



Town of Salem, New Hampshire
Finance Department – Utility Billing Division
33 Geremonty Drive Salem, New Hampshire 03079
(603) 890-2042 or (603) 890-2047

Dear Water Customer,

In our continuous effort to provide our customers with the most up to date and accurate equipment, the current meter infrastructure allow us to provide our customers with useful information that could help to reduce their bills and conserve water. One of the benefits of the town's current meter system is that we can run a report periodically that indicates any customer with a continuous or intermittent 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 or intermittent 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 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. The town's meters will detect small flows 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 continuous or intermittent flow 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 flow 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 continuous or intermittent flow? Check all faucets for small drips. Also, check your toilet tank for small flows 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 flow underground in the system when you are not running it. 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 flowing when not on. Seek assistance from a plumbing professional to fix all such continuous or intermittent flows.

Continuous or intermittent flow 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 continuous or intermittent flow. Following is a chart showing how just a small flow can add up quickly to increasing the amount of your water bill. It is recommended that you check for continuous or intermittent flow before leaving on an extended vacation or a seasonal move that will leave your building/residence unoccupied for an extended period of time.

Although, we cannot help you with determining if you have continuous or intermittent flow beyond providing you with this letter or usage reports for your property, we would be happy to answer any other questions that you may have.

Salem Utilities Department

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

Unrepaired leaks can be costly

Leak	Loss this per day	Loss per day	in \$\$	Loss per month	Loss per month	in \$\$	Loss per quarter	Loss per quarter	in \$\$
size	in gallons	in cubic feet	(\$4.55/100cf) per day	in gallons	in cubic feet	(\$4.55/100cf) per month	in gallons	in cubic feet	(\$4.55/100cf) per quarter
•	120	16	\$0.73	3,600	481	\$21.89	10,800	1,444	\$65.70
•	360	48	\$2.18	10,800	1,444	\$65.70	32,400	4,332	\$197.11
•	693	93	\$4.23	20,790	2,779	\$126.44	62,370	8,338	\$379.38
•	1,200	160	\$7.28	36,000	4,813	\$218.99	108,000	14,439	\$656.97
•	1,920	257	11.69	57,600	7,701	\$350.40	172,800	23,102	\$1,051.14
●	3,096	414	\$18.84	92,880	12,417	\$564.97	278,640	37,251	\$1,694.92
●	4,296	574	\$26.12	128,880	17,230	\$783.97	386,640	51,690	\$2,351.90
●	6,640	888	\$40.40	199,200	26,631	\$1,211.71	597,600	79,893	\$3,635.13
●	6,984	934	\$42.50	209,520	28,011	\$1,274.50	628,560	84,032	\$3,823.46
●	8,424	1,126	\$51.23	252,720	33,786	\$1,537.26	758,160	101,358	\$4,611.79
●	9,888	1,322	\$60.15	296,640	39,658	\$1,804.44	889,920	118,973	\$5,413.27
●	11,324	1,514	\$68.89	339,720	45,417	\$2,066.47	1,019,160	136,251	\$6,199.42
●	12,720	1,701	\$77.40	381,600	51,016	\$2,321.23	1,144,800	153,048	\$6,963.68
●	14,952	1,999	\$90.95	448,560	59,968	\$2,728.54	1,345,680	179,904	\$8,185.63

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 1/1/2025.

Hole sizes are estimated and only for visual purposes.