



Waterlines

Quarterly Newsletter of Medford Water
February 2024

We've Partnered With Local Retailers to Make Getting Money Back Easier Than Ever

Medford Water customers can get up to \$85 with the purchase and installation of a new WaterSense certified dual-flush toilet, or 1.28-gallon or less per flush model.

We've partnered with Lowe's, The Home Depot, and Grover Electric & Plumbing to make it even easier for you; look for this sign in your local store, or go to medfordwater.org/toiletrebate for more information and program eligibility requirements.

Using water efficiently really does pay off!



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!



NEW ACCOUNT SERVICES PORTAL WILL BRING BETTER TOOLS FOR CUSTOMERS

Look for re-registration instructions in your upcoming water bill

In addition to great tasting, high quality water, we want to provide our customers with modern tools they can use to manage their account, track water usage, and save money. To accomplish this, we are excited to be updating our account services portal, located at services.medfordwater.org.

The services 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 experience.

! When the upgrade is complete, all accountholders will need to re-register and set new preferences, such as automatic payments or paperless billing.

These improvements will allow us to provide a better, more valuable billing experience to our customers. Watch for more information in your water bill in the coming weeks or go to medfordwater.org/betterbilling.



ENHANCEMENT PROJECT TO IMPROVE SYSTEM LONGEVITY

A small change can make a big difference in improving the longevity of our system's infrastructure

As part of our commitment to providing drinking water of the highest quality to our customers, the enhancement of our water treatment process will begin later this month, slightly increasing the pH of our award-winning water.

As mentioned in our November newsletter, both of our sources are of extremely high quality, and the water we supply meets and surpasses all applicable federal and state drinking water standards. To ensure that our customers continue to receive the highest quality water possible, we completed a comprehensive study which concluded that increasing the pH of both sources slightly would not only 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.

Prior to this small change—which will eventually bring the pH of both

sources to approximately 7.8 using sodium hydroxide—the pH of water entering our system from Big Butte Springs was approximately 7.0, and 7.3 from the Rogue River. Sodium hydroxide is commonly used by water systems across the country to make similar pH adjustments.

The water we provide will not taste any different, and its hardness will not change, though it is predicted to have a minor increase in alkalinity.

What is pH? Is pH the same as hardness?

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

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 processors.

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TALKING CENTS: WHAT'S A PENNY WORTH? *Upholding Our Mission*

Water may be one of the few remaining commodities you can buy and still get value for just a penny's worth.

As part of our mission to safeguard public health by providing a reliable, high-quality water supply at the best value, we conduct annual studies to determine the revenue necessary to prudently fund replacement of aging infrastructure, construction of resilient facilities, and improvements in the facilities that store, treat and transport water to our approximately 150,000 customers.

Our recent study, completed in late 2023, has shown that rate changes are required

to meet these revenue needs; our strategy is to spread any increases out over time to reduce the impact on our customers. The Board of Water Commissioners approved modifications to rates for all customer groups served by Medford Water, which take effect March 1; they average 8.6% for single-family residential customers in Medford with a 3/4" meter, or approximately \$2.82 per billing for average usage.

A penny may not have as much buying power as it used to, but it's still a great deal. Even after the rate modifications, you can still get more than 10 gallons of clean, high-quality drinking water delivered straight to your tap for just one penny!

We challenge you to purchase 10 gallons of any other liquid, plus delivery to your home, for that price!



NEW AGREEMENT FOR LANDLORDS AND TENANTS

To ensure that metered services remain active and are not shut off when a property is in between tenants, Medford Water's billing policy requires property owners who have tenants that receive water service from us to sign a Landlord Tenant Agreement. Although water use may not occur during the tenant vacancy, the water meter still needs to be maintained and serviced, which is why every water bill has a monthly meter/base charge for water service.

Please go to medfordwater.org/LT to access and submit the Landlord Tenant Agreement online. Property owners will not be responsible for tenants' regular monthly water charges, or if a tenant becomes delinquent on their account.



ENHANCEMENT PROJECT, CONT'D.

(Continued from pg. 1)

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 of being 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, visit medfordwater.org/pH, or call 541-774-2430.

PROJECT UPDATES

We've got a lot going on at Medford Water! Stay up to date with our projects here, or go to medfordwater.org/ongoingprojects for more.

Capital Hill Reservoir Replacement

The Basis of Design report is complete, which documents the process/assumptions behind major design decisions. Full design phase begins this month; construction is expected to begin mid-2025.

medfordwater.org/capitalhill

Table Rock Road Pipeline Project

Construction in the roadway will begin this month, resulting in temporary lane closures and traffic delays as we carefully install this vital infrastructure. Please drive cautiously and follow traffic control signs.

medfordwater.org/tablerock

2024 Calendar Contest Winners Announced

The winners of our 2nd annual student calendar contest have been announced! Calendars are available for FREE in our office, or go to medfordwater.org/calendar to see the selected art.

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

