

01 HOLIDAYS AND TRASH

CITY CLOSINGS MAY AFFECT SCHEDULE

City Hall and other City facilities are closed on the holidays listed below. Trash and recycling service may or may not be affected. Trash collection will occur as normal on holidays marked with a double asterisk (**).

For Monday holidays with no trash service, all collection will move forward one day: Monday to Tuesday, Tuesday to Wednesday, Wednesday to Thursday, Thursday to Friday, and Friday to Saturday. For twice-a-week service, Monday/Thursday collection will move to Tuesday/Friday; Tuesday/Friday collection will move to Wednesday/Saturday; and Wednesday/Saturday collection will move to Thursday/Saturday.

For July 4, 2018: Wednesday, Thursday, and Friday collection will move forward one day to Thursday, Friday and Saturday, respectively. Monday and Tuesday collection will not be affected, neither will Monday/Thursday or Tuesday/Friday collection. Wednesday/Saturday collection will move to Thursday/Saturday.

For Thanksgiving, Thursday and Friday collection will move forward one day: Thursday to Friday, and Friday to Saturday. Monday/Thursday collection will move to Monday/Friday, and Tuesday/Friday collection will move to Tuesday/Saturday. For Christmas, collection for Tuesday through Friday will move forward one day to Wednesday through Saturday. Monday/Thursday collection will not change. Tuesday/Friday collection will move to Wednesday/Saturday, and Wednesday/Saturday collection will move to Thursday/Saturday.

- **Monday, Jan. 1, 2018 – New Year's Day**
- **Monday, Jan. 15, 2018 – Martin Luther King Jr. Day ****
- **Friday, March 30, 2018 – Good Friday ****
- **Monday, May 28, 2018 – Memorial Day**
- **Wednesday, July 4, 2018 – Independence Day**
- **Monday, Sept. 3, 2018 – Labor Day**
- **Monday, Nov. 12, 2018 – Veterans Day (observed) ****
- **Thursday, Nov. 22, 2018 – Thanksgiving Day**
- **Friday, Nov. 23, 2018 – Day after Thanksgiving ****
- **Monday, Dec. 24, 2018 – Christmas Eve ****
- **Tuesday, Dec. 25, 2018 – Christmas**

CITY LIFE
DECEMBER 2017

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In the winter, be careful with cooking, heating and holiday decorations.

+ PLUS: GUARD AGAINST FROZEN PIPES IN WINTER

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

 **CITY OF
Tulsa**
A New Kind of Energy.

Connect with the City of Tulsa

Home > Departments > Finance > Utilities > Utility Payment Options > Auto Pay

Auto Pay

Now it's easier than ever to sign up for AutoPay! Business and residential customers can sign up by phone to automatically pay monthly water, sewer and refuse bills.

Why AutoPay? Because:

- It's convenient. There is no need to use stamps or envelopes.
- It's safe. Your banking information is transferred through a secure internet site.
- It's easy. There are no due dates to remember.
- It's worry-free. No lost or late payments and no late fees.

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02 SWITCH TO AUTOPAY

CHOOSE EASIER WAY TO PAY BILLS

As the year 2017 comes to an end and you're planning for 2018, consider simplifying how you pay your City of Tulsa utility bill – choose AutoPay. When you sign up for AutoPay, you'll enjoy these great benefits:

- **Easy / Worry Free – no due dates to remember, no lost or late payments/late fees**
- **Safe – your banking information is transferred through a secure internet site**
- **Convenient – no stamps or envelopes required**
- **FREE! Check with your bank regarding fees for electronic transfers**

Is AutoPay right for you? Any utility customer without a past-due balance who has not had more than one returned payment within the last 12 months may participate in AutoPay. For more details, visit www.cityoftulsa.org/utilities or call a City of Tulsa Customer Care Center representative at (918) 596-9511. Our Customer Care representatives will answer your questions and guide you through the process of signing up.

With AutoPay, your monthly balance will be automatically deducted from your bank account on the due date every month. Monthly utility bills will continue to be mailed to you for your records, but you won't have to mail a payment!

03 HOLIDAY RECYCLING

KNOW WHAT CAN, CANNOT BE RECYCLED

During the holiday season, recycling is easy for Tulsa residents. Most packaging and wrapping paper are recyclable in the City's recycling system, such as cardboard boxes and basic wrapping paper without foil or glitter.

Tulsa's recycling system is as simple as remembering to "Focus on the Four": steel and aluminum cans, cardboard and paper, rigid plastics (#1-7 only), and glass jars and bottles.

Below is a list of items that cannot be recycled in the blue cart and should be placed in the gray trash cart. For questions on what can be recycled, remember: *When in doubt, check it out – go to www.tulsarecycles.com*

DO NOT RECYCLE

- Gift bags
- Foil, shiny or glitter wrapping paper
- Styrofoam, packing peanuts
- Flexible film plastics, bubble wrap, plastic bags
- Plastic strapping
- Ribbons and bows
- Tinsel
- Christmas lights
- Bulbs and ornaments
- Textiles – tree skirts, stockings and clothing
- Ceramics
- Electronics – anything with a cord, or that takes batteries or winds up
- Artificial or live Christmas trees

A live Christmas tree doesn't have to fit in the trash cart. In December and January, residents may put trees at the curb on their primary collection day. All decorations must be removed and trees need to be cut into 4-foot sections to fit into the hopper of the refuse trucks.

Tulsa residents also may bring their live Christmas trees to be ground into mulch at the City's Mulch Site, 2100 N. 145th East Ave. Trees brought to the site must have all decorations removed. The mulch site will be closed Dec. 22-25, 2017, and Jan. 1, 2018.

FREEZING PIPES

SAFEGUARD YOUR HOME THIS WINTER

Water expands when the temperature drops below 32°F (0° Celsius). Freezing pipes are a concern from December – February, especially when outside temperatures dip below 20°F. Help safeguard your home before, during and after a pipe freezes and bursts:

PREVENTION

- Disconnect garden hoses; install covers on outside faucets.
- Insulate outside walls and unheated areas of your home.
- Consider weather sealing your windows.

IF A PIPE FREEZES

- Call the City of Tulsa at 311. We will determine if the frozen water is in the pipes or the meter can.
- If the water is frozen on the customer's side of the meter can, call a plumber to thaw your service line or soak towels with hot water and wrap them around the pipe.

IF A PIPE BURSTS

- If the home has a shut-off valve, shut off the water.
- Call the City of Tulsa at 311 to shut off the main water at the meter.
- Call a plumber to fix pipes inside the home.

The Water and Sewer Department does not read meters when the outside temperature is 28 degrees or below. Keep the meter can lid closed to trap warm air and prevent frozen pipes.



04 FIRE SAFETY TIPS

BE EXTRA ALERT DURING THE WINTER

Home fires increase during the coldest winter months: December, January and February. Holiday cooking, decorations and unsafe heating are a few causes. Please note the following*:

- Cooking is the leading cause of all winter home fires
- Heating is the second leading cause of home fires
- 5 to 8 p.m. is the most common time for winter home fires
- 67% of winter fires occur in one- and two-family homes

Common sense can reduce fires. When cooking, stay engaged and alert to what you are doing. If a fire occurs in the oven or microwave, turn off the heat and don't open the door to the appliance. Don't try to remove what's burning or you risk getting burned.

Use caution when heating food and heating your home. Keep combustibles away from space heaters and fireplaces. Never leave the home with a space heater or fireplace burning. Make sure your fireplace is cleaned regularly. Only burn dry wood or artificial logs: Don't use trash, gift wrap or rolled newspaper logs. These are common causes of flying embers.

Lastly, make sure you have a working smoke detector and carbon monoxide detector to alert you should a danger exist.

* Source: National Fire Incident Reporting System