

Meter Validation Program

Salem Water Customer,

Recently the Utilities Division has become aware of some discrepancies between the water meter and the outside remote registers in some homes.

These discrepancies are an undesirable situation for you as a property owner and/or tenant and for the Town as the supplier of water. They may result in billing inaccuracies, which will result in lost revenues for the Town and higher rate increases for all customers.

We are asking for your assistance in conducting a Meter Validation Program to help remedy this situation. We had attempted to have customers call their readings in to us this past winter, but had a very low response rate. Due to the low response we will be conducting a door-to-door validation of the readings.

Over the course of this summer, a portion of the residential customer's meters will be read by Town personnel. A post card will be mailed to your home prior to our staff being in your neighborhood. All staff will have proper documentation to identify them as an employee of the Town of Salem.

If there is no one home at the time of our visit, a yellow prepaid post card will be left at your door. We ask that you read the inside and outside meters as soon as possible and return the post card within 5 days. If you have any questions about reading your meter, please see the frequently asked questions following this. If you responded to our survey this winter, we ask that you please respond again with your readings if a card is left.

If there is a considerable discrepancy (approximately 500 cubic feet) we will be contacting you for an appointment to make any needed repairs or replacement during regular business hours.

Frequently asked questions and contact information may be found below.

This study is a joint effort of the Utility Billing Department and the Water Department to provide better service to our customers and to help keep water rates low.

Your cooperation and participation in this matter are greatly appreciated.

Town of Salem, NH
Utility Service and Water Departments

Frequently asked questions (FAQ's) for Meter Validation Program

1. Where is my water meter and remote reader device?

The water meter is usually located in the basement of your home. The remote is usually, but not always, located on the outside wall of your home that the meter in the basement is located.

2. What does my water meter and remote reader device look like?

See photos below for samples of water meters and remote reader devices.

3. What should I do if I cannot read my water meter due to inability (physically unable, etc)?

Call Ray Sarcione at the Water Treatment Plant at (603) 890-2175, Monday – Friday 7:00 a.m. – 3:30 p.m. to make arrangements.

4. How many digits should be on the meter and remote device?

The water meter and remote reader device are six digit readers. Please record all six digits on your yellow post card. If your meter reading is “002856”, record all six digits including any zeroes. Your remote device has a “painted” zero on the lens (reader) as the last digit. We have preprinted this zero on your post card. Please leave us all six digits for both meters.

5. Why do I have the two (or four, if I have a lawn account) devices in my home?

Your actual water consumption is measured by the water meter(s) in your home. The remote reader device(s) were installed to eliminate the need for town personnel to enter your home each quarter to read your meter. Over time, this remote reader device may deteriorate which may result in inaccurate readings. You are responsible for any discrepancies resulting from inaccurate readings from the outside remote reader device. The sooner these are discovered, the easier it is for all of us.

6. What will happen if I do not return my card with the readings?

You are responsible for the water consumption that goes through your water meter inside your home whenever it is discovered. If you do not respond to this program, the Town of Salem will be required to access your meter. This may include additional letters, including up to termination of service for denial of access. (SMC§304-7:D3)

7. Who do I call if I have any other questions?

If you have questions relating to your water meter or remote reader device, you may call Ray Sarcione at (603) 890-2175, Monday – Friday, 7:00 a.m. – 3:30 p.m.

If you have questions relating to other items, you may call Michelle DeSantis at (603) 890-2047, Monday – Friday, 12:30 p.m. – 5:00 p.m. or Patty Gaddis at (603) 890-2042, Monday – Friday, 8:30 a.m. – 3:30 p.m.

Samples of meters and remote devices

One of these two should be inside your home.



One of these should be on the outside of your home.

