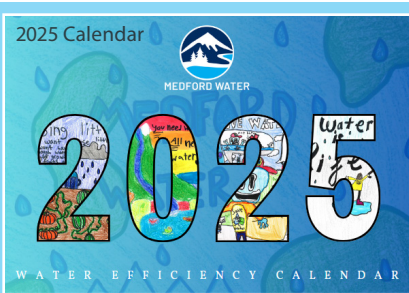


February 2025



Waterlines

Quarterly Newsletter
of Medford Water



3rd Annual Calendar Contest Winners Announced

Our 3rd annual calendar contest for 4th grade students in the Medford School District and White City has wrapped up and winners have been announced! 2025 calendars with the top 12 submissions are available now for FREE in our office.

As part of this activity, these students learned that water is a valuable resource that is used in many ways and what they can do to conserve it. We thank all the teachers, students, and vendors for participating in this inspiring event.

Stop by today and ask for one!

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!



SIGN UP FOR PAPERLESS BILLING

Get Rewarded With a \$10 Bill Credit

Reduce clutter and waste! Sign up for paperless billing now and you'll earn a one-time \$10 credit on your water bill.

Now through June 30th, 2025, customers that sign up for paperless billing will receive the \$10 bill credit as a thank you from us for choosing this efficient method.¹ Please allow approximately two weeks for the credit to appear on your bill.

¹ Medford Water may cancel this promotion at any time.

If you haven't already signed up, it's easy:

1. Login to your account at **services.medfordwater.org**.
2. Click on the Billing tab near the top of the screen, then select Bill Settings from the drop-down menu.
3. Click on Bill Delivery Method and follow the prompts.

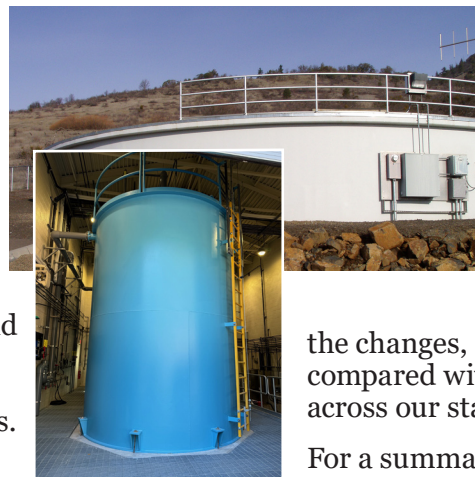
Setting these billing preferences

Continued on page 2



RATE MODIFICATIONS FUND VITAL INFRASTRUCTURE IMPROVEMENTS

We've made it our mission to safeguard public health by providing a reliable, high-quality water supply at the best value. To accomplish this, we conduct annual studies to determine the revenue necessary to fund our 10-year Capital Plan, which serves as a roadmap for 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 2024 study showed that rate changes are required to meet the revenue

needs for these projects, and in December 2024, the Board of Water Commissioners approved water rate modifications for all groups served by our system. The **modified rates go into effect March 1st, 2025**, and include an increase of 15.4% for retail customers.

A typical charge for a single-family residential customer with a 3/4" meter and usage of 12,000 gallons is estimated to change by \$5.62.

We are fortunate that before and after the changes, our rates are still low compared with water providers across our state.

For a summary of the modifications and rate schedules

Continued on page 2

RATES, CONT'D.

Continued from page 1

for all customer groups, go to medfordwater.org/rates.

We have also sought alternative funding sources, such as Water Infrastructure Finance and Innovation Act (WIFIA) funding and Building Resilient Infrastructure and Communities (BRIC) grants.

Like much of the infrastructure across the United States, parts of our water system are decades old—some over 100 years old—and need resiliency improvements, replacement, and maintenance so we can safely and effectively continue delivering water to the Rogue Valley’s growing population.

This funding strategy along with the direction of our Capital Plan allows our customers to benefit from significant cost savings and avoids some cost escalation and other impacts that would be experienced if these vital projects were delayed.

Our Water Bill Has a New Look!

We’ve partnered with a new mailing service provider, allowing us to bring expanded services and clarification to your water bill. Beginning this month, the new bill format offers increased transparency, comparison information, and value. If you have any questions, give us a call.

PAPERLESS BILLING, CONT'D.

Continued from page 1

helps in more ways than one:

- Saves you time while still allowing you to access your bill and use your choice of payment method.
- Reduces paper waste and conserves resources.
- Lowers printing, postage, and staff costs, helping us to keep rates affordable.

We appreciate our customers that already utilize paperless billing and receive these benefits. For more step-by-step instructions on paperless billing, go to medfordwater.org/watersmart or call us at 541-774-2430.



Spring Water Wise Tip

Spring may be a ways off, but mark your calendars! We’re joining the U.S. Environmental Protection Agency (EPA) to encourage our customers to find and fix leaks during their annual Fix a Leak Week, March 17th-23rd, 2025.

The average American household wastes more than 10,000 gallons of water each year from easy-to-fix water leaks. Across the country, this adds up to more than 1 trillion gallons of water every year, or the annual water use of over 11 million homes.



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

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 have been notified. Construction is expected to begin this month.

medfordwater.org/southstage

Capital Hill Reservoir Replacement

Our staff will soon review the 60% design plans for the reservoir replacement project, and are coordinating with City of Medford and the Public Safety Towers Company on the relocation of the communications tower. An online open house will be held February 10-28, 2025, to provide further information on the project; go to the link below for details.

medfordwater.org/capitalhill

Stay tuned as we track down the usual suspects inside and outside your home; fixing household leaks not only saves water, but also reduces your water bill. It’s a win-win! To learn how, go to medfordwater.org/leaks.

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 • John Dailey • Robert Mylenek

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



Water for the Next Century.

(541) 774-2430 | medfordwater.org