

01 SAFE DRINKING WATER

TULSA'S MOST VALUABLE RESOURCE

The City of Tulsa works diligently to deliver safe drinking water to you and your family and joins the American Water Works Association in celebrating Drinking Water Week, May 3-9, 2026.


Public Health Protection: Our first obligation is to provide water that is safe for consumption and protects the public health. In parts of the world without modern water systems, an estimated 3 million people die every year from preventable waterborne diseases like cholera and dysentery. In contrast, stringent U.S. water regulations require water systems to regularly monitor for more than 100 contaminants and meet public health-based standards.

Quality of Life: If the City of Tulsa didn't have a reliable source of water, how would we wash clothes or dishes, bathe, flush toilets, or water our yards? How would businesses operate? A successful society depends on access to safe water, resulting in low mortality rates, economic diversity, productivity and public safety.

There When You Need It: Water and wastewater utilities are safely operated 24 hours a day, every day. Even when pipes break, or sewer lines overflow, City staff responds to those problems to restore normal service as quickly as possible. Here are ways that the City of Tulsa works to maintain utility reliability:

- **Protecting our source water quality through supporting best management practices in our watershed**
- **Inspecting and maintaining all our systems**
- **Prioritizing the replacement of water and sewer infrastructure that is most likely to fail**
- **Testing water quality at over 210 sites throughout the distribution system each month to ensure our water meets and exceeds EPA requirements**
- **Regularly flushing lines for consistent and exceptional water quality**

These efforts allow Tulsa to continue delivering water and wastewater services while protecting public health and providing a high quality of life for our community.



CITY LIFE


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+ **PLUS:** SAFE DIGGING - CALL OKIE BEFORE YOU DIG

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



02 DAM/LEEVE FAILURES

A POTENTIAL HAZARD TO SOME AREAS

Some low-lying areas of Tulsa are subject to flooding from failures in dams or levees. If you live or work in these areas, you should be aware of potential hazards and plan the best evacuation routes to keep your family safe. If you encounter a flooded road, turn around; don't drown.

Remember: Flood risk still exists! Where it can rain, it can flood. Know your risk of flooding. Remain vigilant during inclement weather and tune in to the local news media for information about potential flooding or dangers from dam or levee failures. You can also download the Tulsa Ready app from the app store. For a map of flood inundation areas and other regulatory floodplains, visit: maps.cityoftulsa.org/floodplains.

Whether or not you live or own property in a floodplain, flood insurance is available to all Tulsans and is required if you have a federally backed mortgage on a property in the FEMA floodplain. Tulsa is ranked Class 1 in FEMA's Community Rating System and flood insurance discounts of 45 percent are available within the city limits. Homeowner's insurance itself does not cover losses resulting from flooding, so buy a flood insurance policy.

For more information about flood hazards, flood insurance and what to do in case of a flood, go to: cityoftulsa.org/floodcontrol. You can also learn more about Tulsa's dams/levees and the part they play in hazard mitigation at cityoftulsa.org/hazardmitigation.

03 SAFE ROOM BENEFITS

BE PREPARED FOR TORNADOES AND FLOODS

Having a safe room in your home can be a huge benefit for you and your family when a severe storm or tornado approaches. But it's just as important for your safety to make sure your safe room is properly built and constructed. In fact, safe rooms built or installed within the city of Tulsa are required to have a building permit before construction. It is especially important to get a building permit when installing safe rooms in flood prone areas.

Flood hazards should be considered for either above- or below-ground safe rooms. Below-ground safe rooms must be designed to avoid accumulating water during heavy rains that often accompany severe windstorms.

Homeowners should contact the City of Tulsa Permit Center at **(918) 596-9456** to obtain a safe room building permit. City staff can help to determine what additional requirements or restrictions apply for safe rooms if a property is in a floodplain.

If you already have a safe room at your home or office, it is recommended that you participate in the City of Tulsa's Storm Shelter Registry. This registry provides information to emergency responders for locating citizens after a natural disaster such as a tornado. Having a registered safe room will provide emergency personnel with time-saving information should your safe room be blocked by debris.

You can register your safe room online at the City of Tulsa website. To participate, go to www.cityoftulsa.org and search for "safe room." After registering, you can call the City of Tulsa Customer Care Center at **311** to request that Tulsa Fire Department personnel visit your home or business and obtain the exact GPS coordinates of your safe room.

During a tornado warning, it is always best to use a safe room or shelter in place in a sturdy building with as many walls between you and the tornado as possible and at the lowest level of the house. If you are in a mobile home, find a sturdy building or preferably a safe room you can go to when the storm threatens and allow plenty of time to get to it. When seeking shelter during severe weather, avoid flood-prone areas.

SAFE DIGGING MONTH

PIPELINE SAFETY IN OUR COMMUNITY

April is National Safe Digging Month. Before you begin any outdoor projects this spring, consider the following information that can keep you and your neighborhood safe.

As you know, the City of Tulsa provides water, sewer and stormwater services through a network of underground pipes. This means that your private water and sewer lines connect to the City's system. When you combine these piping systems with the electric, natural gas and telecommunications networks, it's easy to see why utility lines can be damaged if not properly located before digging.

Call Before You Dig – please be cautious before you begin any construction project on your property. While digging, if you accidentally hit the utility networks buried underground, you could interrupt services that thousands of people depend on and put yourself in danger as well.

Whether you're planting a tree, or installing a deck or sprinkler system, state law requires calling **811** at least 48 hours before you plan to dig, to allow all utility line locations to be marked. There is no charge to you for this service.

The City of Tulsa and other member utilities participate in "Call Okie," the Oklahoma One-Call System, which locates and marks their underground infrastructure, including pipelines, cables and wires within 48 hours of a request. City crews locate mainlines, but not private lines.

Be safe and avoid costly repairs: call **811** to locate underground utilities prior to digging. For more information, please visit: www.okie811.org



04 SEWER MAINTENANCE

CHECK CLEAN-OUT AND BACK-WATER VALVE

Sewer backups are messy, costly, and often preventable. Taking a few minutes now to locate and inspect your home's clean-out and back-water valve can help protect your property, especially during heavy rain or high-use periods when the sewer system is under extra strain.

What Is a Sewer Clean-Out?

A sewer clean-out is a vertical pipe that provides access to your property's private sewer service line. It allows homeowners or plumbers to clear blockages that disrupt service. A clean-out cap is typically white PVC or metal, about 4-inches in diameter, and located near buildings.

Both homeowners and tenants should know where their clean-out is located before a plumbing emergency happens. Make sure the cap is securely screwed on at all times. An unsecured or missing cap can allow yard debris, dirt, and other materials to enter the sewer line, which increases the risk of backups. Keeping caps in place also helps prevent excessive inflow and infiltration, which can overload the sewer system and contribute to overflows.

What Is a Back-Water Valve?

A back-water valve is your home's protection against sewage backing up into the structure. If wastewater begins to flow backward from the sewer mainline, the valve automatically closes to prevent sewage from entering your home.

Back-water valves are typically located outside near the building (with a cap similar to a clean-out), or in a basement floor drain. If your valve is outside, it will usually have a vertical pipe leading down to the valve.

Protect Your Property

You can protect yourself from sewer problems by making sure you have an accessible clean-out, keeping your sewer line in good condition, and by making sure you have a functional back-water valve. A little preparation today can help prevent major damage tomorrow.