



Waterlines

Quarterly Newsletter of Medford Water
November 2023

Attention Chase Bank Bill Pay Customers



Many Chase Bank Bill Pay customers have recently reported their payments from Chase going to

the wrong address, resulting in long mail and payment processing delays. Confirm that your bill payment for Medford Water is being mailed to 200 S. Ivy Street – Room 177, Medford, OR 97501. Call us at 541-774-2430 if you have any questions.

Better Billing Coming This Spring

Our customer service billing portal, located at services.medfordwater.org, is getting an upgrade this spring! The upgraded site will have some exciting new features; as we get closer, we'll let you know when it will go live and what you'll need to do to access your account. More information to come at medfordwater.org/betterbilling.

We're here for you:

Contact us:

(541) 774-2430
customerservice@medfordwater.org

medfordwater.org

200 South Ivy Street - Room 177
Medford, Oregon 97501

8 a.m. to 5 p.m., Monday - Friday

Socialize with us!



Our award-winning water is about to get even better!

ENHANCEMENTS TO WATER TREATMENT TO BEGIN JANUARY 2024

Medford Water's top priority is providing drinking water of the highest quality to our customers. Both of our sources (Big Butte Springs and the Rogue River) are of extremely high quality, and in 2019, we completed a comprehensive, multi-year study as part of our commitment to ensuring that our customers continue to receive the highest quality water, no matter which of the two sources they receive.

What is pH?

A measure of the acidity or basicity of the water.

Find answers to more questions like this in our FAQs at medfordwater.org/pH.

improve the longevity of our system, but further enhance the water quality at customer's taps, by limiting the potential release of metals from customer plumbing and distribution system water mains.

To achieve this, starting in 2024, we will be slightly increasing the pH of the treated water from both sources. Currently, the pH of water entering our system from Big Butte Springs is approximately 7.0, and 7.3 for the water entering from the Rogue River. This small pH change, using sodium hydroxide, will eventually bring both water sources to a target of approximately 7.8.

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TABLE ROCK ROAD PIPELINE PROJECT TO INCREASE SYSTEM RESILIENCY

In October, Medford Water began the installation of a new 42" water transmission pipeline under a section of Table Rock Road.

The new water pipeline will provide a seismically resilient connection from our water treatment plant to our distribution system, and provide additional transmission capacity to support our growing community.

Contractor Pilot Rock Excavation will install the new pipeline along and under Table Rock Road, approximately 18,000 feet from our Robert A. Duff Water Treatment Plant (north of Kirtland Road) to Vilas Road.

Construction is anticipated through January 2025, and we will provide more information

as it becomes available. Sign up for project updates at medfordwater.org/tablerock.





CALENDAR CONTEST DRAWS EARLY INTEREST IN WATER

Earlier this fall, we kicked off our second annual calendar contest for students of Medford School District and White City. This exciting program helps pique an interest in water conservation in the everyday lives of grade school students.

Following a presentation by our staff on water conservation, students are

asked to create an illustration based on what water means to them and why it is important to conserve. 12 submissions will be selected by a committee to include in a 2024 calendar, which will be provided to students, along with some great prizes. We look forward to seeing the amazing artwork again this year!



AWARD-WINNING WATER, CONT'D.

(Continued from pg. 1)

Sodium hydroxide is commonly used by water systems across the country to make similar pH adjustments.

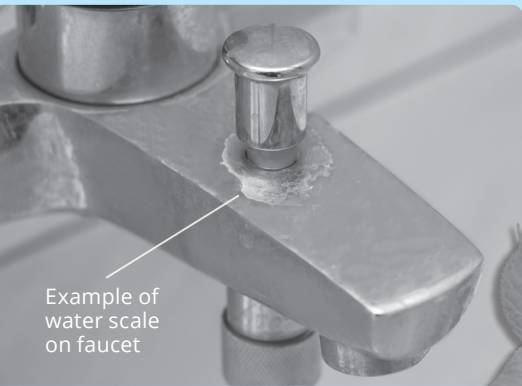
Our award-winning water will not taste any different, though it is predicted to have a minor increase in alkalinity. This may result in an increase in the amount of “scaling” on equipment/appliances—the white, naturally-occurring mineral residue that can be seen after water has dried. In particular, customers may notice a small amount of additional scale develop over time where hot water is in contact with fixtures and appliances, such as hot water heaters,

dishwashers, and showerheads.

No action is required for most customers, except for those that utilize processes that are known to be pH dependent, such as medical facilities/equipment users, aquarium and pond owners, breweries or individuals who brew beer at home, and food processing customers.

By improving our system longevity and helping protect those that have plumbing in their homes that is made of or has metal components (such as copper and lead), this enhancement will allow us to continue to serve our customers great-tasting, high-quality water for years to come. It’s also part of our Vision statement: To be the Rogue Valley’s trusted municipal water provider for present and future generations, through responsible stewardship, accountability, and the pursuit of excellence.

For more information on this project and pH in drinking water—including FAQs—visit medfordwater.org/pH, or call 541-774-2430.



Example of water scale on faucet



PROJECT UPDATES

Capital Hill Reservoir Replacement

The planning phase is nearing completion, and we anticipate design to begin shortly. An informational event will be held in January or February of 2024; an update on this event will be provided in December.

medfordwater.org/capitalhill

Academy Place Waterline Relocation

Work within the streets and public right-of-way is complete, and private plumbing has been connected to the new water meters. Our next step will be to abandon the old water lines, which we anticipate being complete by the end of November.

medfordwater.org/academyplace

Stay connected with ongoing projects at medfordwater.org/ongoingprojects.

BE WINTER WISE, AND WINTERIZE

It's easy as pumpkin pie!



With fall here and winter on the way, the days are shorter, plants are going dormant for the season, and the watering season has ended.

It’s time to prepare your irrigation system for winter temperatures! Go to medfordwater.org/winterizing for the easy steps to winterize your irrigation system. Preparing your system properly can be far less costly than repairing damaged equipment in the spring.

Medford Water

Established in 1922 by the City of Medford and governed by the Board of Water Commissioners.

Commissioners

Mike Smith • John Dailey

Jason Anderson • Bob Strosser • David Wright

General Manager

Brad Taylor

Serving Medford and Partner Cities:

Central Point, Eagle Point, Jacksonville, Phoenix, Talent and Ashland

Also serving:

White City area and the Elk City Water District

