

May 2025



MEDFORD
WATER

Waterlines

Quarterly Newsletter
of Medford Water

Do You Know What's in the Water We Drink?

How about what's NOT in it?

Monitoring the quality of our water supply is performed on a regular basis, and every year we publish a Consumer Confidence Report (CCR) that includes water testing results for the previous year. The CCR for 2024 will be available at medfordwater.org/ccr by July 1.

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, see our Water Quality Analyses on the Your Water tab of our website.



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!



FUELS REDUCTION A PROACTIVE APPROACH TO REDUCE RISK

Reducing fuels in our forests is essential to protecting the clean, reliable drinking water provided by our primary water source, Big Butte Springs (BBS). Severe wildfires pose a serious threat to both water quality and quantity, as well as to infrastructure in the watershed. Medford Water is proactively addressing this risk through ecological forest management that reduces ground, surface, ladder, and canopy fuels while maintaining a healthy and diverse forest to support wildfire suppression efforts.

Over the past seven years, we have treated more than 2,000 acres of our



forestlands through selective timber harvests and non-commercial thinning. These treatments remove 30–50% of merchantable trees to generate revenue, which helps fund work targeting ladder fuels in the understory. Slash is piled and burned to prevent surface fuel buildup.

As a result, our forest stands are now more fire-resistant and better prepared to safely receive prescribed fire. In the coming years, we plan to implement prescribed fire and periodic timber harvests to sustain forest health.

Because Medford Water owns only a small portion of the BBS watershed,

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Spring has sprung! **SPRUCE UP YOUR SPRINKLER SYSTEM IN FOUR STEPS**

Although routine watering is not typically necessary in May, summer is fast approaching. Now is a good time to check your sprinkler system for needed repairs or adjustments ahead of the summer watering season, to look for damage and reduce water waste. Spruce up your sprinkler system in four easy steps:

- **INSPECT** sprinkler heads. A broken one can waste 25,000 gallons of water in six months.

- **CONNECT** sprinklers, hoses, and pipes well. A leak as small as the tip of a pen can waste 6,300 gallons of water per month!

- **DIRECT** spray on landscape, not pavement.

- **SELECT** a WaterSense-labeled irrigation controller so you can water smarter, and don't forget about our controller rebate!

Is your sprinkler system operating efficiently?

Let us help you with a free sprinkler system survey! During our visit, we will assess the operation of your sprinkler system and provide you with a watering schedule specific to your property. Call 541-774-2438 to schedule.





GOT FIVE MINUTES? GET \$10 BACK By Signing Up for Paperless Billing

Through June 30th, 2025, receive a \$10 bill credit as a thank you from us when you sign up for paperless billing!¹

If you haven't already signed up, it's easy: Login to your water account at services.medfordwater.org, click on the Billing tab near the top of the screen, and select Bill Settings.

¹ Please allow approximately two weeks for the credit to appear on your bill. Medford Water may cancel this promotion at any time.

Setting these billing preferences saves you time while still allowing you to access your bill, reduces paper waste, and lowers printing, postage, and staff costs, helping us to keep rates affordable.

If you need help making the switch to paperless, get step-by-step instructions at medfordwater.org/watersmart or call us at 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/projects.

South Stage Road 12" Water Main

This project will improve the overall water pressure for some customers in the South Stage Road and Kings Highway area, who have been notified. Construction is anticipated through June 2025.

medfordwater.org/southstage

Capital Hill Reservoir Replacement

The 60% design plans for the reservoir replacement project are under review, and the relocation of the City of Medford's Public Safety Tower is underway. View the latest information at the link below.

medfordwater.org/capitalhill



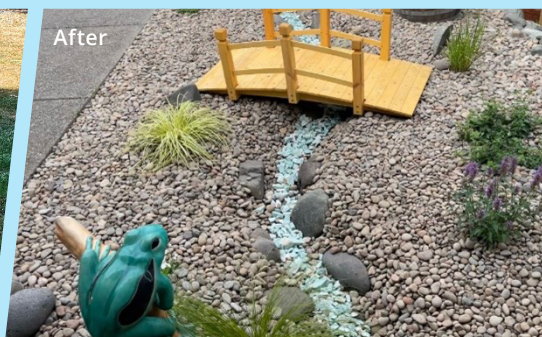
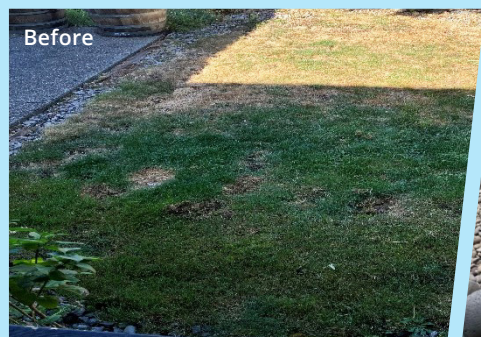
REPLACE YOUR THIRSTY LAWN and Keep Your Money in Your Pocket

If you've been considering replacing your lawn with waterwise landscaping, our Lawn Replacement Rebate program can help you save water **and** money while you're at it!

There are many colorful waterwise, firewise, and pollinator plants to choose from that are climate appropriate and add character to your landscape. For inspiration, visit our waterwise landscaping website at medfordsaveswater.org.

See the rebate application at medfordwater.org/rebates for eligibility requirements and instructions. Funds are limited, but thanks to a grant from the Jackson County Soil and Water Conservation District, we are able to help even more customers.

We also offer several other resources to assist you, including other rebates and leak hunting tips. Go to medfordwater.org/waterefficiency for more information.



FUELS, CONT'D.

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we also support work beyond our lands to increase the pace and scale of forest restoration. We collaborate closely with the U.S. Forest Service on adjacent federal lands and have partnered with the Oregon Department of Forestry to secure funding for non-commercial thinning on both our property and nearby private lands.

These collective efforts enhance forest resilience, reduce wildfire risk, and protect this critical drinking water source.

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