



# Waterlines

Quarterly Newsletter of Medford Water  
August 2023



## Shorter Days Mean Less Watering

As summer winds down and fall approaches, the days are also getting shorter.

Less daylight results in fewer hours of heat, and less water needed for your landscape! Be sure to adjust your sprinkler system timer accordingly as the weather changes.

For weekly watering recommendations based on the local weather forecast, go to [medfordwater.org/infoline](http://medfordwater.org/infoline), or call (541) 774-2460 for a prerecorded message.

Better yet, upgrade to a WaterSense smart controller so it can make adjustments for you! Get up to \$150 with our smart controller rebate.

## We're here for you:

### Contact us:

(541) 774-2430  
[customerservice@medfordwater.org](mailto:customerservice@medfordwater.org)

[medfordwater.org](http://medfordwater.org)

200 South Ivy Street - Room 177  
Medford, Oregon 97501

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

### Socialize with us!



## A FRESH LOOK FOR OUR WATER-WISE GARDENING WEBSITE

Have you visited our water-wise gardening website, located at [medfordsaveswater.org](http://medfordsaveswater.org)? If you never have, or it's been a while, give it another look! We've recently completed an upgrade to the site, making it easier to navigate and mobile-friendly.

The site is a great resource for residents who are looking for ideas as they consider changes to their landscapes. It highlights water-wise gardening concepts—most from our local area—including photos providing a wide variety of attractive examples.

One section includes tours of individual

properties, showing multiple views. Another highlights galleries of photos of various properties divided into categories such as front yards, back yards, streetscapes, and hillsides.

Users can search for different sizes and types of plants that can be grown locally, and in turn develop a list of favorites to take to a local nursery. Detailed information on such aspects as whether

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## UPDATED CUSTOMER SERVICE WEBSITE COMING THIS FALL: WHAT YOU NEED TO KNOW

Continuing the trend of website improvements, our customer service billing portal, located at [services.medfordwater.org](http://services.medfordwater.org), is also being updated.

The site helps customers manage their water accounts and pay their bill, and following the upgrade will have expanded functionality such as the ability to compare past billings and water usage, view water efficiency tips and leak alerts, as well as an enhanced mobile and messaging experience.

**!** *The upgrade will require existing users to create a new login and set new preferences, such as automatic payments or paperless billing.*

The project is currently in the planning stages and will take place later this year; as we get closer, we'll let you know when the updated billing portal will go live and what you'll need to do when that happens. Look for more information in the coming months at [medfordwater.org/betterbilling](http://medfordwater.org/betterbilling).

## PROJECT UPDATES

### Capital Hill Reservoir Replacement

Our first project Open House was held June 6th; it was great to meet local residents and we thank all who attended. We are in the planning phase, and anticipate design to begin in October of this year. Look for more information in late fall or early winter.

[medfordwater.org/capitalhill](http://medfordwater.org/capitalhill)

### Academy Place Waterline Relocation

The first phase of work, installing the new water mains in Euclid Ave., Reddy Ave., Queen Anne Ave., and Academy Pl., began in July and will generally progress from Main St. towards Queen Anne Ave. Work to relocate your water meter (if applicable) will occur after that, and you will be notified prior to work beginning.

[medfordwater.org/academyplace](http://medfordwater.org/academyplace)

Stay connected with ongoing projects at [medfordwater.org/ongoingprojects](http://medfordwater.org/ongoingprojects).

## FRESH LOOK, CONT'D.

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plants prefer sun or shade and their water needs is also provided. This can help property owners determine not only what plants they find attractive, but also which ones might be most appropriate and successful in specific locations.

We think you'll enjoy this enhanced site, and agree that landscaping with water efficiency in mind can be both functional and beautiful!



## WHEN IN DROUGHT, USE YOUR WATERSENSE

The drought in our region has many of us thinking about how we use water in our everyday lives and what we can do to reduce and preserve water resources. The first step to assessing water use is to check that all plumbing fixtures, pools, and irrigation systems are operating as efficiently as possible and without any leaks.

We offer several resources, programs, and tips to help our community use water efficiently and conserve during drought as well as throughout the rest of the year. Consider participating in some of the following programs and/or implementing these water saving practices:

- **Sprinkler System Evaluations.** Call to schedule a FREE sprinkler system evaluation! This program is offered during the summer months, and consists of a comprehensive assessment of the design, operation and management of your system.
- **Upgrade to a WaterSense Smart Sprinkler Controller.** Apply for a rebate when you replace an older sprinkler controller with a WaterSense-labeled Smart Controller. Residential customers are eligible to receive up to \$150.
- **Adapt watering to the season.** Adjust sprinkler timers at least once a month throughout the summer to account for plants' changing water needs. Doing this can significantly reduce water use. Go to

[medfordwater.org/infoline](http://medfordwater.org/infoline) or call the Infoline at 541-774-2460 for weekly watering updates.

- **Water at the best time.** When using an automatic irrigation system, water between the hours of 8:00 p.m. and 6:00 a.m. to avoid losing water to wind and evaporation.
- **Don't water every day.** Less frequent, deep watering will encourage deeper root growth and plants won't become stressed as quickly when the weather is hot.



Sprinkler System Evaluations

- **High-Efficiency Toilet Rebates.** Apply for a rebate when you replace your old inefficient toilet(s) with WaterSense-labeled 1.28 gallon per flush high efficiency toilet(s). Receive up to \$85 for replacing an old toilet.
- **Install WaterSense-labeled faucet aerators and showerheads.** WaterSense-labeled products use at least 20 percent less water than standard models, while providing equal or superior performance.

### 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

