



## Doing Your Part:

As your water suppliers, it is our duty to continuously provide clean water for our communities. A relatively small amount of this water is actually used for drinking or cooking, but it all must meet drinking water standards.

How carefully it is used is then up to customers. Water use in the summer is significantly more than in the winter, with nearly all of the additional water use being related to landscape sprinkling. While some of this increase is reasonable, a substantial amount of water runs off or otherwise misses areas intended to be irrigated. Following are some tips to help you manage your summer water usage, and in turn keep water charges down.

- Avoid running sprinklers between 10 am and 8 pm to reduce evaporation losses from heat and wind. Watering between dusk and 6 am is best, and also results in less competition with other water uses.
- Split sprinkling times into shorter cycles separated by only about an hour. The brief resting time between cycles enables water to soak in before more is applied, giving you deeper watering with less runoff.
- Turn sprinklers on to view them running at least once a month. Sprinklers that are too low, broken, leaning, or out of adjustment will cause the spray to be misdirected. Attend to repairs or adjustments and prune plants that are obstructing spray patterns.
- If your sprinklers are “misting,” it’s a sure sign that the water pressure is much higher than the nozzles are designed for. Add pressure regulation to avoid having much of the water you apply just blow away.
- Take advantage of websites and other resources. During the summer months, call the Lawn Watering Infoline at 541-774-2460 for up-to-date watering schedules based on current weather. A wide range of tips can also be found in the “conservation” section of the Medford Water Commission’s website at [www.medfordwater.org](http://www.medfordwater.org).



Medford Water Commission  
200 South Ivy Street - Room 177  
Medford, Oregon 97501

PRESORTED  
STANDARD  
US POSTAGE  
PAID  
Medford, OR  
Permit #348

POSTAL CUSTOMER

This report contains important information  
about your water supply.

Este documento contiene información muy importante  
sobre la calidad del agua en su comunidad. Tradúzcalo o  
hable con alguien que lo entienda bien.

Printed on recycled paper

# the water we drink

ISSUED JUNE 2013

BASED ON 2012 WATER QUALITY DATA

ANNUAL WATER QUALITY REPORT FOR:  
**Medford Water Commission**  
and the cities of:  
**Central Point · Eagle Point · Jacksonville**  
**Medford · Phoenix · Talent**



## About This Report

Environmental Protection Agency (EPA) rules require that drinking water systems provide specific water quality information to their customers each year. This report includes water quality testing results for the year 2012, along with information explaining what the results mean.

We support our customers' right to know results of our water testing, though we also realize that this can be quite technical. Much of the content of this report must follow strict guidelines, but if you have additional questions, a "water connections" section is included with contacts to whom further questions can be asked. This report is being provided by the Medford Water Commission, along with the cities of Central Point, Eagle Point, Jacksonville, Phoenix and Talent, each of whom receive and distribute water provided by the Commission.

### INFORMATION FROM THE EPA:

As water travels over the land and through the ground, it dissolves naturally occurring minerals and may pick up substances resulting from human activity or the presence of animals. This may include microbial organisms such as viruses and bacteria, inorganic substances such as minerals and salts, pesticides and herbicides, organic chemicals such as petroleum products and radioactive substances. Any substances found in water are referred to as contaminants, whether or not they are harmful.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline (800-426-4791).

## Our Water Sources:

The majority of the water used within our water system comes from the Big Butte Springs, which flow from the lower slopes of Mt. McLoughlin near Butte Falls. Its quality is exceptional, being diverted into pipelines while still underground and requiring no treatment besides disinfection. Considered a groundwater supply, this clear, cold water serves our cities year round.

During the summer months when water usage more than triples, we utilize water from the Rogue River as well. While also high in quality, as a surface water supply, it requires additional treatment to remove substances that might be picked up in the water in its journey out of the

Cascades. The Rogue water is pumped from the river near Tou Velle Park and treated at the Robert A. Duff Water Treatment Plant utilizing ozonation, filtration and disinfection.

With much of the upper Rogue watershed and the entire Big Butte Springs drainage being in undeveloped forested areas, we don't face many of the water quality challenges associated with urban watersheds. Nonetheless, the Medford Water Commission is actively involved in activities aimed at preserving the quality of our water supplies. This includes development of source water assessments / wellhead protection plans, which are available for review upon request.

## WATER CONNECTIONS

### MEDFORD WATER COMMISSION (PWID: 41-00513)

Rosie Pindilli, Water Quality Administrator: 541-774-2728  
Email: [wtrcom@ci.medford.or.us](mailto:wtrcom@ci.medford.or.us)  
[www.medfordwater.org](http://www.medfordwater.org)  
Board Meetings: 1st and 3rd Wednesday at 12:30 pm  
Lausmann Annex, 200 S. Ivy St., Room 151

### CITY OF CENTRAL POINT (PWID: 41-00178)

Max Woody, Public Works Operations Manager: 541-664-3321 (ext. 241)  
Email: [max.woody@centralpointoregon.gov](mailto:max.woody@centralpointoregon.gov)  
Council Meetings: 2nd and 4th Thursday at 7:00 pm  
City Hall, 140 S. 3rd Street

### CITY OF EAGLE POINT (PWID: 41-00267)

Gary Shipley, Public Works Supervisor: 541-826-4212 (ext. 136)  
Email: [garyshipley@cityofeaglepoint.org](mailto:garyshipley@cityofeaglepoint.org)  
Council Meetings: 2nd and 4th Tuesday at 7:00 pm  
City Hall, 17 S. Buchanan Street

### CITY OF JACKSONVILLE (PWID: 41-00405)

Jeffrey Alvis, City Administrator: 541-899-1231  
Email: [administrator@jacksonville.or.us](mailto:administrator@jacksonville.or.us)  
Council Meetings: 1st and 3rd Tuesdays at 6:00 pm  
Old City Hall, 215 Main Street

### CITY OF PHOENIX (PWID: 41-00625)

Jeff Ballard, City Engineer: 541-535-5531  
Email: [jballard@rh2.com](mailto:jballard@rh2.com)  
[www.phoenixoregon.net](http://www.phoenixoregon.net)  
Council Meetings: 1st and 3rd Monday at 6:30 pm  
Public Works Office, 1000 South 'B' Street

### CITY OF TALENT (PWID: 41-00857)

Lester Naught, Superintendent: 541-535-3828  
Email: [lester@cityoftalent.org](mailto:lester@cityoftalent.org)  
[www.cityoftalent.org](http://www.cityoftalent.org)  
Council Meetings: 1st and 3rd Wednesday at 6:30 pm  
Community Center, 206 E. Main Street

### JACKSON COUNTY HEALTH DEPARTMENT

Environmental Health:  
541-774-8206  
Oregon Health Authority, Drinking Water Program:  
1-971-673-0405  
[www.oregon.gov/DHS/ph/dwp](http://www.oregon.gov/DHS/ph/dwp)

### EPA SAFE DRINKING WATER HOTLINE

1-800-426-4791  
[www.epa.gov/safewater](http://www.epa.gov/safewater)

# 2012 Water Quality Test Results For Treated Water

## Primary Contaminants Analysis

Substance	MCL (Maximum Allowed)	MCLG (Ideal Goal)	Source	Average Amount Detected	Range	Complies?	Typical Source
Barium (ppm)	2	2	Big Butte Springs	0.003	N/A	YES	Erosion of Natural Deposits
			Rogue River	0.005			

## Microbiological Contaminants

Substance	MCL (Maximum Allowed)	MCLG (Ideal Goal)	Detected Level	Complies?	Typical Source
Coliform bacteria	Present in 5% of Monthly Samples	0% Presence	Medford-present in 1.0% of November samples; Talent-present in 4.2% of July samples	YES	Naturally present in the environment
E coli	0	0	0	YES	Human and animal fecal waste

## Other Analyses

Substance	TT (Maximum Allowed)	% of Samples Meeting Standard	Highest Measurement	Complies?	Typical Source
Turbidity	Rogue River: 95% < 0.3 NTU Big Butte Springs: N/A	100%	Rogue River: 0.070 NTU	YES	Soil erosion and stream sediments

## Secondary Contaminants - Voluntary Guidelines

Substance	Maximum Suggested	Source	Average Amount Detected	Complies?	Typical Source
Aluminum (ppb)	50 - 200	Big Butte Springs	77	YES	Erosion of Natural Deposits
		Rogue River	14		
Chloride (ppm)	250	Big Butte Springs	2.33	YES	Erosion of Natural Deposits
		Rogue River	4.01		
Copper (ppm)	1.0	Big Butte Springs	0.034	YES	Erosion of Natural Deposits
		Rogue River	0.002		
Sulfate (ppm)	250	Big Butte Springs	1.40	YES	Erosion of Natural Deposits
		Rogue River	2.11		
Sodium (ppm)	20	Big Butte Springs	6.50	YES	Erosion of Natural Deposits
		Rogue River	5.77		
Zinc (ppm)	5	Big Butte Springs	0.005	YES	Erosion of Natural Deposits
		Rogue River	ND		

## DEFINITIONS

### AL (Action Level)

The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

### MCL (Maximum Contaminant Level)

The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

### MCLG (Maximum Contaminant Level Goal)

The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

### MRDL (Maximum Residual Disinfectant Level)

The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

### MRDLG (Maximum Residual Disinfectant Level Goal)

The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

### ND (Non Detect)

Not detected at an established minimum reporting level

### ppm / ppb (Parts Per Million / Parts per Billion)

One part per million or per billion means that one part of a particular substance is present for every million or billion parts of water. One part per million compares to one penny in \$10,000, and a part per billion is equivalent to a penny in \$10 million.

### TT (Treatment Technique)

A required process intended to reduce the level of a contaminant in drinking water.

## UNDERSTANDING THE RESULTS:

Hundreds of tests are run on our drinking water each year to ensure that no substances are present at harmful levels. With testing techniques that are continuously improving, substances can now be detected at truly minuscule levels. Nonetheless, of the approximately 150 contaminants we test for, most have never been found in our water. Those we do detect are at levels far below health standards and are identified herein.



If you wish to view complete results for all constituents that we monitor, a "Water Quality Analysis" can be obtained at the Medford Water Commission offices or on the Commission's website ([www.medfordwater.org](http://www.medfordwater.org)).

## TESTING FOR MICROBES:

Microscopic organisms have more potential to show up suddenly and cause immediate illness than most contaminants. Therefore, water samples are taken throughout the water system on a regular basis to check for bacteria. This sampling is done by the Medford Water Commission, as well as each of the cities participating in this report. This includes testing for coliform bacteria and confirming that adequate chlorine is present in the water to provide ongoing disinfection. While most coliforms do not pose a health threat, they are a good indicator of whether other bacteria might be present. If found, further testing is conducted for harmful forms of bacteria. Coliform bacteria are seldom found in our water. In 2012, of the 1709 samples taken from 104 sampling points, only 3 samples showed any coliform bacteria, and further testing confirmed no harmful bacteria were present.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV / AIDS or other immune system disorders, some elderly, and infants can particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA / CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

## CHLORINE RESIDUAL:

Chlorine is the only disinfectant that remains in water to provide continuous protection to customers' taps. Therefore, some chlorine is typically utilized even if another primary disinfectant is also used. Sampling throughout the distribution system confirms that the amount of chlorine present is neither too low nor too high. Our water is effectively disinfected with much less chlorine than is allowed, and residual testing is similarly low.

## DISINFECTION BY-PRODUCTS:

Disinfection to inactivate harmful microbes is extremely important to protect public health. However, by-products can form from this process, some of which can be harmful if they occur at sufficient levels over a long time period. Various measures are taken to keep these by-products to a minimum while insuring that disinfection is achieved.

## LEAD AND COPPER:

Because lead and copper can enter drinking water through contact with household plumbing or water system pipes, additional testing is conducted at residences considered to be at greatest risk for elevated amounts of lead and copper. Our water is not prone to high levels of these metals, but if present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children.

Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Medford Water Commission and each of the cities are responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your drinking water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.

## TURBIDITY:

Turbidity is a measure of how clear water is. Turbidity itself does not necessarily indicate that water is unhealthy, but it can interfere with disinfection and can be an indicator of microorganisms. Turbidity measurement is not required of our spring water, though we continuously monitor it for our own review.

## Medford Water Commission and Cities' Disinfection and Disinfection By-Product Analyses

Substance	Entity	Average Amount Detected	Range	MCL (maximum allowed)	MCLG (ideal goal)	Complies?	Typical Source
Total Trihalomethanes (ppb)	M.W.C	9.1	ND - 19.4	80	0	Yes	By-products of chlorination used in the water treatment process
	Central Point	4.4	0.6 - 14.1				
	Eagle Point	7.2	1.4 - 13.0				
	Jacksonville	3.5	0.6 - 6.5				
	Phoenix	1.7	1.2 - 2.6				
	Talent	1.4	ND - 2.6				
Haloacetic Acids (ppb)	M.W.C	5.8	ND - 14.9	60	0	Yes	By-products of chlorination used in the water treatment process
	Central Point	2.1	ND - 8.6				
	Eagle Point	5.4	ND - 11.3				
	Jacksonville	ND	ND				
	Phoenix	ND	ND				
	Talent	ND	ND				
Chlorine (ppm)	M.W.C	0.53	0.32 - 0.83	4.0 (MRDL)	4.0 (MRDLG)	Yes	Treatment additive for disinfection
	Central Point	0.33	0.03 - 0.68				
	Eagle Point	0.41	0.19 - 0.58				
	Jacksonville	0.39	0.23 - 0.51				
	Phoenix	0.50	0.34 - 0.59				
	Talent	0.42	0.28 - 0.52				

## Lead and Copper Sampling from Residential Water Taps

Substance	Entity	Amount Detected (90th percentile value)	Date of most recent test	Action Level	MCLG (ideal goal)	Complies?	Typical Source
Lead (ppb)	M.W.C	1.2	2010	90% of homes tested must have lead levels less than 15 ppb	0	Yes (No sample exceeded action level)	Corrosion of household plumbing
	Central Point	3.0	2011				
	Eagle Point	4.8	2010				
	Jacksonville	2.8	2010				
	Phoenix	1.4	2012				
	Talent	1.7	2010				
Copper (ppm)	M.W.C	0.855	2010	90% of homes tested must have lead levels less than 1.3 ppm	1.3	Yes (No sample exceeded action level)	Corrosion of household plumbing
	Central Point	0.330	2011				
	Eagle Point	0.306	2010				
	Jacksonville	0.310	2010				
	Phoenix	0.843	2012				
	Talent	0.311	2010				