NEW INTERACTIVE VOICE RESPONSE SYSTEM

Medford Water Commission is pleased to offer you 24/7 access to your account via our new Interactive Voice Response (IVR) phone system. With its self-service features that can be accessed day or night, many tasks can be taken care of when it is most convenient for you. It is no longer necessary to call into our customer service department before closing time or during your lunch hour to pay your bill.

The IVR system accepts voice or text prompts and provides the following features:

- Look up account history
- Make a payment on your account
- Office hours and location information

IVR enables Medford Water Commission to handle the frequent large call volumes and allows time for customers with more complex issues.

How to navigate the system

When you call our customer service line, 541-774-2430, the automated system will welcome you and prompt you to select your choice of language:

- For English, say “English” or press “1”

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WINTER IS COMING

While our winters are generally mild, we occasionally get spells of extreme cold weather that can catch people unprepared and do a lot of damage to pipes and irrigation systems.

Frozen pipes can burst, leading to water damage, mold, and costly repairs.

Some homeowners may feel comfortable completing winterization tasks themselves, while others may wish to contact a specialist due to the potential damage and safety risks.

To lessen the chance of unwanted repair bills later, here are just some of the actions worth pursuing.

Before the cold weather hits

- Be prepared to turn water off quickly if a pipe breaks; locate water shutloff valves and confirm they turn easily.
- Detach garden hoses from faucets and add freeze caps over the hose bib.
- Insulate pipes in unheated locations, including crawl spaces, garages and outdoors; don’t forget pool equipment and piping.
- Leave household heat on to at least 55° F if you will be away during winter.

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• For Spanish, say “Español” or press “2”

Once your response is submitted, you will have the option to:

• Say “account” or press “1” for account history information, such as consumption or billing
• Say “payment” or press “2” to make a payment on your bill
• Say “information” or press “3” for office hours and location

As always, customer satisfaction is a priority. For those who need to start, stop, or transfer service, or who simply wish to speak to a live person, say “transfer” or press “0” to speak directly with a Customer Service Representative that will be happy to assist you.

Tips and more information

• Your account can be accessed by using either your Customer and Account numbers, or by phone number. If you use your Customer and Account numbers, you will need to enter the full 8-digit Customer number, followed by “#”, and then the full 7-digit Account number, followed by “#” (be sure to include the zeros). This information can be found at the top right-hand corner of your bill. If you do not have your bill handy, use the 10-digit phone number that is associated with your account; do not enter the country code (1 in the United States).

• There is no additional fee to pay your bill using the IVR system; Visa, MasterCard, and Discover credit cards are accepted, as well as debit cards.

• If you call in before 5 p.m., your payment will be posted by the end of the day; if you call in after hours, it will be posted the next business day.

We encourage you to try it and welcome any feedback that will help improve our service to our customers.

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✔ Winterize sprinkler systems too. These often aren’t equipped to blow water out, but other actions will help minimize damage, including shutting off water to the entire sprinkler system, turning time clocks off, draining the sprinkler components as much as possible, and insulating exposed valves.

During freezing weather

✔ Cut and place cardboard or foam pieces temporarily into crawl space vents to seal them.

✔ Keep a trickle of water running from faucets that are on outside walls and/or are farthest from the point where the main water line enters the house.

✔ Heat all rooms with plumbing fixtures, particularly those with plumbing on outside walls. Open cabinet doors under sinks to let heat in.

For a full list of suggestions, go to medfordwater.org and select the “Conservation” tab.