

August 2025



MEDFORD
WATER

Waterlines

Quarterly Newsletter
of Medford Water



Do We Have Your Current Contact Information?

Have you moved or changed your phone number or email address? Whether you made the change recently or years ago, call us at 541-774-2430 or login to your account online at services.medfordwater.org to check and update your contact details. Keeping this data current helps to ensure that you receive important notifications.

Take Advantage of Our Sprinkler Surveys!

Make sure your system is operating efficiently with a FREE sprinkler system evaluation! Get a comprehensive assessment of the design and operation of your system. Call us at 541-774-2438 to schedule.

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!



SEPTEMBER IS PREPAREDNESS MONTH - Are You 2 Weeks Ready?

National Preparedness Month is an observance each September to raise awareness about the importance of preparing for disasters and emergencies that could happen at any time. If the disasters that have impacted our state and nation over the last few years have taught us anything, it's that being prepared can make a big difference.

How long do you need to be prepared to be self-sufficient?

While the traditional three days of supplies is a good start and helpful for short-term power outages or a

temporary evacuation, experts recommend that Oregon citizens proactively prepare to be self-sufficient for at least two weeks after a disaster, known as "2 Weeks Ready". This is because first responders may not be able to reach everyone impacted within hours or even days afterward, especially in the event of a Cascadia Subduction Zone earthquake. Utilities may be out during this time as well.



The Cascadia Zone is considered overdue for a major earthquake.

How do you prepare to be "2 Weeks Ready"?

To be 2 Weeks Ready, you'll need to have an emergency plan and build a kit with enough supplies—including water—to allow you and your family

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YOUR ROLE IN GUARDING AGAINST WATER CONTAMINATION

What is Backflow?

In most respects, the quality of the water you drink is determined by the source of the water and the treatment it receives. We are fortunate to have a primary water source of exceptional

quality that requires only minimal disinfection to meet strict state drinking water standards, but did you know that if you have an in-ground irrigation system or pool you also play a role in preserving the quality of our water?

You might ask, "How can my pool or irrigation system impact water quality?" The answer involves "backflow". Backflow can occur when

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A backflow device prevents contaminated water from traveling back into your drinking water

Water can only flow one way



PREPAREDNESS MONTH, CONT'D.

(Continued from Page 1)

to survive on your own for two weeks. It may seem overwhelming, but you're probably more prepared than you think! For emergency kit how-to's, fillable plans, and more, go to redcross.org, fema.gov, and ready.gov. To determine how much water your family might need, see the helpful information in green.

Another preparation we recommend is to familiarize yourself with the location of your water meter and its shut-off valve so that you can turn your water off in case of an emergency such as a broken pipe. Water meters and shut

-off valves are located in concrete boxes and usually found at the property line either in front of or behind the residence; you may have a valve next to your meter that can be turned by hand, or a tool may be needed.

Go to medfordwater.org/yourmeter for help on using your shut-off valve. If you need help verifying where your meter is located and what type of valve you have, call us at 541-774-2430.



TIP: Suitable storage containers for water can be found at your local retail or hardware store, and online. Ensure they are food grade, and don't forget to sanitize them before using.

How much water you need to be 2 Weeks Ready depends on several factors:

Each person will need water each day for drinking, meal preparation and cleanup, and hygiene. The amount of water you'll need will be impacted by the foods you plan to eat and if your family includes people with special needs and pets; a good starting point is one gallon per person per day. Track how much family members and pets use in a day and store that amount.

YOUR ROLE, CONT'D.

(Continued from Page 1)

conditions cause water to reverse its normal direction of flow, causing tainted water to be drawn back into your private household plumbing or the public water system.

Since water within irrigation pipes can contain microbes or garden chemicals, in-ground irrigation systems are the most widespread potential sources of backflow. Plumbing systems associated with pool equipment, solar panels, fire sprinkler systems, and auxiliary water supplies such as wells are also possible sources. It can even happen when a hose is left in a pool, pond, or cleaning bucket.

Due to the risk of contamination,

state health codes require irrigation systems to be equipped with backflow prevention device(s), and most are required to be tested every 12 months. Our Residential Backflow Program provides single-family residential customers with annual testing and routine repair services for their privately-owned backflow devices, to maintain safe drinking water and make the process easier for customers.

The people most likely to be endangered by a backflow incident at your house are those closest to it, which includes your family and neighbors. Working together, we can prevent this type of contamination from occurring.

Call us at 541-774-2430 if you have questions about your residential backflow device or testing.



PROJECT UPDATES

Stay up to date with our projects here, or go to medfordwater.org/projects.

South Stage Road 12" Water Main

This project improved the overall water pressure for some customers in the South Stage Road and Kings Highway area; construction was completed in June 2025.

medfordwater.org/southstage

Capital Hill Reservoir Replacement

Construction of the reservoir project is anticipated to begin in 2026, and related activities will take place on site ahead of construction. Relocation of the City of Medford's Public Safety Tower is complete.

medfordwater.org/capitalhill

Medford Water

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

Commissioners

David Wright • Jason Anderson
Bob Strosser • 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