



Waterlines

Quarterly Newsletter of Medford Water
May 2024

Do You Own a Rental? Rental Turnover Is More Efficient with Our New Landlord-Tenant Agreement

To ensure that water meters remain active and are not shut off when a property is in between tenants, we require 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.

Go to medfordwater.org/LT to access and submit our simple Landlord Tenant Agreement online.

Property owners will not be responsible for tenant's regular monthly water charges, or a tenant's delinquent charges, as a result of this agreement.



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!



YOUR ACTION IS REQUIRED

Introducing our new Watersmart account services portal; starting May 6th, take these three easy steps!

Our new Watersmart account portal launches May 6th, bringing enhanced security, increased efficiency, and modernization to your water account.



ATTENTION! As part of this update, your current account settings, including autopay and paperless billing, will be removed. This means you will need to complete the following steps before your next billing.

Starting May 6th:

1. Re-register online at services.medfordwater.org.
2. Re-activate autopay and paperless billing, if applicable.
3. Explore the new features!

The Watersmart portal will have some great new features:

- View your water usage online
- Compare past billings and water usage
- Receive alerts for possible leaks
- View water efficiency tips
- Mobile friendly interface
- Mobile notifications

These improvements will allow us to provide you with a better, more valuable water account experience. For more information, such as FAQs and project updates, go to medfordwater.org/watersmart.



Spring has sprung; save water and money with our **LAWN REPLACEMENT PROGRAM**

Add character to your landscape this spring and save water and money while you're at it! Replace your thirsty green lawn with a variety of colorful waterwise, firewise, and pollinator-friendly plants.

Our Lawn Replacement Rebate program can help you make the switch to a climate appropriate, low water use landscape and efficient irrigation system. See the application at medfordwater.org/lawnreplace for eligibility requirements and instructions; funds are limited.

For inspiration on creating a landscape that is healthy, attractive,

and uses less water, visit our waterwise landscaping website at medfordsaveswater.org.

The site highlights waterwise gardening concepts tailored to the climate of the Rogue Valley, and includes hundreds of diverse photos providing a wide variety of attractive examples.

We also offer several additional resources to assist you in managing your landscape and irrigation system, including smart controller rebates, watering guides, and irrigation troubleshooting. Go to our website to learn more about these programs.

FREE Sprinkler Evaluations

The summer watering season will be here soon; make sure your system is operating efficiently with 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. Call us at 541-774-2436 to schedule.



WANT TO KNOW *What's in the Water You Drink?*

Monitoring the quality of our water supply is performed on a regular basis, and every year, we publish a Consumer Confidence Report that includes water testing results for the previous year, along with information explaining what the results mean.

This report focuses on and provides details about compliance with regulations; it does not include data on all of the parameters tested

(for a comprehensive listing of results, see our Water Quality Analyses in the Water Quality section of our website).

The Consumer Confidence Report for 2023 will be available on our website by July 1.



ENHANCEMENT PROJECT UNDERWAY

Completion of this small change will make a big difference in improving the longevity of our system's infrastructure

You may have read in previous newsletters that the enhancement of our water treatment process began earlier this year, slightly increasing the pH of our award-winning water.

Our comprehensive study concluded that increasing the pH of both of our water sources slightly would improve the longevity of our system, and also further enhance the water quality at customer's taps by limiting the potential release of metals from customer plumbing and distribution system water mains.

In February 2024, the first step of this small change brought the pH of water from our Big Butte Springs source from approximately 7.0 to 7.3. The next step will soon bring the pH of the water from Big Butte Springs and the Rogue River from approximately 7.3 to 7.8 when our Robert A. Duff Water Treatment Plant begins treating water to keep up with seasonal demand. This process uses sodium hydroxide, which is commonly used by water

systems across the state and nation to make similar pH adjustments.

While it does not impact the taste of the water we provide, nor the hardness, it is predicted to have a minor increase in alkalinity.

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.

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 will allow us to continue to serve our customers great-tasting, high-quality water for generations to come. For more information, 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.

Capital Hill Reservoir Replacement

The Basis of Design report is complete, which documents the process behind major design decisions. Full design began in February 2024, and construction is expected to begin mid-2025. A public event with additional information is being planned for June 2024.

medfordwater.org/capitalhill

Table Rock Road Pipeline Project

Work has begun near the Robert A. Duff Water Treatment Plant, located north of Kirtland Road. Paving will also continue at the south end of the project near Vilas Road. The majority of the work is being done during the day, but there is periodic night work as well. Please follow traffic control signs and the 35 mph speed limit.

medfordwater.org/tablerock

Medford Water

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

Commissioners

Bob Strosser • David Wright
Jason Anderson • Mike Smith • John Dailey

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

