycles.com](http://tulsarecycles.com).

## 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 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.

Smoke alarms can alert your family to a fire, at which time it is critical for everyone to escape quickly. Make an escape plan for your household, drawing a map with exits from each room outside to a common meeting point at a safe distance from the home. Also, mark the location of each smoke alarm.

Be sure that escape routes are clear and windows open easily. Practice your home fire drill twice a year and 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.



## 04 PET WASTE DISPOSAL

### HELP KEEP STORMWATER RUNOFF CLEAN

Stormwater runoff from our yards enters the city's storm drain system, which empties into the creeks, streams and rivers in the city of Tulsa. Pet waste enters these waterways by way of stormwater runoff.

The City of Tulsa monitors and regularly samples streams and stormwater outfalls for dozens of potential pollutants and uses Bacterial Source Tracking to help identify pollutant sources. In several Tulsa creeks, test results show that human and dog wastes are the leading sources of bacterial pollution.

As a pet owner, you can help keep creeks free of pollutants by picking up your pet's waste. Take a plastic bag or pooper scooper along on your walk. To reduce potential health hazards to our streams, here's how to dispose of pet waste:

- **Flush it into the sanitary sewer,**
- **Bury it in your yard, or**
- **Throw it in the trash.**

Save our streams. Disposal of anything other than stormwater to the storm drain system is a violation of city ordinances. To help keep our waterways clean and healthy, report to **311** any sewer overflow or unusual discharge to the storm drain system.