



Water Leaks Information

How To Tips on Water Leaks

Sometimes trying to track down a water leak can be very time-consuming and frustrating.

As part of our ongoing efforts to improve services to our customers, City of Duncan now offers a portal to help you monitor your water usage, offering you direct and secure access to your water usage data. To access your smart meter data and notifications, please visit <https://GetMyMeter.info> and register for an account.

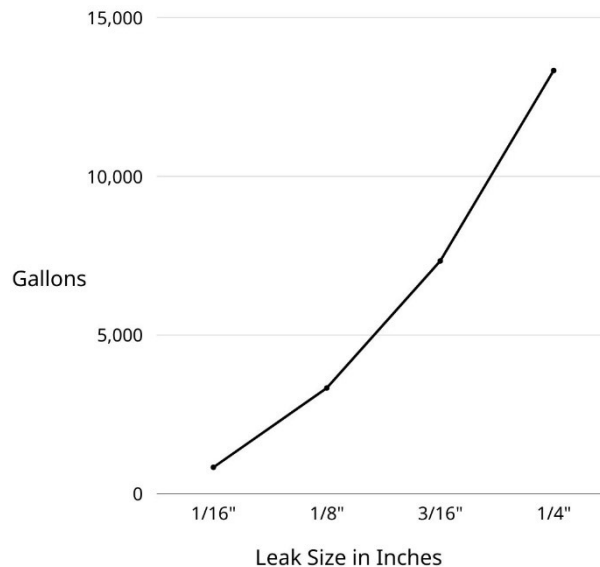
***Please note, that the set up account e-mail will come directly from getmymeter.info and not a duncanok.gov e-mail address. If you don't receive the initial confirmation e-mail, please check your spam/junk folder and look for an e-mail from getmymeter.info.**

H2O Analytics requires a minimum of 1 capitalized letter in the password.

With this tool, you can view your usage activity and gain a greater understanding and control of the amount of water you use. You may also establish alerts, including identifying potential leaks and abnormal increases in your water usage.

1. Open your GetMyMeter account.
2. If the app does not show 0.00 usage during times you have not knowingly had water being used in the home or yard, it means you may have a continuous leak somewhere in the line. If you are unable to locate the leak, you may need to call a licensed plumber and/or irrigator.

Water Wasted at 60 Pounds of Pressure Over 24 Hours



Leaking Faucets

Leaking faucets are generally a result of a worn rubber washer. The washer on a sink is usually located under the handle. These are relatively easy to replace if you have the right tools. It does require shutting off the water under the sink or at the main shutoff valve and removing the handle (Note: Faucet handles are not shutoff valves). Check at your local home center or hardware store on how to repair faucet leaks.

Leaking Toilets

Toilet leaks are often silent and can waste hundreds of gallons of water. Over time, even a small leak can add up to a lot of wasted water and money. Fortunately, most toilet leaks are easy and inexpensive to repair.

To help determine if you have a leaking toilet, remove the tank lid and place a few drops of food coloring in the back of the tank. You can also purchase dye tabs from any hardware store or home center. Wait about 30 minutes without flushing and then look in the toilet bowl to see if any color has come through. If the water is clear, you do not have a leak. If you see food coloring in the bowl, you have a leak.

In most cases, you will need to replace the toilet flapper and/or filling mechanism. These are available at hardware stores and home centers for about \$10.00.

Flapper Valve Leaks

The most common reason for a leaking toilet is an improperly working or sealing flapper. The flapper is the rubber valve in the bottom of the tank that lifts up when the toilet is flushed. If the flapper is worn or cracked, it allows water to continuously flow from the tank into the toilet bowl without flushing.

Flush Handle Problems

If the handle needs to be jiggled to keep the toilet from running, the flush level bar and chain, or the handle itself, may be sticking. Adjust the nut that secures it in the toilet tank. If that does not work, the handle may need to be replaced.

Overflow Tube Leaks

If the water in your toilet tank is too high, it will spill into the overflow tube. Ideally, the water level should be set so that it is even with the fill line on the back of the toilet tank. Adjust the water level by turning the adjustment screw or by very gently bending the float arm down. If none of these steps solve the problem, you may need to contact a plumber to repair or replace the toilet.

Hot Water Heater Leaks

Check for pooling water on the floor by your water heater or in the overflow pan. Many times, the cause is a dripping valve that needs to be replaced. If the valves are dry, there's a chance the leak is inside the tank, which means you may need a new water heater. To determine if the leak is inside your water heater, find the pressure relief and drain valves at the top and bottom of your heater. Listen closely for dripping, gurgling, or hissing sounds. It's possible the leak has not manifested visibly on the outside of the water heater but can still be heard.

Exterior Hose Bibbs

"Bibbs" are the faucet-like pipes on the side of your home where you hook up a watering hose. These may be actively dripping or could hiss and vibrate faintly as water passes through. In most cases, you can stop a leaky bibb by tightening the packing nut that secures the handle, or by replacing the washer inside the handle assembly. If the bibb is still leaking, call a plumber and have them trace the leak further back into your pipes. The average home has one to two bibbs along the outside, but larger homes may have more.

Pool Leaks

Swimming pool leaks are usually much harder to reliably diagnose and repair than other household leaks. If the water level in your pool keeps dropping rapidly after you fill it, that's an indication of a leak. Contact the pool's original installer or a reputable maintenance company to find the leak for you.

There are a lot of places where something can go wrong in a swimming pool, including the pump, filter, skimmers, vacuum lines, drainage system, or even lighting elements. It's important to call a specialist if you believe you have a pool leak because they are so complex. This also applies to other major water installations like fountains and ponds.

Finding Other Water Leaks

The water you drink and bathe with is delivered under pressure, so a leak can be obvious. However, wastewater is usually moved by gravity and is not under pressure. This makes wastewater leaks much harder to detect. If you suspect a wastewater leak, please call our Public Works Department at 580-252-0250 during regular business hours of Monday-Thursday 7:00 AM to 5:30 PM.

Condensation can also be a form of leak. While condensation is normal, excessive condensation can cause damage to your walls, ceiling, floors, and woodworking. If there is too much condensation, insulating your pipes may stop or reduce it.