

medford water

WATER EFFICIENCY REPORT 2023





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Medford Water operates and maintains the water system that delivers high-quality drinking water to around 140,000 Rogue Valley residents. The utility is an autonomous agency of the City of Medford, Oregon, established through a change in the city charter on Nov. 7, 1922, and is governed by the Board of Water Commissioners. The Board appoints the General Manager, who is authorized to direct the operations of the utility.

Medford Water directly serves customers in the City of Medford and the unincorporated community of White City. The cities of Ashland, Central Point, Eagle Point, Jacksonville, Phoenix and Talent are served on a wholesale basis. Additionally, two domestic water districts purchase water from the utility. All water services are metered.

Total water production averages approximately 17 million gallons per day (MGD) during the winter and 46 MGD during the summer months, with occasional summer peak days of around 62 MGD. Big Butte Springs is our primary water source, with the Rogue River used as a supplement during the summer months.

We are a utility member of the American Water Works Association (AWWA), an international, nonprofit scientific and educational society dedicated to the improvement of drinking water quality and supply. With more than 50,000 members, it is the largest organization of water professionals in the world. The AWWA supports Water For People, a nonprofit, international development organization whose mission is to help the most impoverished people worldwide improve their quality of life by supporting sustainable drinking water, sanitation and hygiene projects.

meet the water efficiency team



JULIE SMITHERMAN **WATER RESOURCES AND CUSTOMER SERVICE MANAGER**

I began my career in the drinking water industry right here in the rogue valley in 2009. During the past 15 years I have been actively involved locally and regionally in the field of water resources and water efficiency. I'm committed to helping our customers find simple and innovative ways to use water efficiently in and around their homes and businesses. I look forward to continuing to work with our community to preserve and protect our valuable water resources.

CODY SCOGGINS **WATER EFFICIENCY COORDINATOR**

I began my career 6 years ago as a Water Treatment Operator and have since moved into my current role. Since starting my career, I have obtained my Master's Degree in Natural Resource Management and also have been involved with community outreach and education. I'm part of a committed team who thrives on being good stewards of our water and are reliable resources for those who look to be good stewards themselves.

AARON ADACHI **WATER EFFICIENCY TECHNICIAN**

I began my career in water efficiency in 2022. My background is in Business Management and Project Management. I received my Master's Degree in Business Administration and have spent the earlier part of my career in the software/technology industry. I chose to come to Medford Water for the opportunity to implement lasting change in the surrounding community with the skills that I learned from the private sector.

Water Management and Conservation Plan

June 2017



ch2m



water management and conservation plan (wmcp)

DESCRIPTION

Medford Water uses water from two major sources: Big Butte Springs and the Rogue River. The Robert A. Duff Water Treatment Plant currently operates intermittently during the months where water demands are higher. In general, this document serves as the principal guide for all the initiatives undertaken by the Water Efficiency Department of Medford Water. It outlines the parameters that we need to follow in order to be good stewards of our water source.

WATER DEMAND PROJECTIONS

Medford Water measures the demand for water in a number of different ways. This is a crucial part of the WMCP. Our team monitors the current levels of water on an ongoing basis and constantly compare that to the consumption or usage and formulate projections that will give us the best overall view of our water.

CURTAILMENT PLAN

Curtailment planning is the development of proactive measures to reduce water demand if the water supply is reduced temporarily. Supply shortages could result from a number of situations. The WMCP highlights the action steps that need to be taken when the water supply levels trigger this plan. The objective of this plan is to provide guidance, while allowing flexibility to respond according to specific circumstances.

CONSERVATION PROGRAM BENCHMARKS

The benchmarks for the Water Efficiency Department details the activities that will be implemented during the duration of the WMCP. The Water Efficiency Program in its entirety is focused on providing customers with ample support in multiple forms. The plan outlines specific goals and objectives for water management and conservation, such as reducing wastewater or increasing water efficiency. As we will outline in this report, we have outdoor programs, indoor programs, public outreach initiatives, and partnerships that all exists to bring a solution or a resource to our customers.

Finally, the plan includes provisions for evaluating its success and making revisions as needed to ensure that it remains effective in achieving those goals. The end result of the WMCP is to ensure sustainable usage of water resources, protection and conservation of water for future generations.

outdoor programs

SPRINKLER SURVEYS

The program is a free service that we provide to all Medford customers in hopes to establish the most water efficient sprinkler systems possible. We manually run each zone to identify any inefficiencies that may be present in the system. In the process of finding ways to make sprinkler systems more efficient, we have often found major leaks that contribute to wasted water and higher water bills.

- This year we were able to help 132 Medford customers with this program.
- To date, we have provided this service to a little over 1,000 Medford customers. Estimated water savings of about 2.6 million gallons.

SMART CONTROLLER REBATE PROGRAM

Coupled with the sprinkler survey program is our SMART controller rebate program. This program promotes the use of Water Sense approved sprinkler system controllers. The greatest benefit to these controllers is the ability to utilize real-time local weather data to help your watering schedules. Using weather data will reduce over-watering and ensuring that your landscape is getting the appropriate amount of water. Another great benefit is having your sprinkler controller at your fingertips. All SMART controllers can be accessed from your phone, and it gives you the comfort to control your landscape from anywhere you have internet.

- This year we replaced 32 controllers with SMART controllers for an estimated 480,000 gallons of water saved.



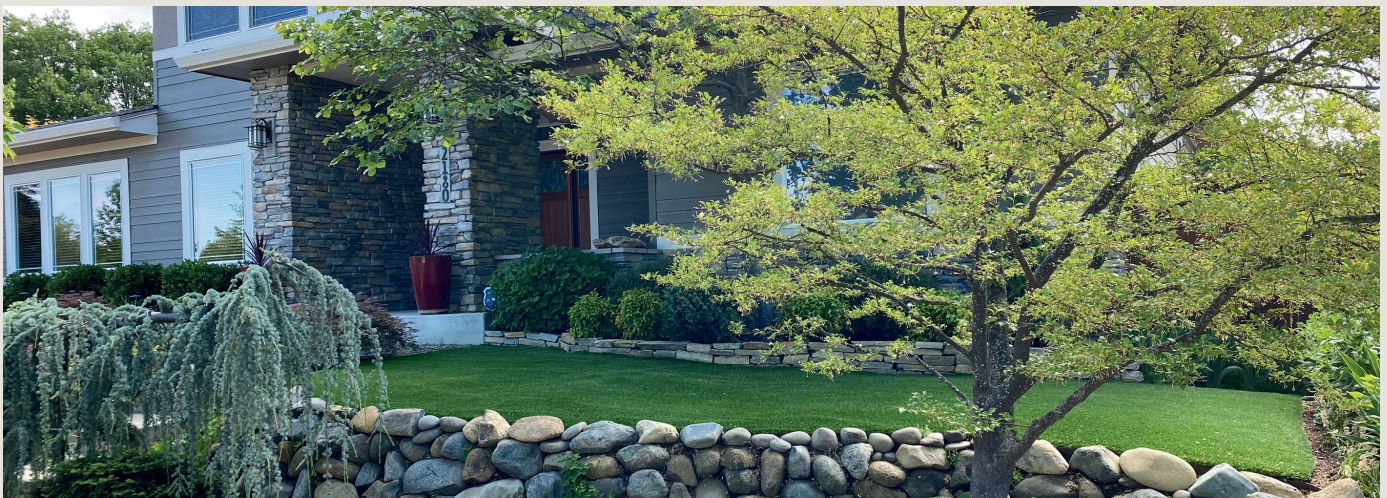
LAWN REPLACEMENT PROGRAM

In 2022 we launched a Lawn Replacement Pilot Program. Continuing strong in 2023, the goal of this program is to remove unwanted or non-functional turf and replace it with drought-tolerant alternatives to reduce water usage during peak water demand times. Turf grass uses the most water outdoors and, in many cases, it provides little to no benefit. This program seeks to eliminate these areas and save water. Applicants were required to show a 10% reduction in water related to the conversion from turf to other alternatives.

- In 2023, we replaced a little over 18,000 square feet of non-functional turf.
- Estimated water savings for the program in 2023 is over 300,000 gallons.

LOOKS GREAT AND SAVES WATER!

Although turf grass does have a prominent place in our community, there are areas where it may not make sense to have it. With this program we hope to eliminate as much unwanted or non-functional turf as possible to maximize the water savings in our community while keeping the look and feel that we all know and love. Alternative landscapes are great landscapes that provide the same function and beauty as turf. The example on the right replaced their grass on the terrace with artificial turf for a couple of reasons. Mowing the grass proved to be a problem, especially around the edges where they could potentially slip and fall. The other reason was the retention of water was not adequate, which ended up wasting more water. They also replaced the strip of turf by the street with rock to reduce the watering from turf grass to a few trees.





HIGH USAGE ACCOUNTS

We work to track down high water use accounts. The primary goal is awareness during these interactions. Most times, the customer is not aware that there is a leak. We want the customer to be aware of the high-water usage so they can be aware there is a leak. Most of these calls lead to a leak investigation which our staff can help to support.



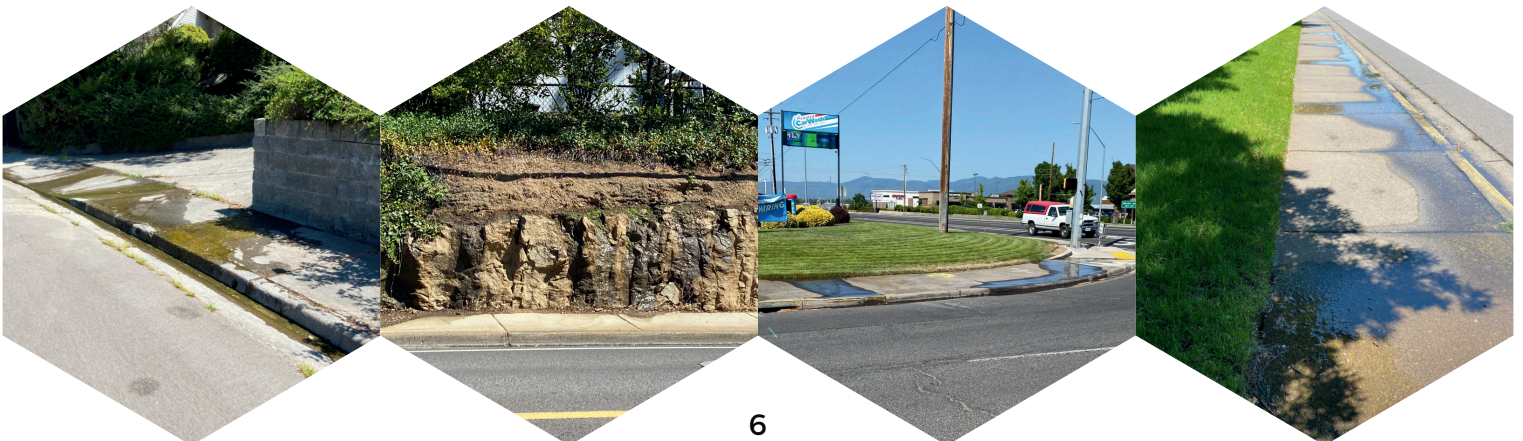
LEAK INVESTIGATION

During a leak investigation we physically walk the property to see if there are any obvious signs of the leak, we check the meter to verify that the leak indicator is moving, then we provide the customer with the resources to fix the leak.

In 2023, we saved an estimated 3,300,000 gallons of water through our leak investigation efforts. By equipping the customer with the resources that they need to find and fix leaks, the long-term impact will be a better maintained water system.

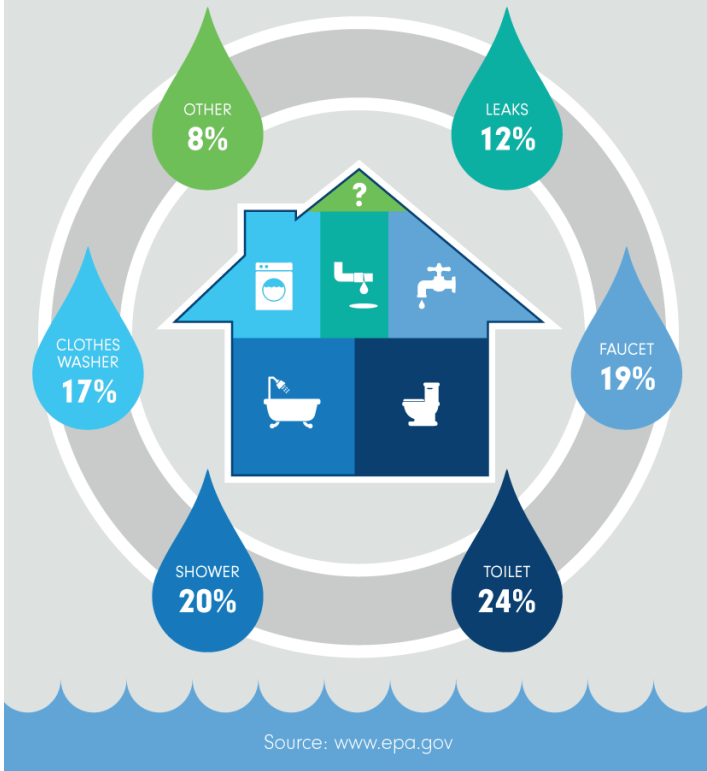
In addition to our efforts, we partner with St. Vincent de Paul and The Salvation Army to provide financial assistance to customers that are on the shut-off list and/or have a leak that they cannot afford to fix on their own. Through this partnership we were able to help numerous customers reduce water leaks that resulted in lower monthly water bills.

- Last year, we were able to help 216 customers find or fix a leak on their property.



Household Water Use

Here's how the average household uses water:



HOUSEHOLD WATER USE

Do you know how much water you are using inside your home? Do you know what uses the most water inside the home on average? If you guessed the toilet, you are correct! Toilets account for approximately 24% of all indoor water usage. Showers account for 20% with Faucets and Clothes Washer coming in at a close third. Our water footprint will leave an impact on the generations to come. It is the amount of water consumed by human activity, not only from the tap, but the also the water we use to produce food, energy, clothes and other items.

TOILET REBATE PROGRAM

To qualify for the rebate, replace your existing toilet, 1.6 gallons per flush or greater with a higher efficiency toilet that uses 1.28 gallons per flush. Once your old toilet is replaced, recycle the old toilet and Medford Water will issue your rebate. It's that simple.

- Since the beginning of this program, we have recycled over 2,700 toilets in Medford.
- In 2023, we replaced 72 toilets for an estimated water savings of 367,000 gallons. We continue to receive rebate requests throughout the year, so the program is always available.



commercial programs

SPRINKLER SURVEYS

The program is a free service that we provide to all Commercial and Industrial customers in Medford to establish the most water efficient sprinkler systems possible. We provide the same level of customer service and care as we would in our residential program but focus our efforts on businesses. We manually run each zone to identify any inefficiencies that may be present in the system. In the process of finding ways to make sprinkler systems more efficient, we have often found major leaks that contribute to wasted water and higher water bills. These systems are typically established and maintained by third-party vendors which leaves the business owner little to no information on the overall system. They typically discover they are using more water than necessary through their bills or when they discover they have a leak or excessive usage.

- This year we were able to help 15 Medford customers with this program.
- Estimated water savings of about 200,000 gallons.



commercial programs

INDOOR WATER EVALUATIONS

In addition to the sprinkler surveys that we provide for commercial properties, we primarily offer indoor water evaluations to assess the water usage inside of the building. This is a free service that we provide for our commercial and industrial customer in Medford. In the past we have worked with restaurants, small offices, large offices, retail stores, hotels and multi-family properties.



LEAK INVESTIGATION

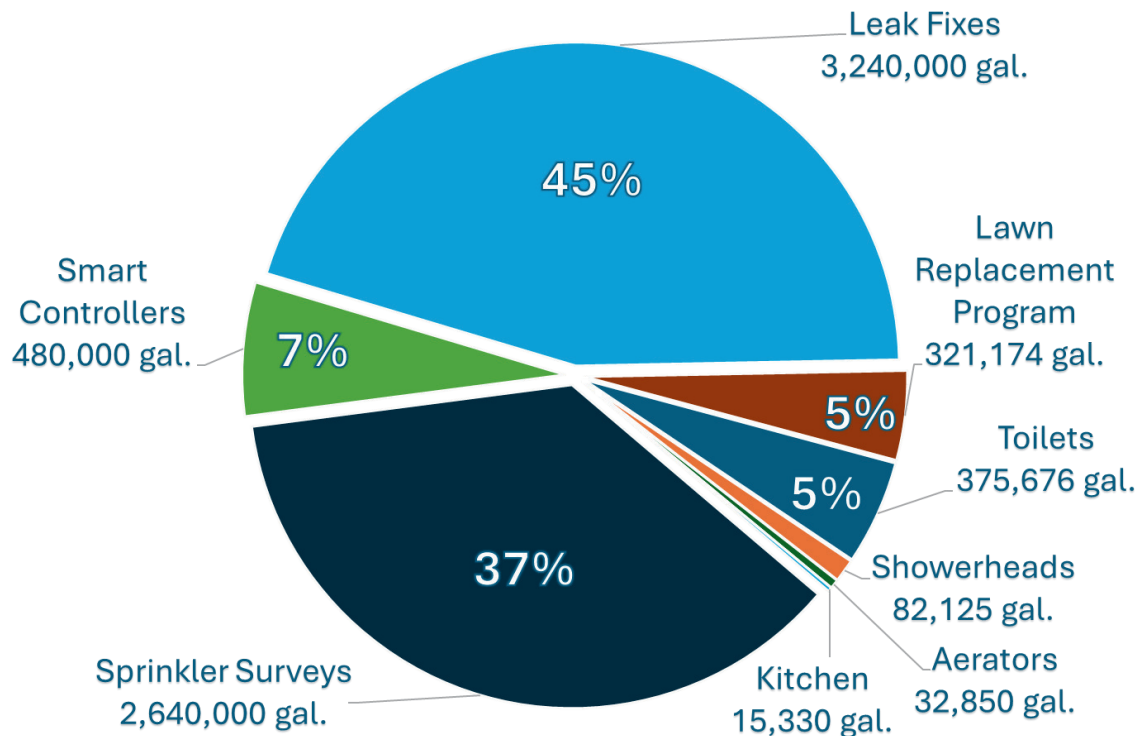
The most common issue that we find are toilet leaks. These can be very slow leaks that can go easily undetected. We provide our toilet rebate program for all commercial and industrial customers to replace inefficient or leaking toilets. For restaurants, there are a few more areas that we evaluate. We find the kitchen sinks, more often than not, have leaks in the plumbing or connections. Drink fountains, ice makers, dipper wells, water-cooled appliances, these are just naming a few things that evaluate during a commercial indoor water evaluation.



Every property needs access to water. With access to water comes the possibility of water waste. Our programs are designed to serve as a safety net so we can protect our most precious resources for many more years to come.



summary of 2023 water savings



To summarize our water savings, we gear all of our programs around the customer. Our goal is to efficiently reduce the amount of water being used to an efficient amount that will provide long term benefits for our watershed as a whole.

Our rebate programs accounted for 49% of our total water savings in 2023. These 3 programs (Sprinkler Surveys, Smart Controller, and Lawn Replacement) go hand-in-hand in the effort to reduce water usage outside of the home.

Our indoor program is geared to reduce water use inside of the home through the use of water efficient technology. Toilets are more efficient now than ever before. Flushing at 1.28 gallons per flush drastically reduces the amount of water wasted by simply flushing the toilet. In addition, low flow fixtures such as 1.5 gallon per minute (gpm) showerheads, kitchen aerators, and 1.0 gpm bathroom aerators allow customers to reduce water wasted by normal everyday tasks.

Our High-Use and Leak Investigation Program accounts for the majority of savings (45%) of water savings. Leak investigations require minimal resources and results in maximum water savings. Customers are immediately impacted once the leak has been identified and fixed. Through our process, we educate the customer on simple leak detecting methods that will help them identify leaks in the future. Leak investigations produced an estimated savings of 3,240,000 gallons this year.

Total savings for 2023 equate to approximately **7,000,000** gallons of water through our combined water efficiency efforts.

CAREER DEVELOPMENT

CAREERS IN GEARS

Careers in Gears is an annual event that connects job seekers with potential employers. It is also a place where high school students can learn about different types of jobs that are available to them from the service world.

SOU CAREER FAIR

We partner with Southern Oregon University to host a booth at their annual Career Fair. The goal is to introduce college students to the water industry and present them with an opportunity to be a part of our internship program. The internship program is geared to expose interns to all aspects of the water industry from the watershed to water quality, infrastructure, and conservation, this program has made a meaningful impact.

ROGUE VALLEY ASSOCIATION OF REALTORS

This year, we had the opportunity to give presentations to real estate professionals in Southern Oregon through the Rogue Valley Association of Realtors. In addition, we were able to give a presentation to the team at Windemere and Ford Real Estate. This strategic partnership serves as a driver for our programs. The agents work closely with the properties in Southern Oregon and we want to provide them with the resources to help them.

OTHER OUTREACH EVENTS

- Ashland Climate Collaborative
- Ashland Garden Club
- Ashland Townhall Meeting
- Careers in Gears
- Earth Day Event
- Inquiring Minds (RV Manor)
- Master Gardener's Association
- Newsletter, Newspaper, Social Media, Radio
- Professional Engineers Committee
- Rogue Valley Association of Realtors, Windemere, & Ford Real Estate
- SOCAN
- SOLA
- SOU Career Fair
- Spring Garden Fair
- Watering Recommendations
- Water-Wise Gardening Website





MEDFORD
WATER



BIG BUTTE Springs TOUR

DUFF TREATMENT PLANT



WILLOW LAKE



BIG BUTTE SPRINGS



WHISKEY SPRINGS



4 STOPS
.....
SEP 27TH
2023

A GREAT LEARNING EXPERIENCE
.....

Spend a day learning about your drinking water sources: Robert A. Duff Treatment Plant, Big Butte Springs, Willow Lake, and Whiskey Springs. Enjoy learning about the history of our water, where it comes from, and how it is treated.

QUESTIONS:

📞 541-774-2438

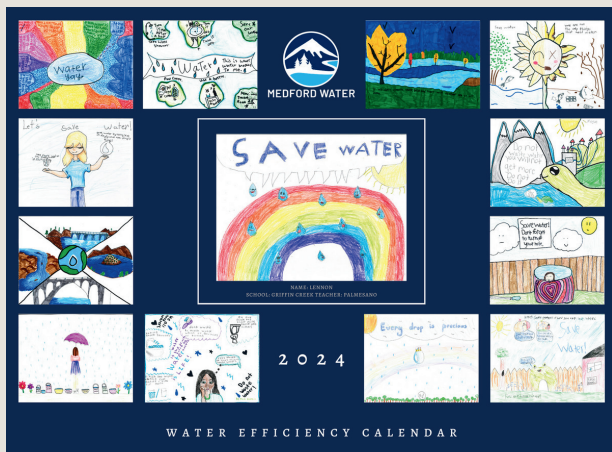
✉ conserve@medfordwater.org

🌐 www.medfordwater.org

medford school district 2nd annual calendar contest

This year, Medford Water sponsored the second annual calendar contest for the students in the Medford School District and White City, to pique an interest in water conservation in the everyday lives of students in grade school. Starting with the 4th grade students, we prompted students to think about what water means to them and why it is important to conserve, and to create an illustration based on this idea. The top 12 submissions were selected to be published in a 2024 calendar. We coupled the contest with a presentation that we used to bring an even deeper understanding into water conservation, discussing where the water from the tap comes from, how it is treated, and various ways that water is used in everyday life. All the students that participated drew amazing works of art, and it was a challenge for the Medford Water team to decide on the winners for the 2024 calendar.

The top 3 submissions for the second annual Medford Water Calendar Contest also received some great prizes: first place winner received a pizza party for their class sponsored by Jackson Creek Pizza, as well as an electric scooter! The second-place winner received a drone, and the third-place winner received a mini fridge all sponsored by Medford Water. Prizes were awarded in January 2024, and the calendars will be presented to the winners and the participating classes in the middle of January. This is such an inspiring event that we look forward to continuing in the years to come.



calendar contest winners

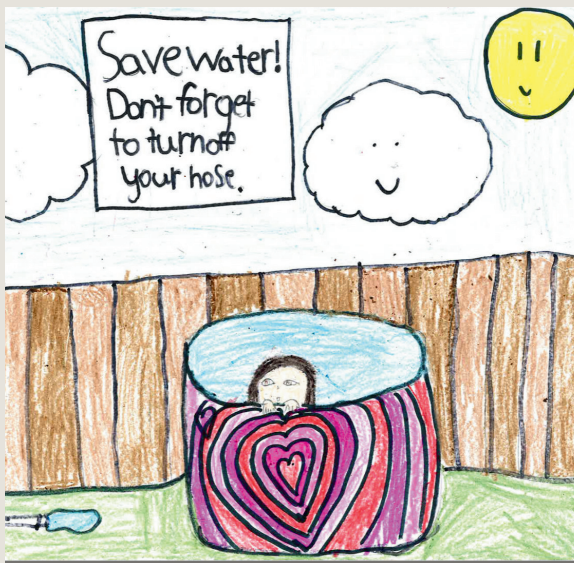


EVERYONE NEEDS WATER

Everyone Needs Water was submitted from Griffin Creek Elementary School. Receiving the first-place prize in our second annual Calendar Contest, this work of art exemplified the need for water conservation. Water conservation is becoming a bigger topic every year and being able to articulate the need through this drawing is the primary goal of this contest. The idea that we all need to think about water conservation and how it effects not just our life, but many other things in this world as well.

DO YOUR PART TO SAVE THE RAIN

Do Your Part to Save Water was a submission from Hoover Elementary School. Receiving the second-place award, this piece of art stretches our concept of water conservation and highlights water conservation on a macro level. Relating to the theme of conserving water, this is a reminder to be conscious of the water we have and the need to share it with others.



SUMMER FUN

With its given name, Summer Fun was a submission from Jackson Elementary School. This simple, yet powerful message reminds us that remembering to do the little things will have a tremendous impact on water conservation. Water conservation does not always have to be major efforts or life changing habits, sometimes they come in the little things, like remembering to turn off the hose when it's not in use.

regional partnerships



Medford Water prioritizes the responsible use of our water resources and promotes water efficiency practices throughout the Rogue Valley. Making water efficiency a part of our everyday lives and implementing measures to conserve water helps to preserve this essential resource for years to come. Medford Water recognizes the value in working collaboratively with our partner agencies to find innovative solutions to address the water challenges in our region.

City of Ashland

In our efforts to expand water efficiency programs and resources to partner communities, Medford Water began providing the City of Ashland with water conservation and efficiency services in the spring of 2021. Through an intergovernmental agreement between Medford Water and the City of Ashland, Medford Water staff facilitates the Ashland program. We provide onsite indoor and outdoor water use evaluations, guide the rebate programs, promote appliance and fixture upgrades, giveaway free showerheads, aerators and soil moisture meters, write newsletter articles, and provide education to the public through community events and presentations.

City of Medford

Staff assists the City of Medford Planning Department with reviewing landscape and irrigation plans for new development and provides recommendations to refining the code to incorporate best practices for creating water efficient landscapes. We also collaborate with the planning department on developing Firewise landscaping recommendations and have participated on the City's Climate Adaptation and Resiliency Committee providing feedback and suggestions on the efficiency measures that could be adopted to help ensure our community will continue to have reliable and sustainable water resources into the future.

City of Central Point

We worked with the City of Central Point in the summer of 2023 to help them start their own Water Efficiency Program for their customers. We provided training in the office and in the field for our Sprinkler Survey Program, we trained them on our Smart Controller Program and our Toilet Rebate Program. The goal is to provide the City of Central Point employees with the tools they need to have a successful Water Efficiency Program.



SOLA

Southern Oregon Landscape Association

SOUTHERN OREGON LANDSCAPE ASSOCIATION

Landscapes can provide many important benefits and are an essential part of the look and feel of our homes, businesses and community. Professionals that specialize in irrigation and landscaping help us manage these landscapes and keep them looking beautiful, healthy and maintained.

The Southern Oregon Landscape Association (SOLA) is a nonprofit organization and was originally founded in the late 1980's as a venue for members of the professional landscape community to join together in the interest of public service and the promotion of professional landscaping. Our goals include, increasing public awareness of the value of professional landscaping and horticultural services, providing our members the opportunity to expand their knowledge and earn continuing education hours (CEH's) toward their license, and to educate members and the public on new and improved irrigation technologies and best practices for creating thriving water efficient landscapes.

SOLA has participated in many community improvement projects over the years and continues to look for ways to serve our community. Some of the projects included the design, landscape, and irrigation system for the original Children's Advocacy Center and the Bear Creek Park Demonstration Garden in Medford, Dogs for Better Lives, in Central Point and most recently Blue Heron Park Pollinator Garden in Phoenix.

As drought becomes more frequent in our region, SOLA recognizes the responsibility to be strong advocates for the responsible and efficient use of our water resources. We continue to build relationships within the local landscape and irrigation industry and strive to work together to promote the value of professional landscaping and the importance of water efficiency in our communities.

Please visit our website at www.sola-oregon.com or give us a call at 541-774-2436 for more information.

2024 and beyond

WHAT ARE WE LOOKING FORWARD TO...



OUTDOOR PROGRAMS

- Rogue Valley Association of Realtors Partnership
- SOLA

INDOOR PROGRAMS

- Working with Plumbers in Southern Oregon
- Indoor Evaluations
- Partnership with Home Depot, Lowe's, and Grover
- SOROA Partnership - Multi-Family

COMMERCIAL PROGRAMS

- Develop outdoor and indoor water evaluation programs

PUBLIC OUTREACH

- Increased engagement with schools
- Partnership with Rogue Gallery
- Continue BBS and Duff Tours
- Annual Water Efficiency Report
- Regional Partnerships
- Fix-A-Leak Week Event
- Southern Oregon University events

CUSTOMER SERVICE

- WaterSmart Customer Portal - Strengthen our customer outreach efforts





MEDFORD WATER



WELCOME
Home

*The homeowners guide
to water efficiency!*





WATER EFFICIENCY

YOUR ULTIMATE GUIDE TO
SMART WATER MANAGEMENT

LAWN REPLACEMENT PROGRAM

The goal of this program is to remove non-functional turf and replace it with drought-tolerant plantings to reduce peak water usage during the summer months. Turf grass uses the most water outdoors and, in many cases, it provides little benefit and can be overwatered. This program seeks to minimize these areas and save water.

SPRINKLER EVALUATION PROGRAM

Evaluations are offered during the summer months and consist of a comprehensive assessment of the design, operation and management of your sprinkler system. Assistance with sprinkler controllers and watering schedules will also be provided. A brief report outlining general observations of your sprinkler system as well as suggestions for future use will be mailed following the evaluation. This is a great opportunity to learn ways to save water and money while still maintaining a healthy and attractive landscape.



WATER-WISE PLANTS

There are many attractive plants that can thrive on limited amounts of water. In a climate that lacks reliable summer precipitation, use of these plants can help create a beautiful landscapes with reduced effort and irrigation.



WATER-WISE LANDSCAPING

Local water use during summer months is often more than three times higher than winter water usage levels, with most of the increase being tied to irrigation of landscapes.

FOR MORE INFO VISIT OUR WATER-WISE GARDENING WEBSITE

SPRINKLER CONTROLLER BASICS

Sprinkler controllers are the command center for the entire irrigation system, but often have many features that are misunderstood or not utilized. When the timer is properly set, the landscape health can be enhanced while saving thousands of gallons of water each month. It is important for property owners to understand how to operate the timer and to realize that the timer is not a "set it and forget it" tool. Rather, watering schedules should be modified throughout the sprinkling season.

"not a 'set it and forget it' tool"

TOILET REBATE PROGRAM

In an average home with older plumbing fixtures, nearly one-third of the water used indoors is flushed down toilets. In order to keep more water from going down the drain, Medford Water offers rebates to help property owners replace their old relics with new low-flush models.

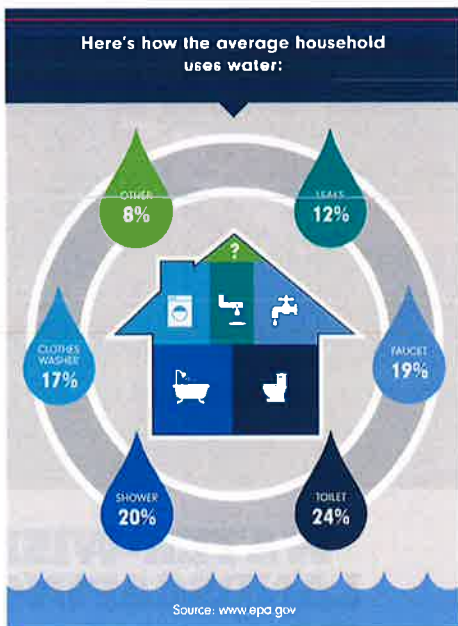


SMART CONTROLLER REBATE PROGRAM

Residential outdoor water use in the United States accounts for more than 9 billion gallons of water each day, mainly for landscape irrigation. Experts estimate that as much as 50 percent of this water is wasted due to overwatering caused by inefficiencies in irrigation methods and systems. Irrigation control technologies can significantly reduce overwatering by applying water only when plants need it.

SAVING WATER INDOORS

The average single family residential customer in Medford uses around 5,000 gallons of water per month indoors.



KITCHEN

Avoid letting the water run when rinsing vegetables, cleaning dishes, or defrosting food.

LAUNDRY ROOM

Wait until you have full loads to wash.

BATHROOM

Taking shorter showers and avoid letting the water run while brushing your teeth or shaving.

FOR MORE INFO VISIT OUR WEBSITE
MEDFORDWATER.ORG



CONTACT US

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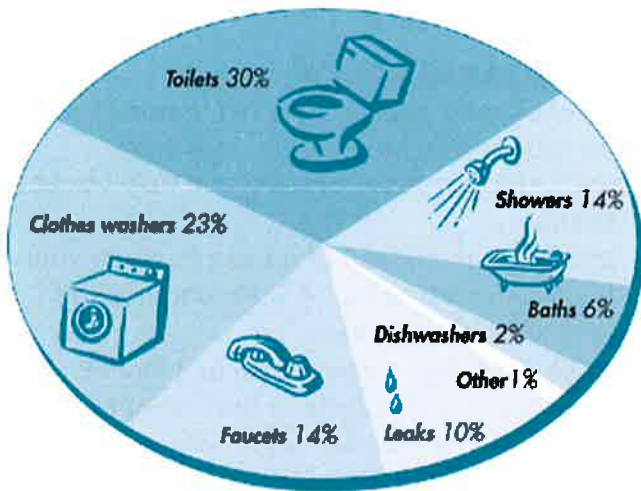
Email: cody.scoggins@medfordwater.org

Email: aaron.adachi@medfordwater.org

Household Water Savings Tips

Saving Water Indoors

The average single family residential customer in Medford uses around 5,000 gallons of water per month indoors. Homes with 1 to 2 residents often use even less. Following is a typical breakdown of water used in the home.



www.metrovancouver.org

In the Kitchen

- Your dishwasher uses the same amount of water whether it is full or nearly empty of dishes, so wait until it's full to run it. Many dishwashers have a water saver cycle to save even more water.
- Keep a container of drinking water in the refrigerator, instead of letting the faucet run until the water cools down.
- Avoid just letting the water run when rinsing vegetables, cleaning dishes or to defrost food.
- Fix leaks promptly! Even a small faucet drip can waste 20 gallons of water each day. Large leaks can waste hundreds of gallons per day.

In the Laundry Room

- Adjust the water level of washing machines to fit the size of the load. Better yet, wait until you have full loads to wash.
- When purchasing a new washing machine, consider front-load models, which typically use one-third less water than top-load machines.

In the Bathroom



Toilet

- For water savings with an existing toilet, install early-closing flappers or place small containers filled with pebbles and water in open spaces within the tank.
- Even better, replace an old toilet with a new model and use $\frac{1}{4}$ to $\frac{1}{2}$ as much water each time you flush. Install WaterSense[®] certified toilets and save even more.
- Toilet leaks are common and easily repaired with inexpensive replacement parts. Occasionally check for toilet leaks by adding about 10 drops of food coloring to the tank. If the toilet is leaking, color will appear in the bowl within 15-20 minutes.
- Avoid using the toilet as a wastebasket.

Shower

- Replacing a shower head is easy and relatively inexpensive. Today's standard models use $\frac{1}{4}$ to $\frac{1}{2}$ as much water as older relics. WaterSense models save even more, while also being certified to perform well.
- Simply taking shorter showers will save gallons of water. A bath can use more or less than a shower depending on how high it is filled.

Faucets

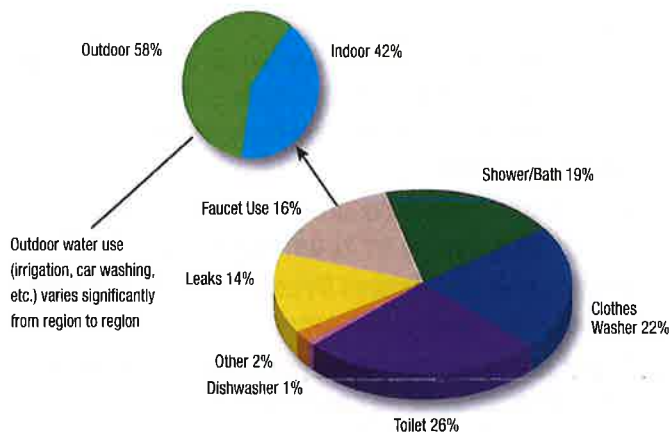
- Changing an aerator is both simple and very low cost. Look for aerators that flow $\frac{1}{2}$ to 1 gallon per minute for bathroom faucets. These typically function well while using less than half as much water as current standard faucets and about $\frac{1}{8}$ as much as older faucets. If the faucet currently has no aerator at all, savings from adding one will be even more.
- Avoid letting the water run while brushing your teeth or shaving.

Many products are now WaterSense certified. Look for WaterSense labels to help you identify products that meet high water efficiency standards and perform well too.



Saving Water Outdoors

In the summer, average residential water use is approximately 5 times higher than in the winter; mainly due to landscape irrigation.



Residential uses of water in the United States (typically 200 gallons per day per household). Data from Mayer, et al. Residential End Uses of Water, 1999.

Watering Wisely

- Water landscaping only when needed. As a general rule, lawns only need watering 3-5 days a week in the summer. Daily watering may only be necessary when temperatures reach over 100 degrees.
- Water between sunset and sunrise when temperatures and wind are the lowest. Watering during the middle of the day can result in a 30% increase in required water due to evaporation and wind.
- Step on the grass; if it springs back up when you move your foot, it does not need water.
- Avoid over-fertilizing your lawn. Applying fertilizer increases the need for water.
- Group plants with similar watering needs in the same areas.
- Since our local soils tend to contain a lot of clay and can't absorb water quickly, try breaking watering times into two or more shorter cycles, with about an hour resting time in between. This will reduce run-off and increase the amount of water soaking into the ground.
- Check the Medford Water Commission **website** or call us at **774-2436** for a sample watering schedule.
- You can also find more information on current watering needs by calling our **Lawn Watering Infoline** at **774-2460**.

Sprinkler Care

- Adjust sprinklers to avoid watering sidewalks and driveways.
- Be sure to fix all leaks promptly no matter how small they may seem. Even a small leak can waste hundreds of gallons of water.
- Give your sprinkler system an occasional checkup. If you haven't observed your system operating lately, turn it on and make sure sprinklers are all facing the right direction and functioning properly.

Yard Maintenance

- Mulching and adding compost to soil can help soil absorb and store water, minimize evaporation, reduce erosion and help control weeds.
- Use a broom instead of a hose to clean your driveway or sidewalk. A hose can use 100 gallons in 10 minutes.
- Raise your lawn mower level to 3 inches. This encourages grass roots to grow deeper, shades the root system and holds soil moisture better than a closely clipped lawn.
- Keep your lawn mower blades sharpened. Dull blades tear grass, forcing it to use more water.

Car Washing

- Consider using a commercial car wash that recycles water.
- If you use a hose to wash your car, be sure to use a hose nozzle that turns the water off when you are not using it. Washing a car for 10 minutes can easily use 100 gallons of water if you let the water run the entire time.
- Wash with a bucket of water and use the hose only for quick rinses.
- Wash items such as bicycles and trash cans on the lawn to prevent the water from running down the storm drain.



**MEDFORD
WATER**

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



How do I repair a leak?

While some leaks might be best repaired by a professional, many common leaks are easy to fix.

◆ **Toilets:** Some toilet leaks simply require a small adjustment to the float ball or float cup so that the water in the tank doesn't fill so high that it seeps into the overflow tube.

Other leaks can involve the replacement of tank components. Worn flappers are the most common cause of leaks and are easy to replace. Other replacement parts are also commonly available at hardware stores. Most are inexpensive and fairly easy to install.

◆ **Faucets:** Faucet leaks are usually caused by worn washers or "O" rings. Repairing this type of leak often involves little more than turning off the supply line to the faucet, replacing the washer, and turning the line on again.

The internet or a good household repair book can offer advice and give step-by-step instructions for such do-it-yourself tasks. They can also help you determine whether you can do the job yourself or if it is best left to an expert. Hardware stores can also provide helpful information, along with replacement parts.

Why repair my leaks?

It's often easy to delay maintenance tasks, but there are good reasons why leaks should be repaired promptly.

◆ **Reduced water bill.** Leaks waste surprising amounts of water, which can cost you month after month. If the leak involves hot water, you're also paying for the energy it takes to heat that water.



◆ At a minimum, leaks can be annoying. More importantly, **leaks can cause damage to your home or landscaping.**

◆ **Leaks not repaired tend to get worse over time,** increasing their potential to cause damage and water waste.

◆ If you repair a leak promptly and notify the Medford Water Commission, **you can receive a reduction on up to three monthly bills** to adjust for the leak.

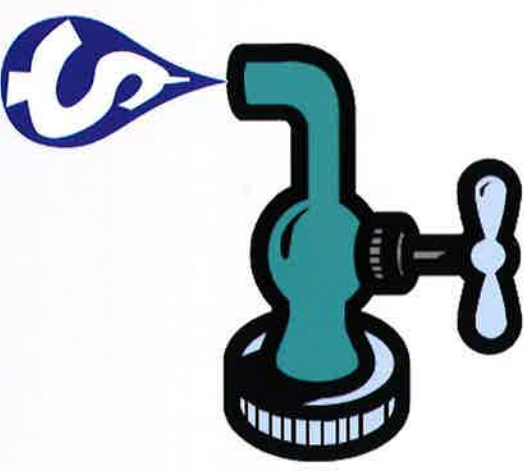
◆ **Failure to repair leaks in a timely manner is a violation of Water Commission regulations.** It can result in additional water charges and even loss of service.

Unseen or unfixed, leaks can waste thousands of gallons of water each month.

Please help us by using this valuable resource wisely.



Water Leak Detection



Make every drop count!



200 South Ivy Street, Room 177
Medford, Oregon 97501
541-774-2430
wtrcom@ci.medford.or.us
www.medfordwater.org



Do I have a leak?

Some leaks can be seen or heard. Others may be less noticeable. Having higher than normal water consumption is a good indicator that you may have leaks. Review your water bill, which shows how much water you used during the previous month as well as a graph comparing your water use to other months.

The size of your household and whether or not family members are home full time can result in somewhat higher or lower water use. Summer usage is most related to property size, with water use at larger properties logically being higher than at smaller lots.

Use the table below as a reference for comparison. For example, if your property is twice the size of a typical lot, your July usage might be about double the amount shown.

<i>Typical Residential Usage</i>
<i>(Per Month)</i>
<i>Winter 5,000 gallons</i>
<i>Summer 25,000 gallons</i>

Your water meter can also be helpful in showing leaks. Check whether numbers in the register are moving when no water is being used. Some meters also have a leak indicator that turns when water is running.

There are various meter models in use, but most look similar to the one shown below. Open the lid to the meter box as well as the lid on the meter itself to view the register.



**Example of a
leak indicator**

To confirm smaller leaks, turn all water off (including automatic ice makers) when you are leaving the house for an hour or two. Then write down the time and the numbers from the meter. Do the same as soon as you return. If the register has changed, you likely have a leak.

You can compute the size of the leak based on how much water went through the meter and how many minutes passed between meter readings. Keep in mind that seemingly insignificant leaks add up. For example, a 1/8 gallon per minute leak equals 66,000 gallons lost in a year.

If you have difficulty locating or reading your meter, give us a call for assistance.



How do I find a leak?

Some leaks can be difficult to locate. Following these steps can help.

- ◆ **Check all fixtures**, especially those you don't utilize often. They may be leaking or dripping without you realizing it.
- ◆ **Listen for leaks**. You may hear water running or dripping when no fixtures are operating, or you might hear a hissing sound. Try to follow the sound to its source.
- ◆ **Check your toilets**. They are common sources of hidden leaks. To test for a leak, put a noticeable amount of food dye into the toilet tank. Wait about 15 minutes. If the dye appears in the toilet bowl without flushing, there is a leak.
- ◆ **Look for water stains and wet spots**. This should include looking in obscure areas, such as under sinks or even under the house. Also, check outdoors in areas where pipes run. Sinkholes, wet spots or cracks in paving can be indicators of underground leaks.
- ◆ **Pool pipes can leak, too**. Pick a time when the pool won't be used and place a bucket of water on the pool steps filled to the exact same level as the pool water. Also shut off any auto-fill valves. If the pool water level is below the level in the bucket after 24 hours, the pool is losing more water than is evaporating, so a leak is likely. Do the same to check for pond leaks.
- ◆ If your leak is still a mystery, **hire a plumber** with leak detection devices.

Programming your Timer

For each timer zone, determine where the valve is located, the type of sprinkler it operates, the plant material it waters and the average sun exposure for the zone. Then it's time for scheduling:

- ◆ Place lawn in separate programs from other plants. Lawns typically need more water applied more frequently than other plant types. It's best to schedule lawn zones no more than 4 days per week, and shrub zones only 2-3 days per week.
- ◆ The recommended watering window is between 9 p.m. and 6:00 a.m. when the air is cool and calm. Running sprinklers during the daytime can cause a lot of the water to evaporate or be blown away.
- ◆ Watering run times should vary between zones with different sprinkler types. This is because different sprinklers apply water at different rates. For example, standard spray sprinklers apply water much faster than rotating sprinklers, so sprays should be run less than half as long as rotating sprinklers. Drip zones typically are run longer but less frequently.
- ◆ Schedule to the current weather by calling the **Lawn Watering Infoline at 541-774-2460**. This will give the approximate weekly watering times for different sprinkler types. Keep in mind that Infoline numbers are for lawn in full sun. Shady areas and other plants will need less.

- ◆ Once the current water need for the week has been determined for the zone, **divide the total weekly minutes by the number of watering days**. This will give the number of minutes to run the zone each watering day.

- ◆ **Divide the daily minutes into multiple short cycles**, as mentioned previously. For example, divide the daily watering time by three, and enter the resulting minutes into the run times for the appropriate zone(s). Then, set three start times for the program, each spaced only an hour or two apart. This means your sprinklers should come on three separate cycles each watering day to achieve the total daily watering time needed.

- ◆ **If rain has been received, use the rain delay feature or temporarily turn the timer to the off position**. Why water your landscape when nature can do it for you?

- ◆ **Read your timer's instruction manual for more detailed operation tips**. If the prior owner of your property didn't leave one, replacement manuals for most models can be found online.



Sprinkler Timer Tips



200 S. Ivy St. #177
Medford, OR 97501
541-774-2430
www.medfordwater.org

Sprinkler Timer Basics

Sprinkler timers are the command center for the entire irrigation system, but often have many features that are misunderstood or not utilized. When the timer is properly set, the landscape health can be enhanced while saving thousands of gallons of water each month. On the other hand, an improperly set timer can result in drowned plants, soggy lawns and large amounts of wasted water.

It is important for property owners to understand how to operate the timer and to realize that the timer is not a "set it and forget it" tool. Rather, watering schedules should be modified throughout the sprinkling season.

Even if a hired gardener does the sprinkler scheduling, property owner knowledge is key to providing guidance, communicating expectations and making changes. Ultimately, it is the property owner who is responsible for the sprinkling schedules, as they pay the water bill and it's their landscape that is impacted.

The Medford Water Commission has several resources available to help operate and maintain landscape sprinkler systems. Call 541-774-2435 or visit www.medfordwater.org for many more sprinkler tips and ideas.

Helpful Sprinkler Timer Features

There are many different models of sprinkler timers, but most have similar features. Read on to learn about these features and how to use them effectively.

- ◆ **Multiple start times:** This provides a simple way to run irrigation cycles more than once each watering day. It is particularly helpful in sloped areas and/or in clay soils (as is the case in much of our local area). **This feature allows the water to be applied in layers**, giving it time to soak in between cycles. As an example, instead of irrigating with a single long cycle, schedule the irrigation to run three consecutive short cycles, with start times beginning at 1:30 a.m., 3:00 a.m. and 4:30 a.m. Total watering time will be about the same, but by breaking it up, water will soak in better with less runoff.

Be aware that with most timers, **a start time applies to the group of zones included in the selected program**, and the zones will run one after the other. People often mistakenly assume that a separate start time needs to be set for each zone. That usually results in sprinkling starting over and over again.

- ◆ **Multiple programs:** Since water needs differ

from one part of a landscape to another, most timers provide the ability to run two or more distinct irrigation programs or schedules. These control the **watering days and start times** for all zones placed within the program.

For example, include all lawn zones in Program A, running four days per week with three start times per watering day, while placing shrub areas on Program B for two days a week with four start times each watering day. Within Program A, run a sunny lawn zone for six minutes each start time, and a shady lawn zone for four minutes, and not include any watering of these zones in Program B.

- ◆ **Percentage or Seasonal Adjustment:** This feature allows the adjustment of the watering times for all of the sprinkler zones at once with a single button, making frequent adjustments very easy. This enables the increase or decrease of watering times in 10% increments.

- ◆ **Weather based timers:** While still fairly new, this style of sprinkler timer automatically adjusts watering times based on current weather conditions. While these timers provide precise and appropriate scheduling, they require more expertise for initial setup and fine tuning.



OTHER STEPS YOU CAN TAKE....

- Regularly check for and repair leaks. Even a small leak can waste hundreds to thousands of gallons of water a month.
- Maximize your landscape irrigation. Water use can double or triple during the summer months. Adjusting the amount of water your landscape receives, along with regular maintenance, can reduce your outdoor water use by as much as 50%.
- Consider sub-metering your tenant's water. Connecting and tracking tenant's individual water use can result in significant reductions in your property's overall water use.

CONTACT US

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www.medfordsaveswater.org

conserve@medfordwater.org

SAVING WATER IS AS EASY AS

1

Install high efficiency faucet aerators and save up to 55% of the water used in the bathroom and kitchen faucets.

2

Install high efficiency showerheads and save up to 40% of the water used by showers.

3

Replace older toilets with high efficiency models and save up to 65% of the water used by toilets.



WATER EFFICIENCY GUIDE

for
Multifamily Property
Managers

Simple upgrades that will save you money, time, & water



WHY conservation?

As property managers, water costs figure prominently into the price of doing business. It's important to look at how your property is using water and ways in which you can save.

This guide will help identify some simple and cost-effective ways to reduce water consumption and save you time and money.

Conserving water can help reduce your property's:

- Water costs
- Sewer costs
- Operation costs
- Maintenance costs
- Energy costs

Conserving water makes good economic sense, environmental sense, and helps our region meet our long-term water goals.

See the example of savings...



Assumptions:

- 20 units
- 2.5 residents per unit
- 1 of each (toilet, bathroom faucet, kitchen faucet, shower)
- Water - \$1.59 avg. per 1000 gallons
- Sewer - \$1.09 per 1000 gallons
- Sewer Treatment - \$1.00 per 1000 gallons

Conservation Opportunity	Estimated Purchase Cost	Potential Water Savings	Estimated Cost Savings
Bathroom Aerators (2.2 gpm to 1.0 gpm)	FREE through Medford Water	Up to 55% or 9,000 gallons/month	Water: \$14/month Sewer: \$19/month Total: \$33/month
Kitchen Aerators (2.2 gpm to 1.5 gpm)	FREE through Medford Water	Up to 32% or 5,250 gallons/month	Water: \$8/month Sewer: \$11/month Total: \$19/month
Showerheads (2.5 gpm to 1.5 gpm)	FREE through Medford Water	Up to 40% or 15,000 gallons/month	Water: \$24/month Sewer: \$31/month Total: \$55/month
Toilets (3.5+ gpf to 1.28 gpf)	\$100 - \$450 each Total Cost = \$2,000 - \$9,000	Up to 63% or 9,990 gallons/month	Water: \$16/month Sewer: \$21/month Total: \$39/month
Total	\$2,000 - \$9,000 or \$300 - \$7,300 with max rebate	Up to 47% or 17,592 gallons/month	Total: \$146/month





March 18-24, 2024

Fix a Leak Week



**MONDAY
MARCH 18TH**



**WEDNESDAY
MARCH 20TH**

**FIX-A-LEAK WEEK
2024**

MARCH 18, 20, 22

11AM TO 2PM

Home Depot, Lowe's, and Grover



**FRIDAY
MARCH 22ND**

www.epa.gov/watersense/fixaleak



Medford Water, a WaterSense Partner, will be hosting informative booths during Fix-A-Leak Week 2024 to provide consumers with information about leaks, how to find them and fix them. We will also be sharing information about WaterSense and the efforts they are making to improve water efficient products. Stop by our booth for more information!



**MEDFORD
WATER**

200 S. IVY, ROOM 177, MEDFORD, 97501
PH: 541-774-2430

WWW.MEDFORDWATER.ORG

Where's the Leak?



THE FACTS ON LEAKS

10

percent of homes have leaks that waste 90 gallons or more per day



Did you know?

Minor water leaks account for nearly



trillion gallons

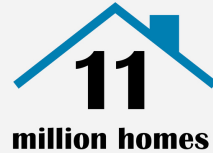
of wasted water each year and is equal to annual household water use in nearly



A shower leaking at 10 Drips per minute wastes more than 500 gallons per year

Repair

leaks by checking faucet washers and gaskets for wear and replacing them if necessary



Replace old toilets with WaterSense models & save



13,000

gallons of water savings for the average family

Homeowners can save



10 percent on their water bills



EPA

epa.gov/watersense

Where's the Leak?

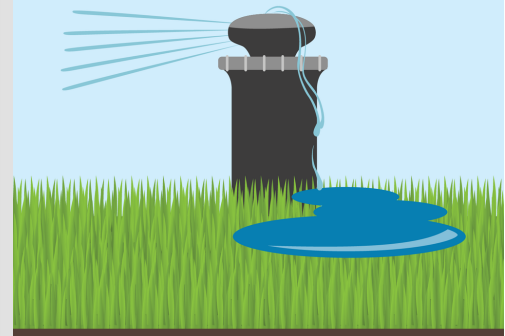


Take the 10-Minute Leak Challenge

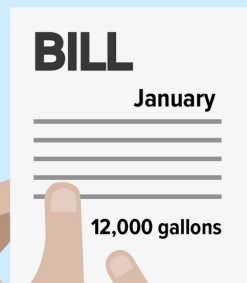


Drop food coloring in the tank and replace the flapper if color shows in the bowl.

Take the 10-Minute Leak Challenge



Check for broken spray heads and leaks at sprinkler and hose connections.



Take the 10-Minute Leak Challenge

Check your water use this winter—if January or February is more than 12,000 gallons for a family of four, you may have a leak.

EPA WaterSense

*"We will conserve only that which we love,
we will love only what we understand,
and we will understand only what we are taught."*



/MEDFORDWATER



/MEDFORDWATER



/MEDFORDWATER

**FIND OUT MORE ABOUT WATER EFFICIENCY AND
STAY CONNECTED WITH MEDFORD WATER**

WWW.MEDFORDWATER.ORG

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