

Your role in maintaining an adequate water supply during the hot summer months

Water customers in Broken Arrow use an average of about 11 million gallons of water per day (MGD); but in the summertime, that figure can more than double!

The highest monthly water usage in Broken Arrow generally occurs from July-September. Naturally, our water demand increases during the hot summer months, with more frequent watering of lawns and landscaping. This causes major stress to our water supply, and if not properly managed, can lead to a water shortage.

In 2016, the City Council adopted a Water Conservation Plan that will help make sure all our citizens will receive water if our supply is low.

The first phase of the water conservation plan is voluntary conservation. During this phase, customers are asked to reduce their water usage. This may include watering lawns and gardens every other day, restricting watering to the evening and early morning hours, or reducing usage on



Broken Arrow's Water Sources

Broken Arrow's main water supply comes from its municipal water treatment plant, which draws raw water from the Verdigris River. The Verdigris River Water Treatment Plant produces approximately 30 MGD. The City also has two supplemental water connections with the City of Tulsa. When needed, these connections can provide Broken Arrow with an additional 3-6 MGD, while our plant is at peak production. The total combined water delivery from both our plant and Tulsa is approximately 36 MGD.

the weekends.

If the situation becomes worse, the City will move into mandatory conservation. During this phase, we will also limit watering for golf courses and turn off the splash pads in our parks.

If the situation continues

to worsen, we move into emergency conservation. During this phase, outdoor water use of any sort is prohibited and the City's pools will be closed.

Find out more about the City's Water Conservation Program and the conservation phases at BrokenArrowOK.gov/

WaterConservation.

If a water conservation plan ever needs to be put in place, you will receive an automated call from the City letting you know that water conservation is in place. We will also post information on our website and our social media sites, as well as through local news media.

Fireworks permits now available

Residents of Broken Arrow who would like to legally discharge fireworks in the City limits may do so by purchasing a fireworks permit for \$22. Permits are available for in-person purchase through July 2 at the Community Permitting and Licensing office in City Hall, 220 S. First St. Permits will not be issued to persons under 18 years of age.

For added convenience, fireworks permits can be purchased online by visiting BrokenArrowOK.gov/ fireworks.

Permits are valid during the hours

of 3-11 p.m. on July 3 and July 4 only. Additional rules are listed on the printed permit.

It is unlawful to discharge fireworks within City limits without a permit. Certain restrictions apply. Fireworks must be discharged on a noncombustible surface of sufficient size to contain the entire ground portion of the display, not closer than 25 feet to any permanent structure.

For questions regarding the application, call Community Permitting and Licensing at 918-259-2411, option 0.

Holiday Trash Schedule

City offices will be closed on Friday, July 3, in observation of Independence Day.

There is no trash service on Friday, July 3, except for residents in the Friday Recycling Pilot Project area.

The Police and Fire Departments will remain open. If an emergency call requires the services of Public Works crews in water or streets, employees will be brought in to fix the emergency. The after-hours emergency number is 918-259-8400.

August marks LifeRide enrollment option period

The option to make enrollment changes to LifeRide, the City of Broken Arrow’s ambulance subscription program, is scheduled to begin on Aug. 1, and ends Aug. 31.



the benefits of LifeRide may opt-out by completing a nonparticipation form and submitting it to Utility Customer Service by Aug. 31. Residents may also complete the form at City Hall, 220 S. First St.

LifeRide is a subscription based program that provides patients with valuable cost-savings on emergency medical response and transportation in Broken Arrow and supports the Broken Arrow Fire Department’s Emergency Medical Services Division. **This enrollment period only applies to residents wishing to change their enrollment status.**

do not have medical insurance, a 40 percent discount is provided.

All members of the household who claim the address registered with LifeRide as their primary residence will be covered.

New in 2019 is a Fire/Rescue Subscription Program that can also offer valuable savings to residents outside City limits but in the Broken Arrow Fire Department’s response area. These calls for service are charged \$700 per hour per truck for fire/rescue services. This service is offered at an annual fee of \$90 or \$150 per year when combined with LifeRide. Visit BrokenArrowOK.gov/FireRescueSub for more information.

The average ambulance bill can cost up to \$1,500 or more. Many insurance companies will not cover the entire bill, leaving you responsible for the balance.

LifeRide costs only \$5.45 monthly per household for those inside the City limits and \$7.50 per month for those outside the City limits but within the Broken Arrow fence line. For most members, the monthly fee will show up as a line item on your utility bill.

Download enrollment or nonparticipation forms, starting Aug. 1, at www.LiferideBA.org. For additional assistance on LifeRide or the Fire/Rescue Subscription Program, call 918-259-6595 or email liferide@brokenarrowok.gov.

LifeRide members with medical insurance receive the benefit of not paying out-of-pocket costs, after a claim is submitted to their medical insurance provider. For members who

If you are interested in enrolling in LifeRide but you do not receive a City of Broken Arrow utility bill, LifeRide is paid on an annual basis. Individuals and families who do not wish to receive

Sign up for eBilling

In an effort to be more sustainable, the City of Broken Arrow offers a program to notify utility customers their bill is available for viewing online by email.

The eBilling service increases the City’s conservation efforts and saves money. To sign up, log on to your Utilities account at BrokenArrowOK.gov/Payments and select “Utility Accounts.”

Once logged into your account, choose “Manage eBilling” under the “Account Information” tab.

In addition to viewing your bills, you can also make a payment utilizing your debit/credit card or bank account.

How to communicate with the City

Here’s the best methods to use when you need to contact the City with your questions and concerns so that we can respond appropriately and help as much as possible. We want to make sure that your voice is being heard but the only way for us to do that is if you’re contacting the City directly in some form. Here are a few ways you can get in touch with the City to ensure your questions, concerns, comments, and compliments get to the right person or department.

The City has a dedicated team that monitors every City related social media page during business hours, which are 8 a.m.-5 p.m., Monday-Friday. If your preferred way of communication is through social media, the best way for you to get in contact is by sending us a direct message. Following our pages is also a great way to stay up to date on information. Here is a list of our pages:

- twitter.com/cityofba
- instagram.com/cityofba
- youtube.com/user/cityofbrokenarrow
- The City also routinely publishes information on the NextDoor app. NextDoor is a service that connects neighbors within the community. Visit nextdoor.com to get connected.

Just a reminder, the City cannot monitor NextDoor posts in neighborhood groups or posts coming from personal pages across all social media platforms. The only information we monitor on social media are direct messages and comments coming directly to City pages.

Another great way to contact us is our website at BrokenArrowOK.gov/Contact. You can also use ActionCenterBA.com or the Action Center mobile app to let us know about common issues, such as code violations, potholes or missed trash pickups.

COMMUNITY CALENDAR

Due to the COVID-19 pandemic, many events were canceled or postponed. Visit BrokenArrowOK.gov/calendar for updated events.

No first Regular Council meeting

Due to its proximity to Independence Day, the City Council decided against holding its regular meeting on the first Tuesday of July when the schedule was created in December.

Due to this, July’s only regular meeting will be held at 6:30 p.m., Tuesday, July 21

July 3 — Independence Day (Observed) City offices closed.

July 9 — Planning Commission 5 p.m., City Hall Council Chambers, 220 S. First St.

July 21 — Broken Arrow City Council 6:30 p.m., City Hall Council Chambers, 220 S. First St.

July 23 — Planning Commission 5 p.m., City Hall Council Chambers, 220 S. First St. **June 2 — Broken Arrow City Council** 6:30 p.m., City Hall Council Chambers, 220 S. First St.

Aug. 4 — Broken Arrow City

Council 6:30 p.m., City Hall Council Chambers, 220 S. First St.

Aug. 13 — Community Blood Drive Noon-6 p.m., Central Park Community Center, 1500 S. Main St. Visit RedCrossBlood.org to schedule an appointment.

Aug. 13 — Planning Commission 5 p.m., City Hall Council Chambers, 220 S. First St. **June 2 — Broken Arrow City Council** 6:30 p.m., City Hall Council Chambers, 220 S. First St.

Aug. 14 — Senior Resource Fair 9 a.m.-1:30 p.m., Central Park Community Center, 1500 S. Main St.