



Town of Salem, New Hampshire

Utility Services Department – Billing Division

Municipal Offices

33 Geremonty Drive Salem, New Hampshire 03079-3390

Commercial accounts – (603) 890-2042

M – F 8:30 a.m. – 3:30 p.m.

Residential accounts – (603) 890-2047

M - F 12:30 p.m. – 5:00 p.m.

Dear Water Customer,

In our continuous effort to provide our customers with the most up to date and accurate equipment, the new meters being installed allow us to provide our customers with useful information that could help to reduce their bills and conserve water. An upgrade that has recently been installed into our system can help you do this. One of the benefits of this upgrade is that we can run a report periodically that indicates any customer with a continuous flow of water through their meter over a 24 hour period.

Your account has appeared on this report. This is a courtesy letter to inform you of how you may remedy this.

What does your account being identified as a “continuous flow” mean to you? A continuous flow is an indication that there is an appliance or fixture in the building/residence not shut off completely or a possible leak in the interior plumbing. Our new system has detected that there is water flowing through your meter at least 50% of the time. It may be very small amounts, as little as 1/8th of a gallon a minute. These new, more accurate meters will detect small leaks that the older meters were incapable of doing, including continuous flow recordings late at night, between the hours of 2 and 5 a.m., when water usage is typically non-existent. They can also detect such small usage as water for your ice maker, a faulty interior toilet mechanism or an outside hose not shut off completely.

How can I see that I may have a leak in my plumbing system? In the bottom display portion on your meter head, you may see a faucet with a drip. In order to view this faucet icon you simply need to shine a flashlight directly on the meter head to read it. If the faucet is not showing, there is no running water being detected at that time. If it is flashing, an intermittent leak is detected. This means water has been used for at least 50 of the 96 -15 minute intervals during the past 24 hour period. If the faucet icon is showing continuously it indicates there has been water use for all 96 -15 minute intervals in the past 24 hour period.

What should I do if I suspect a leak? Check all faucets for small drips. Also, check your toilet tank for small leaks in the toilet bowl. Place a few drops of food coloring in your toilet tank and let it sit without flushing for an hour or two. If the water in the bowl changes to the color of the dye used in the tank, you have a faulty mechanism inside the toilet tank. If you have a sprinkler system, you may have a leak underground in the system. To check for that, check the meter and note if there is a faucet symbol showing. Then, turn off your sprinkler system at the valve. Check the meter again noting if the faucet

symbol changes. If you see no symbol now, your sprinkler system may be leaking. Seek assistance from a plumbing professional to fix all such leaks.

Leaks are the responsibility of the property owner. The sooner they are repaired, the sooner your bill could start reflecting lower charges depending on the size of the leak. Following is a chart showing how just a small leak can add up quickly to increasing the amount of your water bill. It is recommended that you check for leaks before leaving on an extended vacation or a seasonal move that will leave your building/residence unoccupied for an extended period of time.

We would be happy to answer any questions beyond repairing the leaks that you may have.

Salem Utilities Department

Do your part to help with conservation of our natural resources!

Unrepaired leaks can be costly									
Leak this size	Loss per day in gallons	Loss per day in cubic feet	in \$\$ (\$3.45/100cf) per day	Loss per month in gallons	Loss per month in cubic feet	in \$\$ (\$3.45/100cf) per month	Loss per quarter in gallons	Loss per quarter in cubic feet	in \$\$ (\$3.45/100cf) per quarter
•	120	16	\$0.55	3,600	481	\$16.60	10,800	1,444	\$49.81
•	360	48	\$1.66	10,800	1,444	\$49.81	32,400	4,332	\$149.44
•	693	93	\$3.20	20,790	2,779	\$95.89	62,370	8,338	\$287.67
•	1,200	160	\$5.53	36,000	4,813	\$166.04	108,000	14,439	\$498.13
•	1,920	257	\$8.86	57,600	7,701	\$265.67	172,800	23,102	\$797.01
•	3,096	414	\$14.28	92,880	12,417	\$428.39	278,640	37,251	\$1,285.17
•	4,296	574	\$19.81	128,880	17,230	\$594.43	386,640	51,690	\$1,783.30
•	6,640	888	\$30.63	199,200	26,631	\$918.77	597,600	79,893	\$2,756.31
•	6,984	934	\$32.21	209,520	28,011	\$966.37	628,560	84,032	\$2,899.11
•	8,424	1,126	\$38.85	252,720	33,786	\$1,165.62	758,160	101,358	\$3,496.86
•	9,888	1,322	\$45.61	296,640	39,658	\$1,368.19	889,920	118,973	\$4,104.58
•	11,324	1,514	\$52.23	339,720	45,417	\$1,566.89	1,019,160	136,251	\$4,700.67
•	12,720	1,701	\$58.67	381,600	51,016	\$1,760.05	1,144,800	153,048	\$5,280.16
•	14,952	1,999	\$68.96	448,560	59,968	\$2,068.89	1,345,680	179,904	\$6,206.68
1 cubic foot of water = 7.48 gallons									
Calculations based on customer that is only billed for water. If also billed for sewer, additional charges would be incurred.									
Based on Town of Salem water rates in effect 7/1/2010.									
Hole sizes are estimated and only for visual purposes.									