



01 AVOID FLOODED AREAS

MAY IS FLOOD AWARENESS MONTH

Know your risk of flooding. Where it can rain, it can flood, making everyone is at risk – even those who don't live close to rivers and creeks. Just because a property has not flooded in the past does not mean that it won't in the future, flood risk can change over time. Visit www.floodsmart.gov to find out what you can do about your flood risk.

During a 30-year mortgage, homes located in high-risk flood zones have a 26 percent chance of flooding compared to a 9 percent chance of fire. Most insurance does not cover flood damage, which is why it is important to buy a flood insurance policy to protect your home. Renters can buy contents coverage even if the structure is not insured. Residents in the Tulsa city limits are eligible for a 45-percent discount on policies from the National Flood Insurance Program.

Spring rain can bring severe and sudden flooding. Never walk through flood waters – 6 inches of moving water can sweep you off your feet. Remember the phrase, **“Turn Around; Don't Drown,”** and avoid driving through flooded areas, as most flood deaths occur in cars.

Flood risk still exists! Call the City of Tulsa's Customer Care Center at **311** or **(918) 596-7777** to find out the flood hazards on your property and to find out ways to protect your property from flooding. City staff is available to help interpret floodplain maps, explain flood insurance and provide technical assistance.



CITY LIFE

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Buy flood insurance, know your risk, and be prepared for possible flooding.

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FLOOD EXPO

Learn and talk with experts about flooding.

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PREVENT BACKFLOW

Follow a few simple precautions to protect from backflow.

04

BASIC METER READING

Learn how to read your water meter and check for possible leaks at home.

+ PLUS: PROTECT HOMES WITH A BACKWATER VALVE.

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



02 SAVE THE DATE

CITY FLOOD INSURANCE AND EDUCATION EVENT

Because Spring is Oklahoma's rainy season, the risk of flood always exists, that's why it's vital to learn the latest facts about flooding and flood insurance at the City of Tulsa's Flood Insurance & Education Expo **Tuesday, May 5.**

The expo, scheduled from 6-7:30 p.m. at Centennial Center at Veterans Park, 1028 E. 6th St., will feature weather and preparedness experts providing answers to important questions like:

- **Did you know it's best to buy a flood insurance policy before a storm comes? Policies need to be in effect for at least 30 days before covering flood damage.**
- **Did you know that where it can rain, it can flood?**
- **Did you know the use of Low Impact Development (LID) techniques can prevent or reduce flooding on your property?**

With Tulsa's Class 1 rating in the National Flood Insurance Program's Community Rating System, residents and property owners within the city limits are eligible for the lowest rates in the nation for flood insurance, a 45 percent discount. Flood insurance needs to be purchased as a separate policy; homeowners' insurance policies usually don't cover flooding.

Attendees also can browse information tables and talk to experts. Light refreshments will be served.

03 BACKFLOW PREVENTION

PROTECT OUR PUBLIC WATER SYSTEM

The City's Water and Sewer Department is dedicated to ensuring that the water delivered through the public water system to your home is safe to drink. However, situations outside of the City's control sometimes occur and can jeopardize the quality of your drinking water by allowing backflow into the public water system.

Backflow is the reverse flow of water from a private plumbing system back into the public water system. Backflow occurs because of back-siphoning or backpressure. Back-siphoning happens when there is a loss of pressure in the water system and something foreign is sucked back into the water supply. Backpressure occurs when the pressure in premise plumbing is greater than the pressure coming in from the water main.

Follow these simple precautions to help protect our drinking water system from backflow events:

- **NEVER submerge hoses in buckets, pools, tubs, sinks or other containers.**
- **Always keep hose ends clear of possible contaminants. Leave an air gap of 2 inches or more between the hose end and the receptacle.**
- **Don't tamper with the temperature and pressure valves on hot water tanks. These valves will safely discharge when there is thermal expansion in the tank, helping to protect your hot water heater from damage while limiting the conditions for a backflow event to occur.**
- **Buy and install inexpensive backflow-prevention devices, called atmospheric vacuum breakers, for all threaded faucets around your home. These devices are readily available at hardware stores and home improvement centers.**
- **Don't use garden hose spray attachments to apply chemicals without using a backflow prevention device at the faucet. Lawn or cleaning chemicals are toxic, and many can be fatal if ingested.**
- **If you have a lawn irrigation system, have your backflow preventer tested annually by a qualified professional to ensure it's working properly.**

BACKWATER VALVE

PREVENT SEWER BACKUPS

A backwater valve is a simple device that helps protect your home's plumbing system from sewage backups during heavy rain or sewer main overflows. When the City's main sewer lines become overloaded, wastewater can sometime flow backward through your pipes. This can lead to unsanitary conditions, costly damage and significant disruption for you and your neighbors. Backwater valves automatically sense the change in flow direction.

How It Works:

- **Normal Flow: Wastewater exits your home as usual.**
- **Backflow Prevention: If the main sewer line overflows, the valve automatically closes, blocking sewage from entering your home.**
- **Reopens When Safe: Once the risk subsides, the valve resumes normal function.**

To install a backwater valve, contact a licensed plumber familiar with local codes and regulations. Proper installation ensures reliable operation when you need it most. Regular maintenance, including periodic cleaning and inspections, is also a key to preventing blockages and ensuring your valve continues to function properly.

Protecting your home from sewer backups is an essential part of responsible homeownership. With a backwater valve in place, you can enjoy a greater peace of mind knowing your property is better safeguarded against unexpected plumbing emergencies. Stay proactive by scheduling regular checkups and remember to consult a professional for any concerns.



04 READING A METER

SIMPLE WAYS TO CHECK FOR LEAKS

Does your water bill seem high? Here are some ways to check your water meter for billing accuracy or water leaks:

Where is my water meter? It's probably in your front yard near the street, or in the back yard/side yard. Look for a cast iron or black plastic lid on the ground with the words "water meter."

What type of meter do I have? If there is a white disk on top of the meter enclosure, you have an AMR (Automated Meter Reading) meter. These meters have a digital display and can be read automatically by a meter reader walking or driving down your street. If your meter has analog dials and no digital display, you have a direct read meter. All direct read meters will be replaced over the next several years. Visit www.cityoftulsa.org/trureads for more information.

How should I check my meter for a leak? If no water is being used inside the home, your meter should not be running. Turn off all water usage, and then look for the leak indicator on your meter. If you see the indicator, you may have a leak.

- **AMR Meter Leak Indicator – Look for the leaky faucet icon at the top of the digital readout.**
- **Direct Meter Leak Indicator – Look for a small red triangle – if spinning, you may have a leak.**

How is my meter read? Simply read the numbers shown on the odometer (this records total water usage) from left to right to take your meter reading. If your meter has an analog register, the number shown represents water usage in thousands of gallons. If your meter has a digital display, the number shown is listed in gallons.

How do I check for leaks? Look for dripping faucets, showerheads and fixture connections. Also check for leaks in your irrigation systems and outside spigots. To check for a toilet leak, put a few drops of food coloring in the tank and see if it appears in the toilet bowl before you have flushed.

If you suspect an error in your bill, send an email to Utilities Services at Tulsa311@cityoftulsa.org or call 311.