

Tell me More

Water, Sanitary & Stormwater Sewer Department Frequently asked Questions

Water & Sewer Billing

How often do I get a Water and Sewer bill?



Water & Sewer Billing is currently **semi-annual**.

City-wide meter readings are collected January and July of each year. There is a black “touchpad” located on the outside of your home which works along with an electronic hand device that captures the reading of your water meter inside your property.

The data collected is then imported to the billing software and reviewed by the Water & Sewer Bookkeeper, who works in the City Hall Finance Department.

The bills for the first semi-annual billing are mailed each February with a **payment due in March**; bills for the second billing are mailed each August with a **payment due in September**.

Note: not all properties have water meters; these accounts are billed at a “flat rate”.

Who do I call with a question about my bill?

Contact Darlene Paige, Water & Sewer Bookkeeper

- 603 504-0397
- waterbilling@claremontnh.com

How is the water and sewer billing calculated?

- [Ordinance # 505: Water Rates](#)
- [Ordinance # 506: Sewer Rates](#)

My bill is significantly higher than normal, what should I do?

Think back over the previous six months, try to remember if you used extra water -- watering the lawn and/or garden, filling a pool, had a leaky faucet or toilet that needed repair ...

If you cannot recall any extra usage, you may

- 1) Contact the Utilities Department at 542-7020 to schedule an appointment to have us check your meter and possibly help detect any leak(s)
- 2) Check your own meter – do not run any faucets, the washing machine, dishwasher, etc. – go to where your meter is located – if the small black diamond on your meter is turning, water is running or leaking somewhere in your property – OR - take a meter reading and wait two hours without using any water – if the meter does not read exactly the same, there is a leak somewhere.
- 3) Check your toilet(s) – add food coloring to your toilet tank; if the toilet is leaking, color will appear in the toilet bowl within 30 minutes. Check the toilet for worn, corroded or bent parts. When you’re done testing, flush to avoid staining your tank.

Water costs money... don't waste it!
 A dripping faucet or fixture can waste 3 gallons a day...a total of 1095 gallons a year.

	U.S. Equivalent	Metric Equivalent
Fluid oz.	8 fl. drams (1.804 cu. inches)	29.573 milliliters
Pint	16 fl. oz. (28.875 cu. inches)	0.473 liter
Quart	2 pints (57.75 cu. inches)	0.946 liter
Gallon	4 quarts (231 cu. inches)	3.785 liters

Waste per quarter at 60 psi water pressure			
Diameter of stream	Gallons	Cubic Feet	Cubic Meters
 ¼"	1,181,500	158,000	4,475
 3/16"	666,000	89,031	2,521
 1/8"	296,000	39,400	1,115
 1/16"	74,000	9,850	280

↑ A continuous leak from a hole this size would, over a three month period, waste water in the amounts shown above.

Do you have any tips on conserving water?

- [Water Conservation at Home](#)

Water

What is the source of the City's water and how is it treated?

Full information about the City of Claremont's water is available on the current [WATER QUALITY REPORT](#)

What other resources are available about drinking water and it's safety?

- [Water On Tap: What You Need to Know \(E.P.A.\)](#)

Submit a Work Request

- ◆ my meter is leaking, not working, noisy
- ◆ the touchpad on my house is disconnected
- ◆ the street curb valve is leaking, broken off
- ◆ my water pressure is low
- ◆ I need to make a plumbing repair and need the water shut off at the main
- ◆ my house will be vacant and I need the water shut off at the main

Contact the business office:

603 542-7020

or Laurie Wood, Water & Sewer Administrator:

603 504-0356

Note: work requiring a water on or water off at the main is charged \$45.00.

my water is discolored



The water distribution system can be compared to a brook or stream in some respect – when you step into the flowing water, you will “rile up” some sediments from the brook floor which tends to cloud up the clear water for a short time. The water does not become contaminated or unsafe in any way. Similarly, should there be a leak or break in the water main piping or a hydrant opened, that also riles the flowing water which feeds into your property. The distribution system collects tiny sediments which settle to the lining of the pipes; therefore, when there is a disturbance, the water appears cloudy, sometimes discolored (brownish red) and may even produce a foul odor. It is important to understand, there are no contaminants or hazards in the distribution system.

You may contact the Utilities Division at 542-7020 to report the problem. The office staff may be able to inform you if there is any

construction work or hydrant flow work being done in the City. To speed up the process of clearing the water, you may choose to let a faucet or outdoor spigot flow open for a period of time.

Why does the City perform Hydrant Flows & Water Main Flushing?

The City of Claremont cleans water mains of harmless corrosion and accumulated foreign matter by opening designated fire hydrants and allowing water to flow under pressure. This flushing action is an important part of our annual maintenance program to maintain high quality potable water, and continued flow capacities within the distribution system.

This procedure is typically performed annually in the spring and fall.

Sanitary Sewer

- ◆ what to do if your sewer is backing up
- ◆ sewer System Do's & Don'ts
- ◆ roots

[YOU AND OUR SEWER SYSTEM](#)

- ◆ my toilet is gurgling,
- ◆ my sewer is draining slowly,
- ◆ there is sewerage water backing into my house



Public Works will respond to all sewer problem calls as soon as the personnel and equipment can be prepared for dispatch. We will check the City's sewer main; should there be a problem found, we will jet the City's line clear. If no problem is found, the homeowner is responsible to contact a plumber or sewer contractor to check and/or service your private sewer line from your house to the City's sewer main.

Call:
542-7020 7:00 am – 3:00 pm Monday-Friday
542-9538 After hours, Emergencies and Holidays

What is a sewer backflow preventor?

Backflow preventors are devices with special valves that allow sewage to pass through to the main and then close to prevent any type of sewer back-up into a basement.

Backflow preventors are required by [City Ordinance # 402](#) to be installed in all homes. Sewer users should consult a plumber for more information pertaining to the installation, maintenance, and cost.

How do I avoid a sewer back-up?

Sewer users should strive to be aware of any changes in the system. They should never flush bulky waste such as kitty litter, rags, paper towels, diapers, etc. into the system.

Users should never pour grease or toxic materials into the sewer system.

I have an RV, where can I dispose of my septage?

Septage dumping is permitted at the Wastewater Treatment Facility, 338 Plains Road, Claremont 603 543-0680.

Please refer to the current [FEE SCHEDULE](#) for disposal costs

Stormwater Sewer

What is stormwater?

Stormwater is the rain and snowmelt that falls on buildings, streets, parking lots, and other impervious surfaces which cannot soak into the ground. As stormwater moves across these hard surfaces, it collects dirt, debris, and chemicals and carries them directly into our rivers and streams.

The City is required to apply to the Environmental Protection Agency (EPA) for a permit to discharge stormwater and to address how to reduce stormwater pollution.

Utilities Permits

Do I need a Permit?

Permits are required for the following activities:

- Water Connection, including Domestic and Fire
- Sewer Connection
- Highway Open Cut

Permit Application forms are available at the DPW office as well as on our [Utilities](#) main web page. Completed applications may be delivered in person or mailed to 8 Grandview Street, Claremont, NH 03743

Note: other permits may be required in addition to the Utilities permits listed here