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.

BILLS HAVE NEW LOOK

Customer feedback leads to redesigned utility bill, but no color change.

SPAY OR NEUTER PETS

Dog, cat owners need to follow City ordinance, help control overpopulation.

IN THIS EDITION OF CITY LIFE

LISTEN FOR SIRENS

Find out about the sounds and meanings of Tulsa’s emergency sirens.

BULKY WASTE DISPOSAL

City offers curbside pickup of items too large to fit in a refuse cart.

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

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

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 “wavering” 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
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.