



Frequently Asked Questions

Water Meter Project

1. Why were the water meters changed beginning in July 2023?

American Water Works Association (AWWA) states that replacing meters every 10 years or every 1 million gallons is the ideal time to change out residential meters. The City of Duncan began the process to change the meters in 2019 but, due to Covid and its effects on the global supply chain, did not get the project bid until 2022, with installation beginning in July 2023.

2. What happens as a meter ages?

Meter measuring systems typically slow down as they get older and may not record all the water consumed which is why getting a new meter may result in a slight increase in measured consumption due to improved equipment operation.

3. Does the new meter measure correctly?

As the former Honeywell meter system aged, the meters responsiveness of measuring the usage slowed down. The new Kamstrup meters were rigorously tested and are reading with over 98% accuracy, the bill now reflects the true amount of water consumed. With a new meter, customers pay for all the water used.

4. What is considered a Past Due Account?

An automatic 10-day grace period after your due date is provided each month to allow extra time to pay your bill. If an account holder has not paid in full and has not contacted City of Duncan to discuss payment arrangements on the account and is past the 10-day grace period, the account is past due.

5. What can I do if my account is Past Due?

Contact Customer Service during regular business hours of 7 AM to 5:30 PM Monday-Thursday to discuss your account. See "What do I do if I have questions about my utility bill".= <https://duncanok.gov/DocumentCenter/View/906/What-do-I-do-if-I-have-questions-about-my-utility-bill>

6. Why are fees being charged if I use my credit or debit card online or in person?

The City of Duncan is charged a credit card processing fee when payments are made via credit and debit card, whether done online, via phone or in person. The City of Duncan is also charged a transaction fee from the third-party payment portal host, Municipal Online Services, for every payment made on the portal. Historically, the City of Duncan was able to absorb the fees charged by the vendor but is no longer able to do so due to inflation and the rising costs of all services provided to our community. These fees are paid directly to Municipal Online Services and credit card companies by the City of Duncan and the city receives no profit from the fees collected.

7. Why did I receive two bills closer together than usual during September/October 2024?

With Utility Billing customer concerns of billing/payment dates changing during the meter replacement project due to the installation and technology integration process, City of Duncan moved billing/payment due dates to their original dates for each billing area once the project was complete.

8. Why is my water consumption higher than expected?

There are various reasons for high water bills. Often, the cause is related to a sprinkler system as sprinkler systems **can use up to 16 to 30 gallons of water per minute, per zone** depending upon the system. You can read your water meter before and after using the sprinkler system to get an accurate usage for lawn watering. For example, if your system has 5 zones that you water for 12 minutes with a 20 gallon per minute flow, that would be 1,200 gallons per watering at 15 times per month equates to 18,000 gallons of usage per month.

Water leaks are another reason for high usage. A leak 1/32" in diameter can use 180 gallons in 24 hours, or 5,400 gallons per month. The most common leaks are caused by leaking faucets and toilets. Leaking faucets are generally a result of a worn rubber washer. Leaking toilets are often silent and waste hundreds of gallons of water. Over time, a leaking toilet can waste large amounts of water and money. Leaking toilets are generally caused by either a worn or cracked flapper valve or sticking flush handle bar and chain. If the flapper bar is worn or cracked, there is a continuous flow of water from the tank into the toilet bowl without flushing. If the flush handle is sticking, the flapper valve will not seal allowing water to flow continuously into the bowl. If the water level in your toilet bowl is

set too high, water will spill into the overflow tube and flow into the toilet bowl without flushing.