

Waterlines

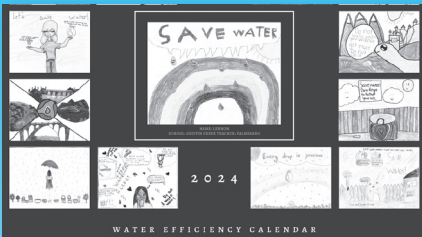
Quarterly Newsletter
of Medford Water

Third Annual Calendar Contest Underway

Earlier this year, we kicked off our third annual calendar contest for students of the Medford School District and White City. This exciting program helps pique interest in water conservation for 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 conservation is important. 12 submissions will be selected for publishing in a 2025 calendar, which will soon be available for free in our office while supplies last. We look forward to seeing the amazing artwork again this year!

2024 Calendar



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 WATER BILL FORMAT COMING

Bringing Clarity and Better Detail

We have rolled out several changes for customers this year, including a new account portal and a new website, and we're not done yet!

We've partnered with a new mailing service provider, allowing us to bring expanded services and clarification to your water bill. Beginning early next year, the new format will offer a breakout of all charges associated with your water service, more

Increased
clarification,
transparency,
and value are
coming soon
to your water
bill!

information about what the charges are, and what they mean.

No action is required from you as part of this change. Just get ready for a better billing experience!

These exciting changes are part of our commitment to being the trusted municipal water provider for the Rogue Valley, and help us provide a more valuable experience for our customers.



SPILL RESPONSE TRAININGS PROVIDE PREPAREDNESS AND PROTECTION

Medford Water has a long-standing commitment to safeguarding our water sources through proactive planning, collaborative efforts, and strategic actions. The watersheds for both our primary and supplemental sources—Big Butte Springs and the Rogue River, respectively—encompass diverse land uses, including forestry, agriculture, recreation, urban development, and industrial activities, which bring potential risks that could compromise water quality.

Our Source Water Protection Plan is a guiding framework to protect these resources from such risks, and it outlines protective procedures, like spill response trainings. At a training taking place on the Rogue River in November, our staff will work with local agencies and emergency

response teams to practice the quick treatment and problem solving necessary to keep any spills from damaging our water supplies, educating on containment and best management practices.

This event is covered by a grant from the Oregon State Fire Marshal and U.S. Department of Transportation; staff participated in a similar event on the McKenzie River in October.

DID YOU KNOW?

Preventing pollutants from going into our waterways—such as through storm drains, which flow into streams—saves on water treatment costs and makes the water more hospitable for the fish, wildlife, plants, and humans that depend on it. Safely dispose of your hazardous household materials at Rogue Disposal's next annual hazardous waste drop-off event, which will be held in Spring 2025.





COLD WEATHER IS ON THE WAY

Winterize Now to Avoid Damage

The watering season has come to an end and cold winter weather is on the way. The best way to protect your irrigation system from potential freeze damage over the winter is to “winterize” all system components by removing water from pipes, valves, and sprinkler heads before freezing occurs.

Following these basic steps to assist you in this process, and you’ll lessen the chance of unwelcome repair surprises in the spring:

- 1. Close the irrigation main shut-off valve.** This should be located somewhere along the main irrigation line before the backflow prevention device.
- 2. Turn on each of the sprinkler valves** to release the pressure in the pipes.
- 3. Drain sprinkler components as much as possible.** Remove the cap and riser from the highest and lowest sprinkler in each irrigation zone to help water drain out.
- 4. Some systems are equipped to be blown out with compressed air.** Contact an irrigation professional who offers this service.
- 5. After purging the system of all water, leave all the valve ports on your backflow preventer half open.** Make sure to close them when you turn the system back on in the spring.
- 6. Turn your sprinkler controller to the Off position.**
- 7. In addition, any above ground piping, backflow**

preventers, and valves need to be insulated. Disconnect garden hoses and place insulation caps on hose bibs.

Following these steps will help you drain enough water from the system to prevent breakage *before* cold weather hits and lessen the chance of unwelcome repair surprises in the spring. It will also help prevent slippery sidewalks during icy temperatures because your system won’t be watering unnecessarily!

Consider contacting an irrigation professional to assist you; more details on this process are available at medfordwater.org/winterizing.

Winter Wise 2024 Tip

With the hustle and bustle of the holidays coming, let us help make things easier for you! Whether you were registered before our Watersmart account portal rolled out and need to re-register, or you’ve never been registered before, **login to your account today at services.medfordwater.org to sign up for paperless billing and autopay.**

It’s just a few easy steps and can save you a lot of time; for step-by-step instructions, go to medfordwater.org/watersmart or call us at 541-774-2430 (press ‘0’ to talk to a Customer Service team member). If you’re already signed up, check your bank account or card information for accuracy, to make sure your payment is being applied properly.



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/projects.

South Stage Road 12” Water Main

NEW

This project will install approximately 4,500’ of 12” water main along South Stage Rd., Lilian St., and Kings Hwy., plus approximately 400’ of 8” water main to a new subdivision. This work will improve the overall water pressure for some customers in the area, who will be notified. Work is expected to begin in early 2025.

medfordwater.org/southstage

Capital Hill Reservoir Replacement

Medford Water staff will soon review the 60% design plans for the reservoir replacement project, and is coordinating with City of Medford and the Public Safety Towers Company on the relocation of the communications tower. Updated FAQs are available at the link below.

medfordwater.org/capitalhill

Table Rock Road Pipeline Project

The project is at approximately 90% completion; contractor Pilot Rock Excavation has done a great job of working efficiently to keep the project moving quickly. Both day and night work are ongoing as paving continues. We thank neighbors and drivers for their patience throughout this project.

medfordwater.org/ablerock

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

