



ANNUAL WATER QUALITY REPORT FOR
Medford Water, Elk City Water District,
and Partner Cities: Central Point
Eagle Point · Jacksonville · Phoenix

The Water **We Drink**

Consumer Confidence Report

Issued June 2025
Based on 2024
Water Quality Data



Este informe contiene información importante sobre su agua. Para una copia de este informe en español, por favor visite: medfordwater.org/ccresp o llame al 541-774-2430.



TO OUR **VALUED CUSTOMERS**

We are pleased to share our 2024 annual Consumer Confidence Report, which includes facts about where your water comes from, water quality testing results for the year 2024, and information explaining what the results mean. It is provided by Medford Water, along with the Elk City Water District, and our Partner Cities of Central Point, Eagle Point, Jacksonville, and Phoenix.

You will learn how we wisely use, protect, monitor, and treat the water that flows from our watersheds to your home, school, or workplace. We are proud of the confidence our community puts in us to deliver pleasant tasting, high-quality water to your homes and businesses that meets and surpasses all applicable federal and state drinking water standards.

If you have any questions or comments about this material, please contact us at 541-774-2728 or water@medfordwater.org; contact information for the Water District and our Partner Cities is provided inside. Read on to learn more about the water we drink and how we work to protect and conserve this valuable resource.

Brad Taylor - General Manager, Medford Water

Where does your water come from?

Big Butte Springs has been our primary water source since 1927. Considered a groundwater supply, the springs flow from the lower slopes of Mt. McLoughlin near Butte Falls. Consistently cold and clear, the springs discharge water of exceptional quality that requires no filtration or treatment other than disinfection and pH adjustment with sodium hydroxide that began February 2024, which is accomplished onsite at a state-of-the-art treatment facility. Spring flows are collected underground and never see the light of day until emerging from customers' taps.

The Rogue River is a surface water supply that supplements the year-round springs supply during warmer summer months, when water use more than triples. While also high in quality, the river water requires additional treatment to meet drinking water standards. Treatment of this surface water takes place at the Robert A. Duff Water Treatment Plant, and includes ozonation, coagulation, settling and filtration, and chlorination, along with pH adjustment with sodium hydroxide that began May 2024.

See the graph at the above right for information on how many million gallons were produced from these sources in 2024. To stay on trend with changing population projections and to increase the resilience and efficiency of our system, we are also expanding the capacity of our treatment plant from 45 million gallons per day (MGD) to 65 MGD. This work includes filters, ozone, pumping, and storage and transmission (large pipe) projects. These improvements will help us serve our customers for decades to come.

Protecting Our Watershed

The Big Butte Springs watershed drains about 88 square miles of largely undeveloped forestlands, and most of the watershed is protected as part of the Rogue River National Forest. Medford Water owns nearly 3,700 acres around Big Butte Springs, affording additional protection to this pristine source.

The portion of the Rogue River watershed upstream of the treatment plant is lightly developed, but includes some land uses that can lead to degraded water quality. Small communities and rural residences, farms and ranches, forestry practices, transportation, small industry and natural disasters can all cause water pollution. A publicly available Department of Environmental Quality Source Water Assessment has been completed and lists numerous potential sources of contamination to the Rogue River; it can be viewed under the Your Water tab of our website, medfordwater.org.

These sources and sites must be managed properly to prevent contamination of the drinking water for 150,000 people. Medford Water is devoted to the protection of our watershed, working with many local and regional partners to safeguard our drinking water supplies.



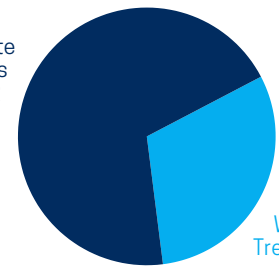
Big Butte Springs



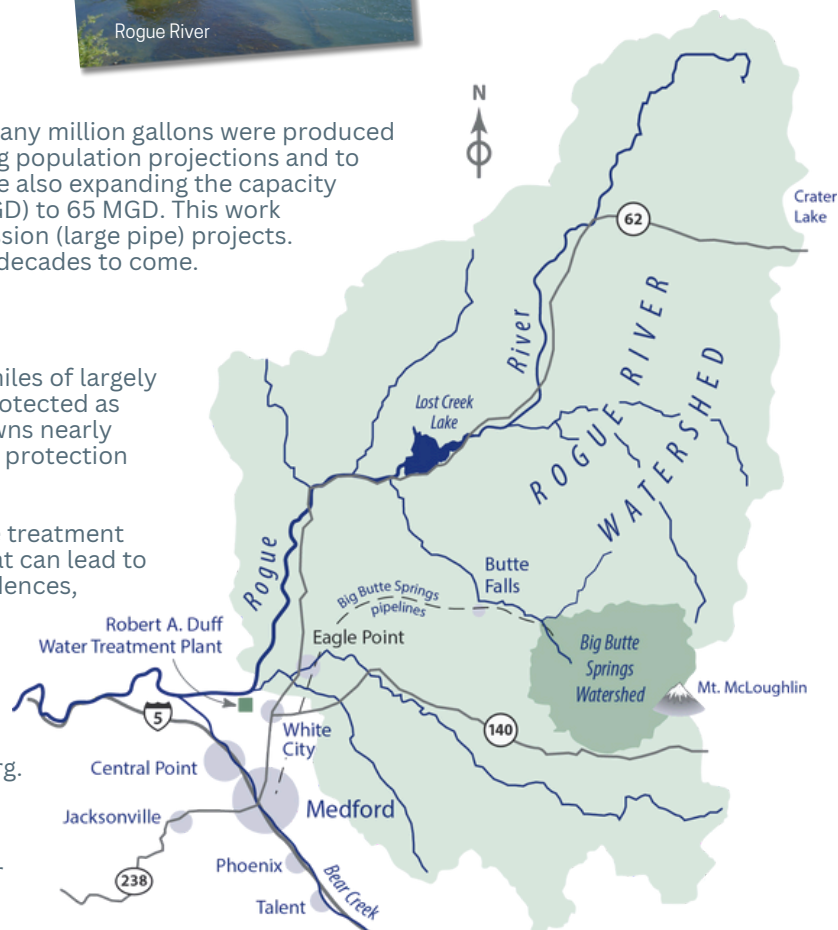
Rogue River

Million Gallons Produced

Big Butte Springs
7,722



Water Treatment Plant
3,346



2024 Water Quality Test Results For Treated Water

Inorganic Contaminants Analyses

Substance	MCL (Maximum Allowed)	MCLG (Ideal Goal)	Source	Average Amount Detected	Range	Complies?	Typical Source
Barium (ppm)	2	2	Big Butte Springs	0.003	0.003	Yes	Discharge of drilling wastes, discharge from metal refineries, erosion on natural deposits
			Rogue River	0.005	0.005		
Cadmium (ppb)	5	5	Rogue River	0.2	0.2	Yes	Corrosion of galvanized pipes, erosion of natural deposits, discharge from metal refineries, runoff from waste batteries and paints

Most recent sample: Big Butte Springs in 2023, Rogue River in 2020.

Turbidity and Total Organic Carbon

Substance	Source	MCL	MCLG	Max Reading		Percent Less than 0.3 NTU	Complies?	Typical Source
Turbidity (NTU)	Rogue River	TT, Max < 1 NTU & 95% < 0.3 NTU	N/A	0.1		100%	Yes	Soil erosion and stream sediments
Substance	Source	MCL	MCLG	Max	Min	Average	Complies?	Typical Source
Total Organic Carbon (ppm)	Rogue River	TT	None	1.54	0.88	1.15	Yes	Naturally present in the environment; agricultural runoff

Violations

Entity	Type	Violation	Notes
Central Point	Reporting	Late/non-reporting of Consumer Confidence Report	There are no expected health effects due to this violation.
Eagle Point	Reporting	Late/non-reporting of Consumer Confidence Report Certification late/non-reporting of Consumer Confidence Report Late/non-reporting of Lead & Copper Rule	There are no expected health effects due to these violations.
Jacksonville	Reporting	Did not report enough – Routine Coliform	There are no expected health effects due to this violation.

Microbiological

Entity	Substance	MCL	MCLG	Detected Level	Complies?	Typical Source
Medford Water	Coliform bacteria	TT	N/A	1 detection	Yes	Naturally present in the environment
Eagle Point	Coliform bacteria	TT	N/A	2 detections	Yes	Naturally present in the environment
Phoenix	Coliform bacteria	TT	N/A	2 detections	Yes	Naturally present in the environment

Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially harmful, waterborne pathogens may be present or that a potential pathway exists through which contamination may enter the drinking water distribution system. Coliforms were found, indicating the need to look for potential problems in water treatment or distribution; when this occurs, we are required to conduct investigation(s) to identify problems and to correct any problems that were found during these investigation(s). Medford Water, Eagle Point, and Phoenix each had coliform detections, and during the past year, each was required to conduct level 1 Coliform Investigation(s). Level 1 Coliform Investigation(s) were completed by all, and no corrective actions were required. All repeat samples were absent of coliform. During the past year, zero Level 2 Coliform Investigations were required for our water system, and zero Level 2 Coliform Investigations were completed. Zero corrective actions were required and zero corrective actions were completed. A "Level 1 Coliform Investigation" means a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system. A "Level 2 Coliform Investigation" means a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred or why total coliform bacteria have been found in our water system on multiple occasions.

Unregulated Contaminants

Entity	Results	Typical Source
PFAS Compounds	No detections	Industrial manufacturing, firefighting foams, and some consumer products.
PFOA Compounds	No detections	Industrial manufacturing, firefighting foams, and some consumer products.
Lithium	No detections	Naturally present in the environment, batteries, some medications.

UNDERSTANDING THE RESULTS: Your water met or exceeded all state and federal drinking water health standards. To ensure public safety, Medford Water is required to monitor and test for contaminants in the drinking water. This Consumer Confidence Report lists all the regulated contaminants that were found in the drinking water within the last five years. Unregulated contaminants detected by regulatory testing in the reporting year are also included. The data and information presented in this report includes the most recent testing done in accordance with the regulations. Violations by an exceedance of a Maximum Contaminant Level (MCL) or by failure to comply with all drinking water rules are also included. Medford Water conducts extensive monitoring and testing beyond what is required by law. To learn more about your drinking water and to see the results of all monitoring conducted by Medford Water, please refer to the most recent Water Quality Analyses Report available on the Your Water tab of our website.

CHLORINE RESIDUAL: Sodium hypochlorite is used as a disinfectant and provides continuous protection to customers' taps. Sampling throughout the distribution system confirms that the amount of chlorine present is neither too low nor too high. Our water is effectively disinfected with much less chlorine than the allowable limit.

TESTING FOR MICROBES: Unlike most contaminants, microscopic organisms can cause immediate illness. Tests for bacteria are conducted frequently by Medford Water and the Partner Cities participating in this report, including looking for coliforms as well as confirming that adequate chlorine is present to provide ongoing disinfection. Most coliforms do not pose a health threat, but they are a good indicator of whether other bacteria might be present. If found, further testing is conducted for harmful forms of bacteria.

SPECIAL NOTICE FOR IMMUNO-COMPROMISED PERSONS: Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can particularly be at risk from infections. These people should seek advice about drinking water from their health care providers. Guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the U.S. Environmental Protection Agency's (EPA's) Safe Drinking Water Hotline at 1-800-426-4791 or at epa.gov/safewater.

WHAT THE EPA SAYS ABOUT CONTAMINANTS: Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of contaminants. Their presence does not necessarily indicate that the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline at epa.gov/safewater. Sources of drinking water (both tap water and bottled water) can include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or human activity.

CONTAMINANTS IN DRINKING WATER SOURCES MAY INCLUDE:
Microbial contaminants, such as viruses and bacteria, which may come from wildlife or septic systems.
Inorganic contaminants, such as salts and metals, which can occur naturally or result from stormwater runoff, industrial or domestic wastewater discharges, farming, and leaching from plumbing materials.
Pesticides and herbicides, which may come from a variety of sources such as farming, urban stormwater runoff and home or business use.
Organic chemical contaminants, which are byproducts of industrial processes, and can also come from gas stations, urban stormwater runoff and septic systems.
Radioactive contaminants, which can occur naturally. In order to ensure that tap water is safe to drink, the EPA has regulations that limit the amount of certain contaminants in water provided by public water systems and require monitoring for these contaminants. Food and Drug Administration regulations establish limits for contaminants in bottled water, which must provide the same protection for public health.

Medford Water, Water District, and Partner Cities’ Disinfection and Disinfection By-Product Analyses

Substance	Entity	Average for Highest Location	Range	MCL (maximum allowed)	MCLG (ideal goal)	Complies?	Typical Source
Total Trihalomethanes (ppb)	Medford Water	17.1	ND–41.8	80	0	Yes	By-products of chlorination used in the water treatment process
	Central Point	23.3	1.9–47.0				
	Eagle Point	32.5	30.8–32.5				
	Elk City Water District	31.3	31.3				
	Jacksonville	27.4	27.4				
	Phoenix	7.1	0.5–7.1				
Haloacetic Acids (ppb)	Medford Water	12.9	ND–37.2	60	0	Yes	By-products of chlorination used in the water treatment process
	Central Point	4.8	ND–19.1				
	Eagle Point	22.5	21.3–22.5				
	Elk City Water District	19.3	19.3				
	Jacksonville	13.9	13.9				
	Phoenix	3.4	ND–3.4				
Substance	Entity	RAA	Range	MRDL	MRDLG	Complies?	Typical Source
Chlorine Residual (ppm), Yearly average	Medford Water	0.5	0.2–1.0	4.0	4.0	Yes	Treatment additive for disinfection
	Central Point	0.4	0.1–0.8				
	Eagle Point	0.5	0.1–0.8				
	Elk City Water District	0.5	0.2–0.8				
	Jacksonville	0.4	0.1–0.6				
	Phoenix	0.6	0.3–0.8				
Bromate (ppm)	Medford Water	1.2	ND–8.6	10	0	Yes	By-product of ozone disinfection used in the water treatment process

Lead and Copper Sampling from Residential Water Taps

Substance	Entity	Amount Detected (90th percentile value)	Range	Date of most recent test	Number of sample sites above Action Level	Action Level	MCLG (ideal goal)	Complies?	Typical Source
Lead (ppb)	Medford Water	0.5	ND–16.2	2024	1	90% of homes tested must have lead levels less than 15 ppb	0	Yes	Corrosion of household plumbing
	Central Point	0.7	ND–36	2024	1				
	Eagle Point	3.9	ND–7.8	2022	0				
	Elk City Water District	0	ND–3.2	2024	0				
	Jacksonville	2.8	ND–21.7	2024	1				
	Phoenix	0	ND–4.4	2024	0				
Copper (ppm)	Medford Water	0.2	0.01–0.5	2024	0	90% of homes tested must have copper levels less than 1.3 ppm	1.3	YES (No sample exceeded the action level)	Corrosion of household plumbing
	Central Point	0.1	0.002–0.7	2024	0				
	Eagle Point	0.2	ND–0.38	2022	0				
	Elk City Water District	0.03	0.003–0.1	2024	0				
	Jacksonville	0.1	0.003–0.3	2024	0				
	Phoenix	0.1	0.003–0.2	2024	0				

RADON TESTING: The most common source of this colorless, odorless gas is from the soil, but a small amount of exposure can come from tap water. We conduct testing, but radon is not currently regulated; radon is considered to be a cause of cancer.

REDUCING EXPOSURE TO LEAD AND COPPER: Lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Medford Water and our Partner Cities are responsible for providing high quality drinking water and removing lead pipes, but cannot control the variety of materials used in plumbing components in your home. You share the responsibility for protecting yourself and your family from the lead in your home plumbing. You can take responsibility by identifying and removing lead materials within your home plumbing and taking steps to reduce your family’s risk. Before drinking tap water, flush your pipes for several minutes by running your tap, taking a shower, doing laundry or a load of dishes. You can also use a filter certified by an American National Standards Institute accredited certifier to reduce lead in drinking water.

If you are concerned about lead in your water and wish to have your water tested, contact Medford Water or your Partner City provider using the contact information on the back of this page. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at <http://www.epa.gov/safewater/lead>.

Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney, or nervous system problems.

In addition to our routine sampling, further testing is conducted at residences considered to be at greatest risk. Within the homes we’ve sampled, lead and copper have not been detected at levels that exceed EPA rules for safe drinking water.

In 2016, Medford Water conducted a comprehensive investigation of our distribution system to look for any lead connectors¹ on the utility-side of customer service lines. We believe that most lead connectors were removed, but if found, they are replaced with compliant material.

In 2024, Medford Water completed a service line inventory to comply with Oregon Health Authority rules using an approved statistical method. Several hundred services installed prior to 1986 were visited to compile the required information. As a result, Oregon Health Authority has certified Medford Water as a non-lead service line system.

The service line material type for the utility-owned side and the customer-owned side that has been visually investigated may be viewed at medfordwater.org/serviceline.

¹ A short piece of pipe used sometimes in the early 1900s to connect the water main to service lines.

Terms and abbreviations used in the tables are explained below.

Action Level: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a system must follow.

Contaminant: A potentially harmful physical, biological, chemical, or radiological substance.

MCL (Maximum Contaminant Level): The highest level of a contaminant allowed in drinking water. MCLs are set as close to the Maximum Contaminant Level Goal as feasible using the best available treatment technology.

MCLG (Maximum Contaminant Level Goal): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

MRDL (Maximum Residual Disinfectant Level): The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

MRDLG (Maximum Residual Disinfectant Level Goal): The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

ND (Non-detect): Not detected at an established minimum reporting level.

pCi/L (Picocuries per Liter): A measurement of radioactivity equivalent to a trillion times smaller than one curie.

ppm (Parts Per Million): One part of a particular substance is present for every million parts of water. This is the equivalent of one penny in \$10,000 or approximately one minute in two years.

ppb (Parts Per Billion): One part of a particular substance is present for every billion parts of water. Equivalent to one penny in \$10,000,000 or approximately one minute in 2,000 years.

RAA (Running Annual Average): Average collected over the period of a year.

TT (Treatment Technique): A required treatment process intended to reduce the level of a contaminant in drinking water.

Turbidity: A measure of how clear water is, expressed in Nephelometric Turbidity Units (NTU). Turbidity does not necessarily indicate that water is unhealthy, but it can interfere with disinfection and can be an indicator of microorganisms.



FUELS REDUCTION A PROACTIVE APPROACH to Reduce Wildfire Risk on the Watershed

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 and the safety of staff and 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 Medford Water's 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, we 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.



Contact Information

for Medford Water, our Partner Cities, Water District, and Other Agencies

Medford Water (PWSID: 41-00513)

Dan Perkins, Water Operations Manager
541-774-2724 | dan.perkins@medfordwater.org
Board Meetings: 1st and 3rd Wednesday at 12:15 p.m.
Location varies; see agenda for details.
medfordwater.org

City of Central Point (PWSID: 41-00178)

Micheal McClenathan, Water Division Supervisor
541-664-3321 ext. 272 | mike.mcclenathan@centralpointoregon.gov
Council Meetings: 2nd and 4th Thursday at 7 p.m.
City Hall, 140 S. 3rd Street
centralpointoregon.gov

City of Eagle Point (PWSID: 41-00267)

Aaron Prunty, City Administrator
541-826-4212 | aaron@cityofeaglepoint.org
Council Meetings: 2nd and 4th Tuesday at 6 p.m.
City Hall, 17 Buchanan Avenue South
cityofeaglepoint.org

City of Jacksonville (PWSID: 41-00405)

Jeffrey Alvis, City Administrator
541-899-1231 | administrator@jacksonvilleor.us
Council Meetings: 1st and 3rd Tuesday at 6 p.m.
New City Hall Assembly Rm., 206 N. Fifth Street
jacksonvilleor.us

City of Phoenix (PWSID: 41-00625)

Chris Stephenson, Public Works Supt.
541-621-9161 | chris.stephenson@phoenixoregon.gov
Council Meetings: 1st and 3rd Monday at 6:30 p.m.
Phoenix Plaza Civic Ctr., 220 N. Main Street
phoenixoregon.gov

Elk City Water District (PWSID: 41-01549)

John Blackhurst, ECWD Attorney
541-779-8900 | jwb@roguelaw.com
Board Meetings: 1st Monday at 6 p.m.
Greenbriar Terrace Rec. Rm., 301 Freeman Road

Jackson County Health Department

Environmental Public Health
541-774-8206
jacksoncountyor.gov

Oregon Health Authority

Drinking Water Program
971-673-0405
oregon.gov/oha/ph/healthyenvironments/drinkingwater

EPA Safe Drinking Water Hotline

1-800-426-4791
epa.gov/safewater



Frequently Asked Questions About Water Quality

Does our water contain PFAS?

Per- and polyfluoroalkyl substances (PFAS) have not been detected in Medford's drinking water. In 2024, as part of the U.S. Environmental Protection Agency's (EPA's) 5th Unregulated Contaminants Monitoring Rule (UCMR5), Medford Water sampled for the 29 PFOS and PFOA compounds as well as lithium. We have had no detections to date. The results are published by the EPA, in this report, and in our 2024 Water Quality Analyses report, which is a comprehensive listing of all our annual testing results (available on the Your Water page of our website).

Does Medford Water monitor for Disinfection By-Products (DBPs)?

Disinfection By-Products (DBPs) are formed when a water treatment disinfectant, such as chlorine, interacts with natural organic materials in water. We monitor for DBPs four times a year, and publish the results in this document; results are also published in our annual Water Quality Analyses. Our DBP levels are below—and in compliance with—the regulations of maximum contaminant levels (MCLs) that the EPA and the Oregon Health Authority have established to protect human health. However, if a violation occurs, we are required to inform our customers.

Have algal toxins been detected in our drinking water?

No, algal toxins have never been detected at our intake or in our finished drinking water since the statewide testing program began in 2018.

What can I do to improve my water quality?

- Always use the cold water tap for drinking or cooking, since hot water is more likely to release metals from pipe materials.
- Periodically clean out the aerators in your faucet.
- During periods of long stagnation, water can pick up off-tastes from sitting in the plumbing inside of your house, especially in older plumbing systems. To help combat this, you can run your water for 30 seconds to 2 minutes (until you feel the temperature drop) before drinking or cooking, to flush water that has been sitting in pipes without use, such as in the morning, after returning from work or school, and especially after a vacation.



CONSERVATION TIP:

When flushing water from pipes, you can reduce the length of time needed to run the tap if you run your sprinklers, wash a load of laundry, or shower first. Consider catching flushed tap water for plants or other household use, such as cleaning.

Answers to more Frequently Asked Questions about Water Quality are available at medfordwater.org/wqfaqs.

SOURCE WATER

protection takes

TRAINING

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 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 on the Rogue River in November 2024, our staff worked 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. Staff also participated in a similar event on the McKenzie River and has more trainings planned for the future.

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. You can help by safely disposing of your hazardous household materials at Rogue Disposal's next annual hazardous waste dropoff event.