Water Heater

General guidance — your appliance make/model may differ. When in doubt, stop and contact PCPM.

Common symptoms

- No hot water
- Water not hot enough or runs out quickly
- Water around the base of the tank
- Popping or rumbling noises

Try this first

1. Check whether all faucets lack hot water, or just one (one faucet = likely a faucet issue).
2. Electric heater: check the breaker for the water heater (usually a double breaker); reset once.
3. Gas heater: check that gas service is on (are the stove/other gas appliances working?). Look for a status light on the control and note what it shows for your request.
4. After heavy use, allow 30–60 minutes for the tank to recover.
5. Small drip at the base: put a pan/towels under it and photograph the label and the leak.

Safety first

- Do not relight a pilot, adjust the gas valve, or remove access panels/covers on an electric heater.
- Do not raise the temperature above the factory setting — scald risk.
- Smell gas: leave immediately, then call 911 and City Utilities (417-863-9000) from outside.
- Do not store anything flammable near the water heater.

When to call PCPM

Call PCPM if there is no hot water after checking the breaker/gas service, or if the tank is leaking (a steady leak is urgent — 417-844-6363).

Emergencies (no heat in freezing weather, active leak, no water, sparking/burning smell, sewage backup, security issue): call PCPM immediately at 417-844-6363. Non-emergencies: submit a request on the Tenant Portal or email pcpmrentals@gmail.com with photos.

Helpful links

- ENERGY STAR — water heaters